

Anita M. Schafer  
Sr. Paralegal

May 14, 2010

Renee Jenkins  
Public Utilities Commission of Ohio  
Docketing Division  
11<sup>th</sup> Floor  
180 East Broad Street  
Columbus, OH 43215-3716

Re: Case No. 10-249-EL-WVR

Dear Ms. Jenkins:

Enclosed please find an original and twelve copies of the back page of the bill formats that were attached to the Amended Application which was filed on May 10, 2010. This back of the bill format was omitted from that attachment.

Please date-stamp the extra two copies and return to me in the enclosed envelope.

Sincerely,

  
Anita M. Schafer  
Senior Paralegal

AMS/bsc

RECEIVED-DOCKETING DIV  
2010 MAY 14 AM 8:44  
PUCO

### Statement Payment Made Easy

In order to avoid paying a late charge, please mail your payment to Duke Energy several days before the due date. Or, if you prefer:

- Pay by phone through: Speedpay - 1-800-544-6900 with credit card or check; a convenience fee will be charged
- Pay at a Pay Agent location

For more information about our bill payment options, please visit us at [www.duke-energy.com](http://www.duke-energy.com) or call 1-800-423-9159.

Disconnection of your utility service(s) will not result from failure to pay any non-tariffed or non-regulated products or services.

Under state law, the amount you are being billed for electric includes: (1) kilowatt-hour taxes that have been in effect since 2001 and are currently at \$.00465 for the first 2,000 kWh, \$.00419 for the next 13,000 kWh and \$.00363 for all additional kWh, and (2) Assessments to assist in the support of the PUCO and the Office of the Consumers Counsel that have been in effect since 1912 and 1977, respectfully.

### EXPLANATION OF STATEMENT LANGUAGE

(The following terms will not appear on every statement)

CR	Credit amount.
Current Electric Charges	Total of all charges based on usage during the current billing period for electric services.
Customer Charge	The fixed monthly basic distribution charge to partially cover costs for billing, service line maintenance, and equipment.
Delivery Charges (Electric)	Charges for the operating expenses of delivering energy.
Estimated (E) Usage	If electric usage on this statement has been estimated due to a meter malfunction or meter communication issue, the effected usage will be denoted with an "E".
Distribution Energy Charge	Charge for the use of local wires, transformers, substations, and other equipment used to deliver electricity to your home/business.
Generation Charges	Charges associated with the production of electricity.
Usage	Amount of energy used during the billing period.

Kilowatt-hour (kWh)	The unit of measure for the electricity you use. For example, you use one kWh of electricity to light a 100 watt light bulb for 10 hours.
Late Payment Charge	A 1.5% late charge is added to the overdue amount of the regulated portion of your bill if you do not pay by bill due date.
Rate	Code that identifies the electric distribution billing tariff used to calculate the bill.
Rider AAC	Charges to recover changes in environmental compliance, homeland security and tax costs.
Rider FPP	Charges to recover the cost of fuel and purchase power.
Rider TCR	Charges to recover transmission costs assessed by the regional transmission organization.
Delivery Riders (Electric)	Charges to recover various costs associated with Duke Energy's electric operations and to fund Ohio energy-related programs. This category includes all riders listed on the statement, but not reflected above.

### STATEMENT OR SERVICE INQUIRES OR COMPLAINTS

If you have a question or complaint about your bill or service, call us toll free at 1-800-423-9159. Persons who have a hearing impairment may call our TDD/TTY toll free number, 1-800-752-3254. You may also write to our Customer Services Department at P.O. Box 96, Mail Drop 309C, Cincinnati, 45201. In addition, you may contact us by fax at (513) 287-2376, or by e-mail at [www.duke-energy.com](http://www.duke-energy.com).

If your complaint is not resolved after you have called Duke Energy Ohio, or for general utility information, residential and business consumers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free), from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.puco.ohio.gov](http://www.puco.ohio.gov).

Residential customers may also contact the Ohio Consumers Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.pckocc.org](http://www.pckocc.org).

### BUSINESS OFFICE HOURS

Cincinnati - 8:00 a.m. - 5:00 p.m. Monday - Friday

### ELECTRIC SERVICE EMERGENCY NUMBERS

(513) 651-4182 or 1-800-543-5599

Duke Energy uses your phone number to respond to your calls. Having your phone number helps us serve you more quickly. Please write your phone number in the space below.

For more information, or if you have additional questions or concerns please visit us at: [www.duke-energy.com](http://www.duke-energy.com)

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If your mailing address has changed, please enter it in the boxes below.

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