

FILE

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From: "webmaster@puc.state.oh.us"
To: "ContactThePUCO@puc.state.oh.us"
Subject: 54162
Sent: 7/6/2010 9:31:08 AM
Message:
WEB ID: 54162 AT:07-06-2010 at 09:30 AM

09-1946-EL-RDR

TYPE: complaint

NAME: Mr. Carl Breitenstein

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 2449 W. Pekin Rd.
- P.O.Box 474
- Springboro , Ohio 45066
- USA

PHONE INFORMATION:

- Home: 513-236-6432
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: breitfinancial@roadrunner.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Duke Energy
- Name on account: Carl E. Breitenstein
- Service address: 2449 W. Pekin Rd.
- Service phone: 513-236-6432
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

We understand that Duke Energy just had a rate increase this year, not sure what that was for. Now we understand they are asking for yet another large increase due to the storm (Hurricane Ike) We would like to comment on that. We made 10 calls to the Company over the course of a 7 day period due to the fact that we had no service and they would do nothing, telling us more or less that our grid was not important because there were not that many houses on it. We are sick and tired of this Company being approved for every rate increase they ask for!!! They have done nothing but take advantage of us since they went from CG&E to Duke Energy. They need to know while they are getting rich, the average person is becoming poor in this economy. We

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Technician AT Date Processed 7-12-2010

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PUCO

would appreciate that you really consider re-evaluating before they give us another increase. This storm was an act of god, not the homeowners fault. We had no power for 8 straight days, totally un-called for. It was a simple problem and could have been fixed in no time at all. It is beginning to look like the PUCO is just sitting at their desk with their eyes closed letting all the increases go through. We are not very happy clients.

Carl Breitenstein