

FILE

15

PUCO EXHIBIT FILING

RECEIVED-DOCKETING DIV

Date of Hearing: 10-19-10 2010 NOV -3 PM 12:06

Case No. 10-158-EL-CSS PUCO

PUCO Case Caption: Debbie Malloy

V.

Duke Energy OHIO

List of exhibits being filed:

MALLOY 1 - Bills : 12-3-09 | 7-6-09 | 5-5-10 | 4-5-10

Malloy 2 - Copy of Money order - Letter from
Fifth Third Bank & Reminder Notice

Malloy 3 - Letter from Summit Management
and Document from the Presere
at Belfett Ridge

Malloy 4 - Handwritten Document

Malloy 5 - Bar Chart - 12 month History

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business
Technician DA Date Processed NOV 03 2010

Reporter's Signature: [Signature]
Date Submitted: 11-2-10

BEFORE THE PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of: :
 Debbie Malloy, :
 Complainant, :
 vs. : Case No. 10-158-EL-CSS
 Duke Energy Ohio, :
 Respondent. :

PROCEEDINGS

before Mr. Jim Lynn, Attorney Examiner, at the Public
 Utilities Commission of Ohio, 180 East Broad Street,
 Room 11-D, Columbus, Ohio, called at 10:12 a.m. on
 Tuesday, October 19, 2010.

ARMSTRONG & OKEY, INC.
 222 East Town Street, Second Floor
 Columbus, Ohio 43215-5201
 (614) 224-9481 - (800) 223-9481
 Fax - (614) 224-5724

Account Number 6180-2171-10-1

50 07

For less detailed billing information on your monthly bill, check box on right

☐

Due Date	Amount Due
Dec 3, 2009	\$ 200.04

\$ _____ \$ _____
HeatShare Contribution Amount Enclosed
(for Customer Assistance)

Malloy
Ex 1



00007455 CGE1 ZA 09315 - ZIPCODE 09 YYYNN 1oz

Debbie Malloy
2455 Fox Sedge Way Apt B
West Chester OH 45069-8887

PO Box 9001076
Louisville KY 40290-1076

400 00000200042 61802171101 120320092 00000203041

↑ PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT. ↑

Page 1 of 2

Name /Service Address	For Inquiries Call	Account Number
Debbie Malloy 2455 Foxsedge Way Apt: B West Chester OH 45069	Duke Energy 513-421-9500 1-800-544-6900	6180-2171-10-1

Mail Payments To	Account Information
PO Box 9001076 Louisville KY 40290-1076	Payments after Nov 11 not included Last payment received Oct 23 Bill prepared on Nov 11, 2009 Next meter reading Dec 09, 2009

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Elec	104871802	Oct 22 Nov 09	18	61521	61695	174

Electric - Residential	
Usage -	174 kWh
Duke Energy - Rate RS	\$ 25.04
Current Electric Charges	\$ 25.04

Current Billing	
Amt Due - Previous Bill	\$ 830.18
Payment(s) Received	175.00cr
Balance Forward	655.18
Current Electric Charges	25.04
Agmt #2968543 Amt Due	175.00
Reconnect Charge	25.00
Transfer to Agmt #2932543	805.18cr
Applied to Agmt Bal	125.00
Current Amount Due	\$ 200.04

Account Balance	
Current Billing	\$ 200.04
Agreement Balance	505.18
Total Account Balance	\$ 705.22

HEATSHARE- Help those less fortunate stay warm this winter season by contributing to Duke Energy's HeatShare program. See this month's bill insert for more information on how you can help, or visit us online at www.duke-energy.com.

Due Date	Amount Due	After
Dec 3, 2009	\$ 200.04	Dec 3, 2009
		\$ 203.04

Name	Service Address	Account Number
Debbie Malloy	2455 Foxsedge Way Apt: B West Chester OH 45069	6180-2171-10-1

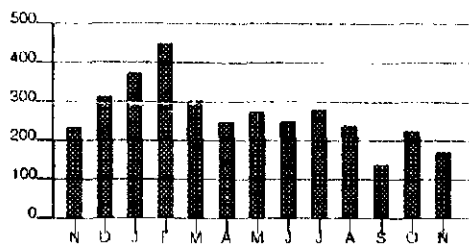
Customers who heat their home electrically may be able to reduce their heating costs with our Optional Residential Heating Rate. Call for details.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 9.02 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges		
Electric	Duke Energy	
Meter - 104871802	Rate RS - Residential Svc-Winter	
kWh Usage - 174	Distribution-Customer Chg	\$ 3.42
Oct 22 - Nov 09	Delivery Charges	
18 Days	Distribution-Energy Chg	
	174 kWh @ \$ 0.02212600	3.85
	Delivery Riders	1.94
	Total Delivery Charges	\$ 5.79
	Generation Charges	
	Generation Energy Chg	
	174 kWh @ \$ 0.04023800	7.00
	Rider FPP	6.80
	Rider AAC	1.14
	Rider TCR	0.89
	Total Generation Charges	\$ 15.83
		\$ 25.04
	Total Current Electric Charges	\$ 25.04

Agreement Information			
Summary		Previous Agreement Balance	\$ 0.00
Agreement Number - 2968543		Transfer From Current Billing	\$ 805.18
Agreement Amount - \$ 805.18		Current Agreement Amount Due	\$ 175.00cr
Agreement Date - 10/22/09		Credit / Debit Other	\$ 125.00cr
Number of Payments - 6		Agreement Balance	\$ 505.18
Monthly Amount Due - \$ 175.00			

kWh Electric Usage



Calculations based on most recent 12 month history
Total Usage 3,300
Average Usage 275

	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Electric	236	316	376	451	308	252	276	250	283	242	144	228	174

Name	Service Address	Account Number
Debbie Malloy	2455 Foxsedge Way Apt: B West Chester OH 45069	6180-2171-15-2

Explanation of Current Charges			
Electric Meter -	104871802	Duke Energy Rate RS - Residential Svc-Winter	
kWh Usage -	555	Distribution-Customer Chg	\$ 5.50
Feb 05 - Mar 11		Delivery Charges	
34 Days		Distribution-Energy Chg	
		555 kWh @ \$ 0.02212600	12.28
		Delivery Riders	6.45
		Total Delivery Charges	\$ 18.73
		Generation Charges	
		Generation Energy Chg	
		555 kWh @ \$ 0.04234500	23.50
		Rider FPP	22.24
		Rider AAC	4.98
		Rider TCR	2.84
		Total Generation Charges	\$ 53.56
			\$ 77.79
		Total Current Electric Charges	\$ 77.79

Due May 2010

Account Number 6180-2171-10-1

50 07

For less detailed billing information on your monthly bill, check box on right

☐

Due Date	Amount Due
Jul 6, 2009	\$ 117.62

\$ _____ \$ _____
HeatShare Contribution Amount Enclosed
(for Customer Assistance)



00008783 CGE1 ZA 09163 - ZIPCODE 03 YYYNN 1oz

Debbie Malloy
2455 Fox Sedge Way Apt B
West Chester OH 45069-8887

PO Box 9001076
Louisville KY 40290-1076

400 00000117625 61802171101 070620090 00000119385

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT.

Page 1 of 2

Name /Service Address	For Inquiries Call	Account Number
Debbie Malloy 2455 Foxsedge Way Apt: B West Chester OH 45069	Duke Energy 513-421-9500 1-800-544-6900	6180-2171-10-1

Mail Payments To	Account Information
PO Box 9001076 Louisville KY 40290-1076	Payments after Jun 11 not included Last payment received May 26 Bill prepared on Jun 11, 2009 Next meter reading Jul 10, 2009

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Meter Reading Present	Usage
Elec	104871802	May 11 Jun 10	30	60320	60570	250

Electric - Residential	
Usage -	250 kWh
Duke Energy - Rate RS	\$ 30.62
Current Electric Charges	\$ 30.62

Current Billing	
Amt Due - Previous Bill	\$ 1,038.26
Payment(s) Received	87.00cr
Balance Forward	951.26
Current Electric Charges	30.62
Agmt #2916345 Amt Due	87.00
Transfer to Agmt #2916345	1,038.26cr
Agmt #2916345 Amt Due	87.00
Current Amount Due	\$ 117.62

Account Balance	
Current Billing	\$ 117.62
Agreement Balance	864.26
Total Account Balance	\$ 981.88

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 7.20 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Due Date	Amount Due	After
Jul 6, 2009	\$ 117.62	Jul 6, 2009
		\$ 119.38



Account Number 6180-2171-15-2

50 07

Due Date	Amount Due
May 5, 2010	\$ 674.46

\$ _____ \$ _____
HeatShare Contribution Amount Enclosed
(for Customer Assistance)

0015352 01 AV 0.335 **AUTO 12 0 1083 45069-888774 -C01-P00000-I 4



Debbie Malloy
2455 Fox Sedge Way Apt B
West Chester OH 45069-8887

PO Box 9001076
Louisville KY 40290-1076

400 00000674460 61802171152 050520102 00000684589

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT

Page 1 of 1

Name /Service Address	For Inquiries Call	Account Number
Debbie Malloy 2455 Foxsedge Way Apt: B West Chester OH 45069	Duke Energy 513-421-9500 1-800-544-6900	6180-2171-15-2

Mail Payments To	Account Information
PO Box 9001076 Louisville KY 40290-1076	Payments after Apr 13 not included Bill prepared on Apr 13, 2010 Next meter reading May 11, 2010

Current Billing	
Amt Due - Previous Bill	\$ 674.46
Current Amount Due	\$ 674.46

Charges for meter(s) not shown on this bill will be billed at a later date.

Due Date	Amount Due	After
May 5, 2010	\$ 674.46	May 5, 2010 \$ 684.58



1083-01-00-0015352-0001-0030904

visit us at www.duke-energy.com



ALICIA

FAX # 287-4373

Account Number 6180-2171-15-2

50 07

For less detailed billing information on
your monthly bill, check box on right☐

Due Date	Amount Due
Apr 5, 2010	\$ 674.46

\$ _____ \$ _____
HeatShare Contribution Amount Enclosed
(for Customer Assistance)

0015414 01AV0.335 **AUTO 180106145069-888774 J001-P00000-1124



Debbie Malloy
2455 Fox Sedge Way Apt B
West Chester OH 45069-8887

PO Box 9001076
Louisville KY 40290-1076

OLD APT

#16 4579 CACERS EDGE SEC ATTACHED
LETTER FOR VERIFICATION

400 00000674460 61802171152 040520104 00000684589

HAMILTON, OH 45011

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT

Page 1 of 2

Name /Service Address	For Inquiries Call	Account Number
Debbie Malloy 2455 Foxsedge Way Apt: B West Chester OH 45069	Duke Energy 513-421-9500 1-800-544-6900	6180-2171-15-2

Mail Payments To	Account Information
PO Box 9001076 Louisville KY 40290-1076	Payments after Mar 12 not included Bill prepared on Mar 12, 2010 Next meter reading Apr 12, 2010

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Elec	104871802	Feb 05 Mar 11	34	62688	63243	555

Electric - Residential	Current Billing
Usage - 555 kWh	Amt Due - Previous Bill \$ 0.00
Duke Energy - Rate RS \$ 77.79	Balance Forward 0.00
Current Electric Charges \$ 77.79	Current Electric Charges 77.79
	Transfer From 61802171-10 596.67
	Current Amount Due \$ 674.46

For your convenience, we have included your final charges for service at 2455 FOXSEGE WAY. If your final bill has been paid, please disregard the final charges included above.

Customers who heat their home electrically may be able to reduce their heating costs with our Optional Residential Heating Rate. Call for details.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 9.36 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Due Date	Amount Due	After Apr 5, 2010
Apr 5, 2010	\$ 674.46	\$ 684.58



1061-01-00-0015414-0001-0030751

visit us at www.duke-energy.com

← LOAD THIS DIRECTION, THIS SIDE UP



Beckett Ridge Bank Mart
8242 Princeton-Glendale Rd.
West Chester, OH 45069
513-860-1101

February 17, 2010

To Whom It May Concern:

This letter is to certify that Debbie Malloy make one payment for \$265.50 on 2/2/10 to Duke Energy of 139 East Fourth Street, Cincinnati, Ohio. The trace number for this payment is 07800978.

Should you have any questions or concerns, please feel free to contact me.

Sincerely,

JR Taylor

Customer Service Manager
513.860.1101
JR.Taylor@53.com

Name / Service Address	For Inquiries Call	Account Number
------------------------	--------------------	----------------

Debbie Malloy
2455 Foxsedge Way
Apt: B
West Chester OH 45069

Cinergy/CG&E

513-421-9500
1-800-544-6900

6180-2171-10-1

Mail Payments To	Account Information
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PO Box 9001076
Louisville KY 40290-1076

Payments after Apr 11 not included
Last payment received Mar 27

Bill prepared on Apr 11, 2006
Next meter reading May 09, 2006

REMINDER - Did you overlook paying last month's bill? Unless you paid your bill recently, please give this your prompt attention.

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Elec	104871802	Mar 10	Apr 10	31	48666	49003	337

Electric - Residential	
Usage -	337 kWh
Cinergy/CG&E - Rate BS	\$ 38.14
Current Electric Charges	\$ 38.14

Current Billing	
Amt Due - Previous Bill	\$ 217.17
Payment(s) Received	106.76
Late Payment Charge(s)	1.66
Balance Forward	112.07
Current Electric Charges	38.14
Current Amount Due	\$ 150.21

Your next energy bill will have a new name. Cinergy/CG&E is becoming Duke Energy. Learn more at www.duke-energy.com.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.73 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.cinergycge.com to calculate your individual Price to Compare or contact Cinergy/CG&E for a written explanation.

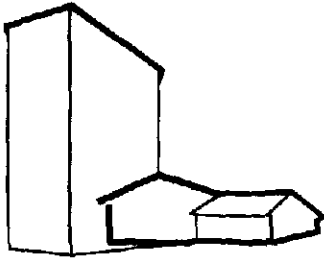
Money order # 08-435529460
153.00 Sunday May 28

REMINDER NOTICE

Due Date	Amount Due	After
May 3, 2006	\$ 150.21	May 3, 2006 \$ 152.46

CINERGY.

visit us at www.cinergy.com



SUMMIT MANAGEMENT SERVICES, INC.

Real Estate Management

730 West Market Street
Akron, Ohio 44303-1070
330/762-4011

Telecopier 330/762-2024
TDD: 1-800-545-1833 Ext. 362

Malloy
Ex 3

April 9, 2010

To whom it may concern:

The Lakes of West Chester Village was purchased by Summit Management Services 3-4 years ago. We have no record of Debbie Malloy living in our apartment community. I can tell you that she has not lived in this community in the time frame that we have owned and managed The Lakes. The apartment that you are charging her for was occupied by other residents. Ms. Malloy was not someone on the lease in the year of 2008 in apartment 4579-16 Lakes Edge Drive, West Chester, Ohio 45069.

Stella V. Franchina

Property Manager

582.25

plus 34.25

Mallory Ex, 476
150

582.25
34.25
616.50

The Preserve at Beckett Ridge
2515 Fox Sedge Way
West Chester, Ohio 45069
513-942-2105

626
616
41
582
05
29.10

WELCOME HOME!

NAME: Debbie Mallory

NEW ADDRESS: 2455 B FOX SEDGE Way
WEST CHESTER, OHIO 45069

Money order 616.50

Welcome Home! Your lease will begin on 1/31/04. All applicants must sign the lease on or before this date. Your first month's rent, as well as the next full month (if your move-in falls after the 25th of the month) will be due along with any remaining deposit prior to receiving keys.

PLEASE MAKE YOUR CHECKS PAYABLE TO "BECKETT COMMUNITIES"

Security Deposit

Rent

476.40
252.80

Amount of Deposit \$ 300.00
Pet Deposit 300.00 1/31/04
Amount Paid

Base Rent \$ 685.00
additional options:
() Short term fee _____ months 0
() Washer/Dryer 0
() Pet(s) @ \$25 per pet 0
() Garage # _____ 0
() Furniture 0
() Utilities 0
() Other 0

Total Deposit Due at Move-In 0

Total Monthly Payment \$ 685.00
Next Full Month (MI after 25th) 685.00
Prorated Rent: From 1/31 to 1/31 27.83
Total Rent Due at Move-In \$ 707.83

476
200
276

476
180
656

Notes: TWO MONTHS FREE ON 15M LEASE 685 X 2 = 1370 ÷ 15m = 91.33m. = 616.50

Please order your utility readings and transfer them into your name for the date your lease begins prior to Move-In.

DUE AT MOVE-IN

Cinergy for Electric Service: 513-421-9500
Cincinnati Bell for Phone Service: 513-585-2210
Time Warner Cable to upgrade cable service from Lifeline: 513-489-5911
Water: We read your meter on move-in date and fax the reading to Water Master

MONTHLY \$593.97

22.83
30
00
00
00
00

Malloy Ex 4

(Havent lived here since 2002)

4579 Lakes Edge #16 West Chester 45011

Picked up my old address

along with my address @ 2455 Fox Sedge Way
West Chester, OH 45069.

262 100.00 was pd. by me - pay pal by me 162

262 100.00 was pd by me pay pal by me 162

524-

175-

699-

79

778-

150

928

250 checking acct pay prof.

1184

11 84 Total payment

320

814 overpayment

I was told that my apt was 30.00 a month

w/o using my heat or air conditioning 370.00 a yr.

I froze in the winter

Sweltered in the summer

we turned the heat on low as I could so

it wouldn't come on

814.00 overpayment

150.00 loss of food

964 Total

1036 Damages

2000. Total

Generation Energy Corp.
 337kWh @ \$0.03755300
 Rider FPP
 Total Generation Charges

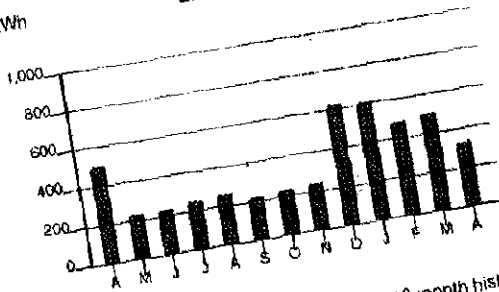
12.00
 4.56
 \$17.22

\$38.14
 \$38.14

Total Current Electric Charges

Electric Usage

kWh



Calculations based on most recent 12 month history
 Total Usage 4,256
 Average Usage 355

	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR
Electric	508	235	234	254	266	224	233	249	620	613	485	508	597

Malloy Ex 5

visit us at www.cinergy.com

CINERGY

*Due ~~11/1~~
 May 3 2006*