

FILE

10-2657-EL-CSS

Public Utilities Commission of Ohio
Attn: Docketing
180 E. Broad St.
Columbus, OH 43215

Formal Complaint Form

Jo Ellen Spitz
Customer Name (Please Print)

2444 Madison Rd #1706
Customer Address
Cincinnati, Ohio, 45208
City State Zip

Against

Duke Energy
Utility Company Name

Account Number
Customer Service Address (if different from above)
City State Zip

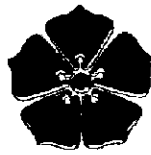
Please describe your complaint. (Attach additional sheets if necessary)

In July (2010) I called Duke Energy to have service put in my name at 1616 Brewster. I was denied service because of an outstanding bill. We own 1600, 1606, 1608, 1616, 1620, 1624 Brewster and these properties have been in and out of my name over the past 3 years. I asked what bill were they talking about and was told 2310 Kenton St. I said that property 12 years ago.
(continued on additional page)

Jo Ellen Spitz
Signature
513 3210043
Customer Telephone Number

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 AM Date Processed 11/15/10
180 East Broad Street
Columbus, Ohio 43215-3793

RECEIVED-DOCKETING
2010 NOV 15 PM 2:59
PUCOH
Updated October 28, 2010
(614) 466-3069
www.PUCOHio.gov




I called Cent Gas and Electric Co. and informed them of the sale when the property was sold. The person at Duke said nothing could be done & owed the money. That is when I tried to sue Mr. Evans of Duke Energy in small claims court. I was told at court by the lawyer for Duke Energy James McLean that Duke couldn't be sued however he would look at it and keep my interest in mind. I received a letter from him offering to cut the bill. I have never received a bill. I don't have any idea what the dates were and do not know who I would send payment to - as I mentioned before I have a number of other properties in my name so they would have my address etc. I feel that I have been dealt with unfairly and that is why I am making this appeal.

Sincerely,

Jo Ellen Spitz



139 East Fourth Street, ATII 25
P.O. Box 960
Cincinnati, OH 45201-0960
Telephone: (513) 419-1831
Facsimile: (513) 419-1826

James E. McLean 
Assistant General Counsel
E-mail: James.McLean@duke-energy.com

August 18, 2010

Jo Ellen Spitz
2444 Madison Road, #1706
Cincinnati, Ohio 45208

RE: 1616 Brewster Avenue, Cincinnati, Ohio 45207

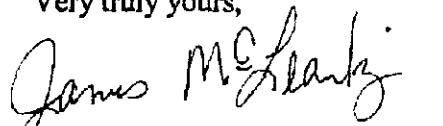
Dear Ms. Spitz:

In response to your Complaint filed with Hamilton County, Duke Energy has looked further into your claim in which you indicated we would not allow you to have utility service turned on in your name at the above captioned address.

As you may recall, Pam Ball has spoken with you numerous times in which she explained that you had an outstanding balance for the address of 2310 Kenton Street, Cincinnati, Ohio 45206 in the amount of \$672.40. You indicated that you had sold this property twelve years ago and as such, you are not responsible for any charges. Please recall that you signed the enclosed contract and accepted responsibility for the utility service when the residence was not occupied by a tenant. When the residence became vacant during the time period of April 28, 2010 to July 7, 2010, we transferred responsibility of payment to you under the terms of the contract as we had received no notification from you to do otherwise. The contract you signed requires that you must give Duke Energy two weeks written notice if you no longer assume responsibility for the payment of the utility service. As of this date we have not received written notification of your wish to terminate the contract.

In order to resolve this dispute, Duke is offering a generous 50% discount on the amount due and we ask that you remit a payment of \$336.20 to satisfy the outstanding balance. Also, out of courtesy we have since allowed you to turn service on in your name at the Brewster address. I would suggest that you provide written notice of your wish to cancel the enclosed contract to prevent this from happening in the future. Should you have any questions, please do not hesitate to contact me.

Very truly yours,


James E. McLean, Esq.

JEM/emr

Enclosure

363942

November 8, 2010

James E McLean, Esq.
Duke Energy Co.

Dear Mr McLean,

Thanks for your kind attention to my communication regarding 2310 Kenton Street, dated August 18, 2010. I am back in the United States and I want to inform you of certain items.

Having sold the property twelve years ago I did inform C G & E by telephone that I was no longer the owner of the property and that the new owner would be the responsible party. Since then I have never received monthly or other statements. If you mailed them and they were returned it would have been easy to locate me because I am a very good customer and a very good shareholder (C G & E then Duke) for many years. Your offer is nice but I must insist that I have not been the responsible party. I trust that you will see this in the appropriate light. Despite numerous sales pitches from alternative suppliers I remain a loyal customer for all my properties and shareholder as well. With thanks for your attention I remain

Sincerely,

Jo Ellen Spitz