

FILE

PUCO EXHIBIT FILING

112

Date of Hearing: 4-27-11

Case No. 10-791-EL-CSS

PUCO Case Caption: In The Matter of the Complaint of
Brenda Fitzgerald and Gerard Fitzgerald

VS.

Duke Energy of Ohio, Inc.

PUCO

List of exhibits being filed:

Company's Exhibits

1- CMG-1 - Bills - 1923 John Gray Rd

2- CMG-2 - Bills - 60 Hunters Court

3- Account Note History Detail - John Gray Rd.

4- Account Note History Detail - Hunters Court

5- final DNP Notice History Detail - Hunters Court

Complainant's Exhibits

1- Winter Reconnect Order: Maintain Electric & Natural
Gas Service - PUCO

2- Duke Energy Customer Rights & Responsibilities

3- Case Report w/ Attachments

4- Account Note History Detail - John Gray Rd.

5- Email to Ms. Grivas from Ms. Bell

6-8 Emails to PUCO from Ms. Bell

Reporter's Signature: Sandra P. Kim

Date Submitted: 5-11-11

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BEFORE THE
PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of: :
The Complaint of :
Brenda Fitzgerald :
and Gerard Fitzgerald, :
 :
Complainants, :Case No. 10-791-EL-CSS
 :
vs. :
 :
Duke Energy Ohio, Inc., :
 :
Respondent. :

PROCEEDINGS

before Mr. Kerry K. Sheets, Hearing Examiner, at the Public Utilities Commission of Ohio, 180 East Broad Street, Room 11-C, Columbus, Ohio, called at 10:00 a.m. on Wednesday, April 27, 2011.

ARMSTRONG & OKEY, INC.
222 East Town Street, 2nd Floor
Columbus, Ohio 43215
(614) 224-9481 - (800) 223-9481
Fax - (614) 224-5724

Respondent

Case No. 10-791-EL-CSS

DUKE ENERGY OHIO, INC.

Robert A. McMahon (0064319)
Eberly McMahon LLC
2321 Kemper Lane, Suite 100
Cincinnati, OH 45206
513-533-3441
513-533-3554 Fax
bcmcmahon@emh-law.com
Attorney for Respondent,
Duke Energy Ohio, Inc.

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ATTACHMENTS:

CMG-1 Gas & Electric bills for 1923 John Gray Road, Cincinnati, OH 45240
CMG-2 Electric bills for 61 Hunters Court, Amelia, OH 45102

I. INTRODUCTION

1 **Q. PLEASE STATE YOUR NAME AND BUSINESS ADDRESS.**

2 A. My name is Cindy M. Givens, and my business address is 139 East Fourth Street,
3 Cincinnati, Ohio 45202.

4 **Q. BY WHOM ARE YOU EMPLOYED AND IN WHAT CAPACITY?**

5 A. I am employed by Duke Energy Shared Services, Inc., as Customer Relations
6 Supervisor.

7 **Q. PLEASE DESCRIBE YOUR EDUCATIONAL AND PROFESSIONAL**
8 **BACKGROUND.**

9 A. I have been employed by Duke Energy Corporation, its predecessor, Cinergy
10 Corp., and the Cincinnati Gas & Electric Company (CG&E) in various positions
11 since 1978. I graduated from Western Hills High School in May 1978. Prior to
12 1984, I worked for the CG&E and held various positions in the Nuclear Systems
13 and General Engineering Department. In 1984, I was promoted to the Customer
14 Relations Department and held several positions with increasing responsibility
15 until June 1, 2002, when I was promoted to Customer Relations Coordinator. On
16 October 1, 2007, I was promoted to my Customer Relations Supervisor. As of
17 October 1, 2010, I became responsible for the Fuel Fund and Low Income
18 Agency relationship for all 5 states in which the regulated utility companies
19 affiliated with Duke Energy Corporation operate.

20 I have extensive training regarding credit and collection procedures. This
21 training is typically done on an annual basis and includes the following topics:

- 22 • Rates and billing issues and disputes

CINDY M. GIVENS DIRECT

- Service Orders
- Energy usage and energy audits
- Power quality issues
- Consumer education
- Customer contracts issues

Q. PLEASE DESCRIBE YOUR RESPONSIBILITIES AS CUSTOMER RELATIONS SUPERVISOR.

A. My extensive background in customer service and with a wide variety of customers provides me with great flexibility and knowledge to handle a wide range of issues, such as, rates, metering, billing and power quality. As a Customer Relations Supervisor, I manage a team that is responsible for all customer service inquiries for the three midwest states in which Duke Energy Corporation's utilities operate. The types of inquiries include: service requests, complaints, general questions, and billing disputes. Under my direction, my staff researches and attempts to resolve any issues escalated from various sources, including the utility commissions, customer advocacy groups and other sources.

I work with state utilities commissions as a liaison for their specific customer requests. I have a working knowledge of all existing Duke Energy Ohio, Inc's (DE-Ohio) tariffs, programs and policies and communicate this information to customers on a frequent basis. I also interact with gas and electric operating departments, meter reading and various other departments on a daily basis, for many reasons, including responding to and attempting to resolve

1 customer inquiries or concerns. I have a working knowledge of current
2 federal/state regulations for Ohio, Kentucky and Indiana.

3 In addition to my day-to-day responsibilities, I also attend annual
4 conferences, such as the EEI Low-Income Best Practices Workshop. I have
5 participated in seminars, such as the Ohio Department of Development HEAP
6 Regional Training and presented Duke Energy's Energy Assistance Guidelines in
7 various forums. I also work extensively with local community and social service
8 agencies and provide presentations on credit/billing and customer service topics
9 as appropriate.

10 I serve as a subject matter expert on committees and teams involving
11 billing, credit and collection and field operations issues within Duke Energy
12 Corporation. I also serve as DE-Ohio's liaison with various regulatory,
13 governmental and customer advocacy groups. In addition, I exchange
14 information with counterparts in other companies and utilities, and participate in
15 identified benchmarking opportunities.

16 **Q. HAVE YOU PREVIOUSLY TESTIFIED BEFORE THIS COMMISSION?**

17 **A.** Yes. I have testified in other formal complaints before the Public Utilities
18 Commission of Ohio and also appeared on behalf of DE-Ohio at prehearing
19 settlement conferences.

20 **II. PURPOSE OF TESTIMONY**

21 **Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY IN THIS**
22 **PROCEEDING?**

1 A. The purpose of my testimony is to respond to the allegations contained in the
2 complaint filed by Ms. Brenda Fitzgerald, the customer of record, and her
3 husband Gerard Fitzgerald and to provide accurate information regarding the
4 complaint filed by Mr. and Mrs. Fitzgerald, including but not limited to, billing,
5 payments and account history for Ms. Fitzgerald's electric account at 61 Hunters
6 Court, Amelia, OH 45102 (the "Hunters Court Account") and her prior natural
7 gas and electric account at 1923 John Gray Road, Cincinnati, OH 45240-1030
8 (the "John Gray Account").

9 **III. DISCUSSION**

10 **Q. ARE YOU FAMILIAR WITH THE COMPLAINT FILED BY MR. AND**
11 **MRS. FITZGERALD?**

12 **A.** Yes.

13 **Q. PLEASE BRIEFLY SUMMARIZE YOUR UNDERSTANDING OF THE**
14 **FITZGERALDS' ACCOUNT?**

15 **A.** The complaint is a billing dispute involving primarily the Hunters Court Account
16 but also the John Gray Account. Both accounts are in the name of Brenda
17 Fitzgerald only—Mr. Fitzgerald is not and has not been a customer of DE-Ohio
18 with respect to either the John Gray Account or Hunters Court Account.
19 According to the Complaint, Ms. Fitzgerald disputes DE-Ohio's handling of her
20 Hunters Court Account and specifically what she claims was false information
21 provided to her by DE-Ohio concerning the amount owed to avoid disconnection
22 or restore her services and DE-Ohio's failure to offer the Winter Rule program

1 when Mr. and Mrs. Fitzgerald called DE-Ohio on April 15, 2010, to restore the
2 gas and electric services at the Hunters Court Account.

3 **Q. ARE YOU FAMILIAR WITH MS. FITZGERALD'S JOHN GRAY**
4 **ACCOUNT AND HUNTERS COURT ACCOUNT?**

5 **A. Yes.**

6 **Q. PLEASE EXPLAIN HOW YOU ARE FAMILIAR WITH THOSE**
7 **ACCOUNTS.**

8 **A. I personally researched DE-Ohio's records for Ms. Fitzgerald's John Gray**
9 **Account and Hunters Court Account. DE-Ohio keeps and maintains customer**
10 **account information in a comprehensive computer database called the Customer**
11 **Management System (CMS). CMS is used by all call center, receivables and**
12 **customer service personnel, and is used to keep track of service requests,**
13 **customer calls, inquiries, turn on orders, billing, account status and histories.**
14 **CMS has been the single customer management system used by DE-Ohio and its**
15 **predecessor, CG&E, since 1993. There is a record for every account at every**
16 **address for the history of the account. The most recent two years of information is**
17 **immediately accessible in the system. Account histories and customer bills**
18 **beyond two years are archived and accessible through data inquiries.**

19 When a customer calls in regarding their account, a notation is made in the
20 account describing the inquiry. If service is requested, such as a turn on, repair
21 request or meter test, a notation is made of the request. The dates of the service
22 request are noted in the record and any special instructions are noted.

1 **Q. LET'S START WITH THE JOHN GRAY ACCOUNT. PLEASE EXPLAIN**
2 **THE BILLING HISTORY OF MS. FITZGERALD'S JOHN GRAY**
3 **ACCOUNT DURING 2009.**

4 **A. Ms. Fitzgerald received both natural gas and electric services at the 1923 John**
5 **Gray Road address. On March 26, 2008, the John Gray Account was placed on a**
6 **Percentage of Income Payment Plan (PIPP) plan pursuant to applicable**
7 **Commission regulations. Ms. Fitzgerald made PIPP payments regularly to DE-**
8 **Ohio on the John Gray Account during 2008 and 2009. Attachment CMG-1**
9 **consists of true and accurate copies of the monthly bills for the John Gray**
10 **Account from February 2009 through April 2010.**

11 On December 1, 2009, the electric and gas services were disconnected at
12 the John Gray property in response to Ms. Fitzgerald's prior order. Ms. Fitzgerald
13 called DE-Ohio and explained that the services were supposed to be disconnected
14 as of December 10th, not December 1st. Accordingly, DE-Ohio reconnected the
15 gas and electric services and reinstated the cancellation order for December 10th.
16 However, on December 9, 2009, Ms. Fitzgerald contacted DE-Ohio to cancel the
17 cancellation order for the following day. Accordingly, the John Gray Account
18 remained in Ms. Fitzgerald's name until it was disconnected for non-payment on
19 March 29, 2010. DE-Ohio had issued a "Final Bill" in December 2009 when the
20 account was disconnected and then issued a later "Final Bill" in April 2010 once
21 the services were restored.

1 Q. NOW LET'S TALK ABOUT THE HUNTERS COURT ACCOUNT AND
2 HOW IT WAS IMPACTED, IF AT ALL, BY THE UNPAID BALANCE
3 DUE ON THE JOHN GRAY ACCOUNT.

4 A. Ms. Fitzgerald had established electric service only under the Hunters Court
5 Account on November 25, 2009. Consistent with applicable regulations and DE-
6 Ohio's tariffs on file with the Commission, on December 18, 2009, DE-Ohio
7 twice transferred the unpaid portion of the John Gray Account relating to electric
8 only to the Hunters Court Account (the Fitzgeralds' newer address). DE-Ohio
9 originally transferred \$1,053.63 in electric charges from the first "Final Bill" and
10 later transferred \$222.60 in electric charges in April 2010 when her account was
11 closed the second time. The unpaid natural gas charges from the original "Final
12 Bill" were transferred to the re-opened natural gas and electric account at the John
13 Gray Address—all of which remained in Ms. Fitzgerald's name. Ms. Fitzgerald
14 continued to be billed every month under the John Gray Account until it was
15 disconnected for non-payment on March 1, 2010 (natural gas) and March 29,
16 2010 (electric).

17 On the bill generated by DE-Ohio on January 19, 2010, DE-Ohio notified
18 Ms. Fitzgerald that the Hunters Court Account was subject to potential
19 disconnection if she did not pay the past due amount of \$885.97. Attachment
20 CMG-2 consists of true and accurate copies of the monthly bills for the Hunters
21 Court Account from January through July 2010. The next two monthly bills
22 contained similar notices that the Hunters Court Account was subject to potential

1 disconnection because Ms. Fitzgerald failed to make any payments by the
2 February 10 and March 8, 2010, deadlines.

3 **Q. DID MS. FITZGERALD EVER CONTACT DE-OHIO TO DISCUSS HER**
4 **PAST DUE HUNTERS COURT ACCOUNT?**

5 A. Yes. According to DE-Ohio's records, Ms. Fitzgerald contacted DE-Ohio on
6 March 29, 2010, because the Hunters Court Account was subject to potential
7 disconnection. During that call DE-Ohio explained various options to Ms.
8 Fitzgerald to avoid disconnection of electric services under the Hunters Court
9 Account. First, DE-Ohio explained that Ms. Fitzgerald could pay \$1676.22,
10 which included the unpaid bill of \$1376.22, plus a \$25 reconnection fee and a
11 security deposit of \$275. Alternatively, DE-Ohio advised Ms. Fitzgerald of the
12 opportunity to participate in the Winter Rule program which would have allowed
13 her to avoid disconnection by paying \$175 by April 8, 2010, followed by monthly
14 payments to pay off the balance within 6 months. Finally, DE-Ohio advised Ms.
15 Fitzgerald that a medical certification could remove the disconnection notice
16 provided that she gave the appropriate documentation to DE-Ohio.

17 **Q. WHAT HAPPENED NEXT?**

18 A. Ms. Fitzgerald did not tell DE-Ohio that she wanted to take advantage of the
19 Winter Rule program with respect to the Hunters Court Account. She also did not
20 provide any medical certification paperwork. Instead, Ms. Fitzgerald made a
21 partial payment of \$300 on April 5, 2010. Unfortunately that payment was not
22 adequate to avoid disconnection because Ms. Fitzgerald did not sign up for the
23 Winter Rule program or ever tell DE-Ohio that she wanted to participate in that

1 program. Accordingly, pursuant to applicable regulations and DE-Ohio's tariff on
2 file with the Commission, DE-Ohio disconnected the electric service under the
3 Hunters Court Account on April 15, 2010.

4 **Q. PLEASE EXPLAIN WHAT HAPPENED NEXT ON THE HUNTERS**
5 **COURT ACCOUNT.**

6 A. According to DE-Ohio's records, Mr. and Mrs. Fitzgerald contacted DE-Ohio on
7 April 15, 2010, to have the electric services restored. Ms. Fitzgerald was not
8 offered the Winter Rule program again but, instead, tried to pay the full balance
9 due by credit card, which was declined for reasons unknown to DE-Ohio. Mr.
10 Fitzgerald then called to make the payment. Again, Mr. Fitzgerald is not the
11 customer of record on the Hunters Court Account and, therefore, does not have
12 the right to make any changes or even discuss that account with DE-Ohio.
13 However, it does appear that DE-Ohio's customer service representative
14 (Jonathan Green) discussed the Hunters Court Account with Mr. Fitzgerald on
15 April 15th. It also appears from DE-Ohio's records that DE-Ohio did not offer the
16 Winter Rule program to Mr. Fitzgerald and, instead, told him that the amount
17 required to restore the electric under the Hunters Court Account was \$1762.50.
18 After a couple failed payment attempts which were apparently caused by the
19 Fitzgeralds' bank, Mr. Fitzgerald ultimately paid the full amount due of \$1762.50
20 by credit card over the telephone and DE-Ohio restored the electric service.

21 **Q. SO, DOES DE-OHIO ACKNOWLEDGE THAT THE WINTER RULE**
22 **PROGRAM SHOULD HAVE BEEN OFFERED TO MR. AND MRS.**
23 **FITZGERALD ON APRIL 15, 2010?**

1 A. Probably yes. Certainly DE-Ohio should have told Ms. Fitzgerald about the
2 Winter Rule program once again even though she already knew about it. As for
3 Mr. Fitzgerald, he was not and is not DE-Ohio's customer—there is no dispute
4 about that fact. However, having discussed the Hunters Court Account with him
5 and explained the payment required to restore the services and even though Ms.
6 Fitzgerald previously declined the Winter Rule program, DE-Ohio probably
7 should have offered the Winter Rule program to Mr. Fitzgerald on April 15, 2010,
8 the last day on which the program was in effect. DE-Ohio has explained that
9 position to Mr. and Mrs. Fitzgerald. When Mr. Fitzgerald called DE-Ohio on
10 April 16, 2010, he spoke to Ronald Hathorne, a supervisor in customer service.
11 Mr. Hathorne explained that DE-Ohio should have offered the Winter Rule
12 program to the Fitzgeralds on April 15th. When the Fitzgeralds filed an informal
13 complaint with the Commission, DE-Ohio offered on May 5, 2010, to waive the
14 \$50 after hours' reconnection charge and the \$25 reconnection fee which Mr.
15 Fitzgerald had paid on April 15th. Mr. Fitzgerald refused to accept this offer from
16 DE-Ohio.

17 **Q. THERE HAVE BEEN SOME ALLEGATIONS OR CONCERNS RAISED**
18 **BY THE FITZGERALDS CONCERNING A WOMAN NAMED**
19 **STEPHANIE CARSON AND WHETHER DE-OHIO EVER SHARED**
20 **INFORMATION WITH HER ABOUT THE FITZGERALDS' ACCOUNTS.**
21 **CAN YOU EXPLAIN WHAT HAPPENED IN THAT REGARD?**

22 A. According to DE-Ohio's records, there was a lot of confusion about the John Gray
23 Account and Hunters Court Account. As I previously explained, Ms. Fitzgerald

1 was behind on the John Gray Account. In fact, she still owes \$1,170.92 for
2 unpaid natural gas charges under the John Gray Account, as DE-Ohio was only
3 permitted to transfer the unpaid electric charges to the Hunters Court Account
4 because there is only electric at that address. At various times either Ms.
5 Fitzgerald or Stephanie Carson called DE-Ohio and discussed the John Gray
6 Account, or Ms. Fitzgerald would mention the account number for the John Gray
7 Account when she wanted to discuss the Hunters Court Account. As evidence of
8 the ongoing confusion, when the Fitzgeralds filed their informal complaint with
9 the Commission, they mistakenly identified the John Gray Account number but
10 referred to the Hunters Court Account street address. According to DE-Ohio's
11 records, Stephanie Carson told DE-Ohio that Ms. Fitzgerald was her mother or
12 her boyfriend's mother and that she (Ms. Carson) lived at the John Gray Road
13 address which remained in Ms. Fitzgerald's name. That said, it does not appear in
14 DE-Ohio's records that DE-Ohio ever shared information concerning Ms.
15 Fitzgerald's accounts with Ms. Carson.

16 **Q. DID DE-OHIO CORRECTLY HANDLE MS. FITZGERALD'S JOHN**
17 **GRAY ACCOUNT AND HUNTERS COURT ACCOUNT?**

18 **A.** Yes. There is no question that DE-Ohio correctly billed and charged Ms.
19 Fitzgerald for the gas and electric services provided to her at both the John Gray
20 Account and Hunters Court Account. There also is no question that DE-Ohio has
21 properly applied all payments made by Mr. and Mrs. Fitzgerald under both the
22 John Gray Account and Hunters Court Account. Finally, there is no question that
23 DE-Ohio properly offered the Winter Rule program to Ms. Fitzgerald on March

1 29, 2010, and that she never told DE-Ohio that she wanted to participate in that
2 program. The only possible question or issue in dispute is whether DE-Ohio
3 should have again offered the Winter Rule program to Mr. and Mrs. Fitzgerald
4 when they called on April 15, 2010. The failure to do so was a mistake. Since
5 DE-Ohio was willing to discuss Hunters Court Account with Mr. Fitzgerald that
6 day and explain the amount due (and take his payment), DE-Ohio probably
7 should have again offered the Winter Rule program to Mr. and Mrs. Fitzgerald
8 him even though Ms. Fitzgerald already knew of the program and Mr. Fitzgerald
9 was not and is not DE-Ohio's customer on the Hunters Court Account. Even so,
10 there is no merit to the Complaint in this case, nor are there any grounds
11 whatsoever to the Fitzgeralds' unsubstantiated accusation that DE-Ohio
12 committed "extortion" or otherwise "lied" to the Commission. Those charges are
13 grossly false and not supported by any evidence. The Fitzgeralds have paid
14 exactly what they were required to pay for electric services at the Hunters Court
15 Account and including the transferred electric charges from the John Gray
16 Account, and DE-Ohio has not extorted anything from them.

17 **IV. CONCLUSION**

18 **Q. DOES THIS CONCLUDE YOUR DIRECT TESTIMONY?**

19 **A. Yes.**

CERTIFICATE OF SERVICE

I hereby certify that a copy of the foregoing Direct Testimony of Cynthia Marie Givens was served via regular US Mail, postage prepaid, this 26th day of October, 2010, upon the following:

Brenda and Gerard Fitzgerald
61 Hunters Court
Amelia, OH 45102


Robert A. McMahon

Account Number 8200-0642-24-6 10 20

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

☐

Due Date	Amount Due
Feb 25, 2009	\$ 175.50

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



Brenda Fitzgerald
1923 John Gray Rd
Cincinnati OH 45240-1030

PO Box 9001076
Louisville KY 40290-1076

400 00000175501 82000642246 022520091 00000175501

Page 1 of 3

Name/Service Address	Fort Lauderdale Call	Account Number
Brenda Fitzgerald 1923 John Gray Rd Cincinnati OH 45240	Duke Energy 513-421-9500	8200-0642-24-6

Mail Payments To	Account Information
PO Box 9001076 Louisville KY 40290-1076	Payments after Feb 03 not included Last payment received Jan 09 Bill prepared on Feb 03, 2009 Next meter reading Feb 27, 2009

Meter Number	Reading Date From To	Days	Meter Reading Previous	Current	Usage
Gas 000368092	Dec 30 Jan 29	30	6616	6954 E	338
Elec 052443320	Dec 30 Jan 29	30	60684	61941 E	1,257

Gas - Residential	
Usage - 338 CCF	
Duke Energy - Rate RSPP	\$ 383.82
Current Gas Charges	\$ 383.82

Current Billing	
Amt Due - Previous Bill	\$ 175.50
Payment(s) Received	175.50cr
Balance Forward	0.00
PIPP Monthly Amt Due	175.50
Current Amount Due	\$ 175.50

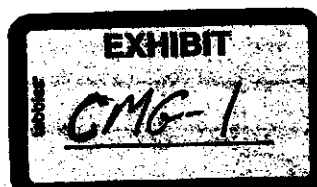
Electric - Residential	
Usage - 126 kWh	
Duke Energy - Rate RS	\$ 14.26
Usage - 1,131 kWh	
Duke Energy - Rate RS	122.25
Current Electric Charges	\$ 136.51

Account Balance	
Current Billing	\$ 175.50
PIPP Total Arrearage	1,488.16
Total Account Balance	\$ 1,663.66

Urgent Message - The electric charges on this bill have been estimated because of weather conditions.

Urgent Message - The gas charges on this bill have been estimated because of weather conditions.

Due Date	Amount Due
Feb 25, 2009	\$ 175.50



Account Number 8200-0642-24-6

10 20

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

Due Date	Amount Due
Mar 24, 2009	\$ 175.50

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



Brenda Fitzgerald
1923 John Gray Rd
Cincinnati OH 45240-1030

PO Box 9001076
Louisville KY 40290-1076

400 00000175501 82000642246 032420095 00000175501

Page 1 of 2

Name/Service Address	For Inquiries Call	Account Number
Brenda Fitzgerald 1923 John Gray Rd Cincinnati OH 45240	Duke Energy 513-421-9500	8200-0642-24-6

Mail Payments to	Account Information
PO Box 9001076 Louisville KY 40290-1076	Payments after Mar 02 not included Last payment received Feb 19 Bill prepared on Mar 02, 2009 Next meter reading Mar 30, 2009

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas	000368092	Jan 29 Feb 27	29	6954 E	7192	238
Elec	052443320	Jan 29 Feb 27	29	61941 E	62569	628

Gas - Residential		
Usage -	238 CCF	
Duke Energy - Rate RSPP		\$ 281.19
Current Gas Charges		\$ 281.19

Electric - Residential		
Usage -	628 kWh	
Duke Energy - Rate RS		\$ 75.00
Current Electric Charges		\$ 75.00

Current Billing	
Amt Due - Previous Bill	\$ 175.50
Payment(s) Received	175.50cr
Balance Forward	0.00
PIPP Monthly Amt Due	175.50
Current Amount Due	\$ 175.50

Account Balance	
Current Billing	\$ 175.50
PIPP Total Arrearage	1,668.85
Total Account Balance	\$ 1,844.35

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.9914 per CCF, which includes a base GCR of \$0.9452 and Ohio excise tax of \$0.0462.

Due Date	Amount Due
Mar 24, 2009	\$ 175.50

Account Number 8200-0642-24-6 10 20

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

☐

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

REMINDER NOTICE

Due Date	Amount Due
Apr 22, 2009	\$ 351.00



Brenda Fitzgerald
1923 John Gray Rd
Cincinnati OH 45240-1030

PO Box 9001076
Louisville KY 40290-1076

400 00000351008 82000642246 042220094 00000351008

REMINDER NOTICE

Page 1 of 2

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

Brenda Fitzgerald Duke Energy 513-421-9500 8200-0642-24-6
1923 John Gray Rd
Cincinnati OH 45240

Mail Payments To	Account Information
------------------	---------------------

PO Box 9001076 Payments after Mar 31 not included Bill prepared on Mar 31, 2009
Louisville KY 40290-1076 Next meter reading Apr 29, 2009

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	Meter Reading Present	Usage
Gas 000368092	Feb 27 Mar 30	31	7192	7395	203
Elec 052443320	Feb 27 Mar 30	31	62569	63364	795

Gas - Residential		
Usage -	203 CCF	
Duke Energy - Rate RSPP		\$ 209.44
Current Gas Charges		\$ 209.44

Current Billing	
Amt Due - Previous Bill	\$ 175.50
Balance Forward	175.50
PIPP Monthly Amt Due	175.50
Current Amount Due	\$ 351.00

Electric - Residential		
Usage -	795 kWh	
Duke Energy - Rate RS		\$ 93.72
Current Electric Charges		\$ 93.72

Account Balance	
Current Billing	\$ 351.00
PIPP Total Arrearage	1,796.51
Total Account Balance	\$ 2,147.51

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.8034 per CCF, which includes a base GCR of \$0.7659 and Ohio excise tax of \$0.0375.

REMINDER NOTICE

Due Date	Amount Due
Apr 22, 2009	\$ 351.00

Account Number 8200-0642-24-6

10 20

Due Date	Amount Due
May 22, 2009	\$ 175.50

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

☐

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



Brenda Fitzgerald
1923 John Gray Rd
Cincinnati OH 45240-1030

PO Box 9001076
Louisville KY 40290-1076

400 00000175501 82000642246 052220092 00000175501

Page 1 of 2

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

Brenda Fitzgerald
1923 John Gray Rd
Cincinnati OH 45240
Duke Energy 513-421-9500 8200-0642-24-6

Mail Payments To	Account Information
------------------	---------------------

PO Box 9001076
Louisville KY 40290-1076
Payments after Apr 30 not included
Last payment received Apr 14
Bill prepared on Apr 30, 2009
Next meter reading May 29, 2009

Meter	Number	Reading Date From	Reading Date To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas	000368092	Mar 30	Apr 29	30	7395	7507	112
Elec	052443320	Mar 30	Apr 29	30	63364	64112	748

Gas - Residential		
Usage -	112 CCF	
Duke Energy - Rate RSPP		\$ 107.91
Current Gas Charges		\$ 107.91

Electric - Residential		
Usage -	748 kWh	
Duke Energy - Rate RS		\$ 82.46
Current Electric Charges		\$ 82.46

Current Billing	
Amt Due - Previous Bill	\$ 351.00
Payment(s) Received	351.50cr
Balance Forward	0.50cr
PIPP Monthly Amt Due	175.50
Applied to PIPP Balance	0.50
Current Amount Due	\$ 175.50

Account Balance	
Current Billing	\$ 175.50
PIPP Total Arrearage	1,810.88
Total Account Balance	\$ 1,986.38

According to the Percentage of Income Payment Plan (PIPP) guidelines, starting next month you will be required to pay your normal PIPP amount for gas service, and either your normal PIPP amount for electric service or the actual electric charge, whichever is higher.

The PUCO approved an adjustment to Rider SRT (part of the "Delivery Riders") and Rider FPP effective April 1, 2009. A typical residential customer using 1,000 kWh per month will see a decrease of approximately \$7.21 or 6.2%.

Due Date	Amount Due
May 22, 2009	\$ 175.50

Account Number 8200-0642-24-6 10 20

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

☐

Due Date	Amount Due
Jun 23, 2009	\$ 223.50

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



Brenda Fitzgerald
1923 John Gray Rd
Cincinnati OH 45240-1030

PO Box 9001076
Louisville KY 40290-1076

400 00000223506 82000642246 062320095 00000223506

Page 1 of 2

Name/Service Address	For Inquiries Call	Account Number
Brenda Fitzgerald 1923 John Gray Rd Cincinnati OH 45240	Duke Energy 513-421-9500	8200-0642-24-6

Mail Payments To	Account Information
PO Box 9001076 Louisville KY 40290-1076	Payments after Jun 01 not included Last payment received May 07 Bill prepared on Jun 01, 2009 Next meter reading Jun 29, 2009

Meter	Number	Reading Date From To	Days	Meter Readings Previous Present	Usage
Gas	000368092	Apr 29 May 29	30	7507 7556	49
Elec	052443320	Apr 29 May 29	30	64112 65091	979

Gas - Residential		
Usage -	49 CCF	
Duke Energy - Rate RSPP		\$ 61.73
Current Gas Charges		\$ 61.73

Electric - Residential		
Usage -	979 kWh	
Duke Energy - Rate RS		\$ 106.50
Current Electric Charges		\$ 106.50

Current Billing	
Amt Due - Previous Bill	\$ 175.50
Payment(s) Received	176.00cr
Balance Forward	0.50cr
PIPP Monthly Amt Due	223.50
Applied to PIPP Balance	0.50
Current Amount Due	\$ 223.50

Account Balance	
Current Billing	\$ 223.50
PIPP Total Arrearage	1,755.11
Total Account Balance	\$ 1,978.61

According to the Percentage of Income Payment Plan (PIPP) guidelines, during the summer months you are required to pay your normal PIPP amount for gas service, and either your normal PIPP amount for electric service or the actual electric charge, whichever is higher.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.6536 per CCF, which includes a base GCR of \$0.6231 and Ohio excise tax of \$0.0305.

Due Date	Amount Due
Jun 23, 2009	\$ 223.50

Account Number 8200-0642-24-6

10 20

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

Due Date	Amount Due
Jul 27, 2009	\$ 281.70

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

Brenda Fitzgerald
1923 John Gray Rd
Cincinnati OH 45240

PO Box 9001076
Louisville KY 40290-1076

400 00000281700 82000642246 072720091 00000281700

Page 1 of 3

Name / Service Address	For Meters Call	Account Number
Brenda Fitzgerald 1923 John Gray Rd Cincinnati OH 45240	Duke Energy 513-421-9500	8200-0642-24-6

Mail Payments To	Account Information
PO Box 9001076 Louisville KY 40290-1076	Payments after Jul 02 not included Last payment received Jun 23 Bill prepared on Jul 02, 2009 Next meter reading Jul 29, 2009

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Gas	000368092	May 29 Jun 29	31	7556	7596 E	40
Elec	052443320	May 29 Jun 29	31	65091	66558 E	1,467

Gas - Residential	
Usage - 40 CCF	
Duke Energy - Rate RSPP	\$ 60.80
Current Gas Charges	\$ 60.80

Electric - Residential	
Usage - 1,467 kWh	
Duke Energy - Rate RS	\$ 164.70
Current Electric Charges	\$ 164.70

Current Billing	
Amt Due - Previous Bill	\$ 223.50
Payment(s) Received	223.50cr
Balance Forward	0.00
PIPP Monthly Amt Due	281.70
Current Amount Due	\$ 281.70

Account Balance	
Current Billing	\$ 281.70
PIPP Total Arrearage	1,698.91
Total Account Balance	\$ 1,980.61

According to the Percentage of Income Payment Plan (PIPP) guidelines, during the summer months you are required to pay your normal PIPP amount for gas service, and either your normal PIPP amount for electric service or the actual electric charge, whichever is higher.

Your bill has been estimated because we were unable to read your meter(s). We apologize for any inconvenience.

Due Date	Amount Due
Jul 27, 2009	\$ 281.70

Account Number 8200-0642-24-6

10 20

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

Due Date	Amount Due
Aug 21, 2009	\$ 422.87

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

Brenda Fitzgerald
1923 John Gray Rd
Cincinnati OH 45240

PO Box 9001076
Louisville KY 40290-1076

400 00000422878 82000642246 082120092 00000422878

Page 1 of 4

Name / Service Address	For Inquiries Call	Account Number
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Brenda Fitzgerald
1923 John Gray Rd
Cincinnati OH 45240

Duke Energy

513-421-9500 8200-0642-24-6

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

Payments after Jul 30 not included
Last payment received Jul 27

Bill prepared on Jul 30, 2009
Next meter reading Aug 27, 2009

Meter	Number	Reading Date	From	To	Days	Meter Reading	Previous	Current	Usage
Gas	000368092	Jun 29	Jul 28		29	7596 E	7607		11
Elec	052443320	Jun 29	Jul 28		29	66558 E	68918		2,360

Gas - Residential		
Usage -	11 CCF	
Duke Energy - Rate RSPP		\$ 37.30
Current Gas Charges		\$ 37.30

Current Billing	
Amt Due - Previous Bill	\$ 281.70
Payment(s) Received	281.70cr
Balance Forward	0.00
PIPP Monthly Amt Due	422.87
Current Amount Due	\$ 422.87

Electric - Residential		
Usage -	1,140 kWh	
Duke Energy - Rate RS		\$ 146.22
Usage -	1,220 kWh	
Duke Energy - Rate RS		159.65
Current Electric Charges		\$ 305.87

Account Balance	
Current Billing	\$ 422.87
PIPP Total Arrearage	1,619.21
Total Account Balance	\$ 2,042.08

According to the Percentage of Income Payment Plan (PIPP) guidelines, during the summer months you are required to pay your normal PIPP amount for gas service, and either your normal PIPP amount for electric service or the actual electric charge, whichever is higher.

The PUCO approved an adjustment to Rider SRT (part of the "Delivery Riders") and Rider FPP effective July 1, 2009. A typical residential customer using 1,000 kWh per month will see an increase of approximately \$13.16 or 12.1%.

Due Date	Amount Due
Aug 21, 2009	\$ 422.87

Account Number 8200-0642-24-6 10 20

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

☐

Due Date	Amount Due
Sep 21, 2009	\$ 432.20

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

Brenda Fitzgerald
1923 John Gray Rd
Cincinnati OH 45240

PO Box 9001076
Louisville KY 40290-1076

400 00000432202 82000642246 092120090 00000432202

Page 1 of 2

Name/Service Address	For Inquiries Call	Account Number
Brenda Fitzgerald 1923 John Gray Rd Cincinnati OH 45240	Duke Energy 513-421-9500	8200-0642-24-6

Mail Payments To	Account Information
PO Box 9001076 Louisville KY 40290-1076	Payments after Aug 28 not included Last payment received Aug 26 Bill prepared on Aug 28, 2009 Next meter reading Sep 28, 2009

Meter	Number	Reading Date From	to	Days	Meter Reading Previous	Present	Usage
Gas	000368092	Jul 28	Aug 27	30	7607	7634	27
Elec	052443320	Jul 28	Aug 27	30	68918	71325	2,407

Gas - Residential		
Usage -	27 CCF	
Duke Energy - Rate RSPP		\$ 50.08
Current Gas Charges		\$ 50.08

Electric - Residential		
Usage -	2,407 kWh	
Duke Energy - Rate RS		\$ 315.20
Current Electric Charges		\$ 315.20

Current Billing	
Amt Due - Previous Bill	\$ 422.87
Payment(s) Received	422.87cr
Balance Forward	0.00
PIPP Monthly Amt Due	432.20
Current Amount Due	\$ 432.20

Account Balance	
Current Billing	\$ 432.20
PIPP Total Arrearage	1,552.29
Total Account Balance	\$ 1,984.49

According to the Percentage of Income Payment Plan (PIPP) guidelines, during the summer months you are required to pay your normal PIPP amount for gas service, and either your normal PIPP amount for electric service or the actual electric charge, whichever is higher.

Thinking about making your home more energy efficient? How about valuable tips-and possibly a little cash-to get you started? Sign up today for our e-mail updates and you'll be automatically entered into our sweepstakes with a chance to win a \$5,000 Visa gift card. www.duke-energy.com/sweepstakes

Due Date	Amount Due
Sep 21, 2009	\$ 432.20

Account Number 8200-0642-24-6

10 20

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

REMINDER NOTICE	
Due Date	Amount Due
Oct 21, 2009	\$ 726.86

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

Brenda Fitzgerald
1923 John Gray Rd
Cincinnati OH 45240

PO Box 9001076
Louisville KY 40290-1076

400 00000726869 82000642246 102120094 00000726869

REMINDER NOTICE

Page 1 of 2

Name/Service Address	Service	Phone/Fax	Call	Account Number
Brenda Fitzgerald 1923 John Gray Rd Cincinnati OH 45240	Duke Energy	513-421-9500		8200-0642-24-6

Main Payments To	Account Information
PO Box 9001076 Louisville KY 40290-1076	Payments after Sep 29 not included Bill prepared on Sep 29, 2009 Next meter reading Oct 27, 2009

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		Days	Meter Reading		Usage
		From	To		Previous	Present	
Gas	000368092	Aug 27	Sep 28	32	7634	7657	23
Elec	052443320	Aug 27	Sep 28	32	71325	72714	1,389

Gas - Residential	
Usage -	23 CCF
Duke Energy - Rate RSPP	\$ 47.90
Current Gas Charges	\$ 47.90

Current Billing	
Amt Due - Previous Bill	\$ 432.20
Balance Forward	432.20
PIPP Monthly Amt Due	294.66
Current Amount Due	\$ 726.86

Electric - Residential	
Usage -	1,389 kWh
Duke Energy - Rate RS	\$ 177.66
Current Electric Charges	\$ 177.66

Account Balance	
Current Billing	\$ 726.86
PIPP Total Arrearage	1,483.19
Total Account Balance	\$ 2,210.05

According to the Percentage of Income Payment Plan (PIPP) guidelines, during the summer months you are required to pay your normal PIPP amount for gas service, and either your normal PIPP amount for electric service or the actual electric charge, whichever is higher.

REMINDER NOTICE	
Due Date	Amount Due
Oct 21, 2009	\$ 726.86

Account Number 8200-0642-24-6

10 20

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

Due Date	Amount Due
Nov 19, 2009	\$ 266.32

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

Brenda Fitzgerald
1923 John Gray Rd
Cincinnati OH 45240

PO Box 9001076
Louisville KY 40290-1076

400 00000266329 82000642246 111920095 00000266329

Page 1 of 3

Name / Service Address	For Inquiries Call	Account Number
Brenda Fitzgerald 1923 John Gray Rd Cincinnati OH 45240	Duke Energy 513-421-9500	8200-0642-24-6

Mail Payments To	Account Information
PO Box 9001076 Louisville KY 40290-1076	Payments after Oct 28 not included Last payment received Oct 28 Bill prepared on Oct 28, 2009 Next meter reading Nov 25, 2009

Meter Number	Reading Date	From	To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas 000368092	Sep 28 Oct 27			29	7657	7717	60
Elec 052443320	Sep 28 Oct 27			29	72714	73943	1,229

Gas - Residential	
Usage - 60 CCF	
Duke Energy - Rate RSPP	\$ 72.67
Current Gas Charges	\$ 72.67

Current Billing	
Amt Due - Previous Bill	\$ 726.86
Payment(s) Received	726.86
Balance Forward	0.00
PIPP Monthly Amt Due	266.32
Current Amount Due	\$ 266.32

Electric - Residential	
Usage - 1,229 kWh	
Duke Energy - Rate RS	\$ 149.32
Current Electric Charges	\$ 149.32

Account Balance	
Current Billing	\$ 266.32
PIPP Total Arrearage	1,438.86
Total Account Balance	\$ 1,705.18

According to the Percentage of Income Payment Plan (PIPP) guidelines, during the summer months you are required to pay your normal PIPP amount for gas service, and either your normal PIPP amount for electric service or the actual electric charge, whichever is higher.

The PUCO approved an adjustment to Rider TCR, SRT and Rider FPP effective September 30, 2009. A typical residential customer using 1,000 kWh per month will see an increase of approximately \$4.42 or 3.5%.

Due Date	Amount Due
Nov 19, 2009	\$ 266.32

Account Number 8200-0642-24-6

10 20

Amount Due
\$ 0.00

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

Brenda Fitzgerald
1923 John Gray Rd
Cincinnati OH 45240

PO Box 9001076
Louisville KY 40290-1076

400 000000000000 82000642246 122220095 000000000000

Page 1 of 1

Name/Service/Address	For Inquiries Call	Account Number
Brenda Fitzgerald 1923 John Gray Rd Cincinnati OH 45240	Duke Energy 513-421-9500	8200-0642-24-6

Main Payments to	Account Information
PO Box 9001076 Louisville KY 40290-1076	Payments after Nov 30 not included Last payment received Nov 19 Bill prepared on Nov 30, 2009 Next meter reading Dec 30, 2009

Current Billing	
Amt Due - Previous Bill	\$ 266.32
Payment(s) Received	266.32cr
Current Amount Due	<u>\$ 0.00</u>

Account Balance	
PIPP Total Arrearage	\$ 1,438.86

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

Percentage of Income Payment Plan (PIPP) Information	
Prior Total Arrearage	\$ 1,438.86
Amt Due-First to Current Billing	
PIPP Total Arrearage	\$ 1,438.86

Amount Due
\$ 0.00

Account Number 8200-0642-24-6

10 20

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

☐

** FINAL BILL **	
Due Date	Amount Due
Dec 23, 2009	\$ 1,772.55

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

Brenda Fitzgerald
61 Hunters Ct
Amelia, OH 45102

PO Box 9001076
Louisville KY 40290-1076

400 00001772554 82000642246 122320090 00001772554

** FINAL BILL **

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Brenda Fitzgerald 1923 John Gray Rd Cincinnati OH 45240	Duke Energy 513-421-9500	8200-0642-24-6

Main Payments To	Account Information
PO Box 9001076 Louisville KY 40290-1076	Payments after Dec 01 not included Bill prepared on Dec 01, 2009

Meter Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Gas 000368092	Oct 27 Dec 01	35	7717	7883	166
Elec 052443320	Oct 27 Dec 01	35	73943	75383	1,440

Gas - Residential	
Usage - 166 CCF	
Duke Energy - Rate RSPP	\$ 166.03
Current Gas Charges	\$ 166.03

Current Billing	
Amt Due - Previous Bill	\$ 0.00
Balance Forward	0.00
PIPP Ending Balance	1,772.55
Current Amount Due	\$ 1,772.55

Electric - Residential	
Usage - 1,440 kWh	
Duke Energy - Rate RS	\$ 167.66
Current Electric Charges	\$ 167.66

Account Balance	
Current Billing	\$ 1,772.55

PLEASE NOTE: This is your final bill for service at 1923 JOHN GRAY RD.

For AutoPay customers, this bill will be automatically paid on the due date. For Online Pay customers, please pay this bill online.

** FINAL BILL **	
Due Date	Amount Due
Dec 23, 2009	\$ 1,772.55

Account Number 8200-0642-25-4

10 20

Jan 22, 2010

\$ 1,093.55

For less detailed billing information on
your monthly bill, check box on right\$ _____
HeatShare Contribution
(for Customer Assistance)\$ _____
Amount EnclosedBrenda Fitzgerald
61 Hunters Ct
Amelia OH 45102-2137PO Box 9001076
Louisville KY 40290-1076

400 00001093550 82000642254 012220103 00001109952

Page 1 of 2

Name	Service Address	Company Name	Phone Number	Account Number
Brenda Fitzgerald 1923 John Gray Rd Cincinnati OH 45240	Duke Energy	513-421-9500	8200-0642-25-4	

Mail Payment To	Payments after Dec 31 not included	Bill prepared on Dec 31, 2009 Next meter reading Jan 29, 2010
PO Box 9001076 Louisville KY 40290-1076		

Meter	Number	Reading Date	From	To	Rate	Previous Reading	Current Reading	Usage
Gas	000368092	Dec 01	Dec 30	29	7883	8233	350	
Elec	052443320	Dec 01	Dec 30	29	75383	75972	589	

Gas - Residential	
Usage -	350 CCF
Duke Energy - Rate RS	\$ 296.10
Current Gas Charges	\$ 296.10
Gas Cost Recovery \$0.67160000/CCF	

Current Billing	
Amt Due - Previous Bill	\$ 0.00
Balance Forward	0.00
Current Gas Charges	296.10
Current Electric Charges	78.53
Transfer From 82000642-24	718.92
Current Amount Due	\$ 1,093.55

Electric - Residential	
Usage -	589 kWh
Duke Energy - Rate RS	\$ 78.53
Current Electric Charges	\$ 78.53

For your convenience, we have included your final charges for service at 1923 JOHN GRAY RD. If your final bill has been paid, please disregard the final charges included above.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.6716 per CCF, which includes a base GCR of \$0.6403 and Ohio excise tax of \$0.0313.

Eliminate the seasonal ups and downs that affect your bill and enjoy the benefits of knowing the monthly total in advance. Sign up for Budget Billing at www.duke-energy.com, select Billing & Payment. You may also enroll by calling 1-866-236-3749.

Jan 22, 2010

\$ 1,093.55

\$ 1,109.95

Name: Brenda Fitzgerald		
Address: 1923 John Gray Rd Cincinnati OH 45240		Phone: 8200-0642-25-4

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.

Gas		
Gas Meter -	000368092	Duke Energy Rate RS - Residential Service
CCF Usage -	350	Fixed Delivery Service Charge \$ 25.33
Dec 01 - Dec 30 29 Days		Usage-Based Charge 350 CCF @ \$ 0.03272800 11.45
		Gas Delivery Riders 24.26
		Gas Cost Recovery 350 CCF @ \$ 0.67160000 235.06
		\$ 296.10
		\$ 296.10
Electric		
Electric Meter -	052443320	Duke Energy Rate RS - Residential Svc-Winter
kWh Usage -	589	Distribution-Customer Chg \$ 5.50
Dec 01 - Dec 30 29 Days		Delivery Charges
		Distribution-Energy Chg 589 kWh @ \$ 0.02212600 13.03
		Delivery Riders 6.44
		Total Delivery Charges \$ 19.47
		Generation Charges
		Generation Energy Chg 589 kWh @ \$ 0.04023800 23.70
		Rider FPP 23.00
		Rider AAC 3.85
		Rider TCR 3.01
		Total Generation Charges \$ 53.56
		78.53
		\$ 78.53

DISCONNECT NOTICE

Account Number 8200-0642-25-4

10 20

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

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Feb 23, 2010	\$1,203.73
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\$ _____ \$ _____
HeatShare Contribution Amount Enclosed
(for Customer Assistance)

Brenda Fitzgerald
61 Hunters Ct
Amelia, OH 45102

PO Box 9001084
Louisville KY 40290-1084

410 00001203738 82000642254 022320106 00001221795

DISCONNECT NOTICE

Page 1 of 3

Name	Service	Address	Phone Number	Account Number
Brenda Fitzgerald	Duke Energy	1923 John Gray Rd Cincinnati OH 45240	513-651-5100	8200-0642-25-4

Meter Number	Address	Payment Information
PO Box 9001084 Louisville KY 40290-1084	Payments after Feb 01 not included Last payment received Jan 27	Bill prepared on Feb 01, 2010 Next meter reading Mar 01, 2010

If your service is disconnected for non payment, in addition to a reconnection charge, you will be required to pay a deposit in the amount of \$265.00 before service is restored.

IMPORTANT: Your service may be disconnected if your past due amount of \$297.54 is not paid before 02/26/2010. A reconnection charge will be required. In addition, a service deposit may be required; if so, payment arrangements may be available. For questions, please call the number shown above.

Meter	Number	From	To	Days	Previous Reading	Current Reading
Gas	000368092	Dec 30	Jan 29	30	8233	8650
Elec	052443320	Dec 30	Jan 29	30	75972	76479
						417
						507

Usage -		Amount Due	
Usage -	417 CCF	Amount Due - Previous Bill	\$1,093.55
Duke Energy - Rate RS	\$367.51	Payment(s) Received	340.00cr
Current Gas Charges	\$367.51	Late Payment Charge(s)	11.30
Gas Cost Recovery \$0.71760000/CCF		Balance Forward	764.85
		Current Gas Charges	367.51
		Current Electric Charges	71.37
		Current Amount Due	\$1,203.73

DISCONNECT NOTICE

Feb 23, 2010	\$1,203.73	\$1,221.79
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DISCONNECT NOTICE

Page 2 of 3

Name	Service Address	Account Number
Brenda Fitzgerald	1923 John Gray Rd Cincinnati OH 45240	8200-0642-25-4

Electric Residential		
Usage -	85 kWh	
Duke Energy - Rate RS		\$ 11.82
Usage -	422 kWh	
Duke Energy - Rate RS		59.55
Current Electric Charges		\$ 71.37
Old Rate Effective Dec 30 To Jan 04		
New Rate Effective Jan 04 To Jan 29		

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.7176 per CCF, which includes a base GCR of \$0.6841 and Ohio excise tax of \$0.0335.

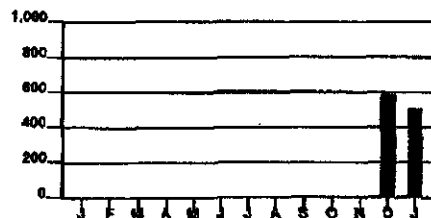
The PUCO approved an adjustment to the base price of generation, Riders SRT and USR (part of the Delivery Riders) and Riders AAC and FPP effective January 4, 2010. A typical residential customer using 1,000 kWh per month will see an increase of approximately \$6.23 or 4.8%.

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.

Estimation of Current Charges			
Gas Meter -	000368092	Duke Energy Rate RS - Residential Service	
CCF Usage -	417	Fixed Delivery Service Charge	\$ 25.33
Dec 30 - Jan 29		Usage-Based Charge	
30 Days		400 CCF @ \$ 0.03272800	13.09
		17 CCF @ \$ 0.09727800	1.65
		Gas Delivery Riders	28.20
		Gas Cost Recovery	
		417 CCF @ \$ 0.71760000	299.24
			\$ 367.51
		Total Current Charges	\$ 367.51

Page 3 of 3

Electric Usage



Calculations based on most recent 12 month history

Total Usage	1,086
Average Usage	548

[illegible]

DISCONNECT NOTICE

Account Number 8200-0642-25-4

10 20

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

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Due Date	Amount Due
Mar 24, 2010	\$ 1,355.88

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

Brenda Fitzgerald
61 Hunters Ct
Amelia, OH 45102

PO Box 9001084
Louisville KY 40290-1084

410 00001355880 82000642254 032420109 00001376225

DISCONNECT NOTICE

Page 1 of 2

Name/Service Address	Service Provider	Phone Number	Account Number
Brenda Fitzgerald 1923 John Gray Rd Cincinnati OH 45240	Duke Energy	513-651-5100	8200-0642-25-4

Main Payment To	Payments after Mar 02 not included	Bill prepared on Mar 02, 2010
PO Box 9001084 Louisville KY 40290-1084	Last payment received Feb 26	Next meter reading Mar 30, 2010

If your service is disconnected for non payment, in addition to a reconnection charge, you will be required to pay a deposit in the amount of \$275.00 before service is restored.

IMPORTANT: Your service may be disconnected if your past due amount of \$456.01 is not paid before 03/26/2010. A reconnection charge will be required. In addition, a service deposit may be required; if so, payment arrangements may be available. For questions, please call the number shown above.

Meter Number	Reading Date	Reading	Previous Reading	Usage
Gas 000368092	Jan 29 Mar 01	31	8650	9062
Elec 052443320	Jan 29 Mar 01	31	76479	76943
				412
				464

Gas - Residential	
Usage -	412 CCF
Duke Energy - Rate RS	\$ 370.14
Current Gas Charges	\$ 370.14
Gas Cost Recovery \$0.73460000/CCF	

Electric - Residential	
Usage -	464 kWh
Duke Energy - Rate RS	\$ 65.96
Current Electric Charges	\$ 65.96

Accounting	
Amt Due - Previous Bill	\$ 1,203.73
Payment(s) Received	297.54cr
Late Payment Charge(s)	13.59
Balance Forward	\$19.78
Current Gas Charges	370.14
Current Electric Charges	65.96
Current Amount Due	\$ 1,355.88

DISCONNECT NOTICE

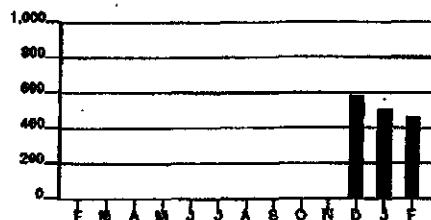
Due Date	Amount Due	Amount Due
Mar 24, 2010	\$ 1,355.88	\$ 1,376.22

Page 2 of 2

8200-0642-25-4

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.

Electric Usage



Calculations based on most recent 12 month history

Total Usage	1,560
Average Usage	520

	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB
Gas	0	0	0	0	0	0	0	0	0	0	350	417	417
Electric	0	0	0	0	0	0	0	0	0	0	889	507	484

DISCONNECT NOTICE

Account Number 8200-0642-25-4

10 20

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

☐

Disconnect Date	Amount Due
Apr 22, 2010	\$1,564.63

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



Brenda Fitzgerald
61 Hunters Ct
Amelia OH 45102-2137

PO Box 9001076
Louisville KY 40290-1076

410 00001564633 82000642254 042220108 00001568109

DISCONNECT NOTICE

Page 1 of 2

Customer Name	Service Address	Service Type	Service Number
---------------	-----------------	--------------	----------------

Brenda Fitzgerald Duke Energy 513-651-5100 8200-0642-25-4
1923 John Gray Rd
Cincinnati OH 45240

Mail Payment Due	Payment Information
------------------	---------------------

PO Box 9001076 Payments after Mar 31 not included Bill prepared on Mar 31, 2010
Louisville KY 40290-1076 Next meter reading Apr 29, 2010

IMPORTANT: If your service has not yet been disconnected, please pay \$906.19 immediately to avoid disconnection.

If your service is disconnected for non payment, in addition to a reconnection charge, you will be required to pay a deposit in the amount of \$260.00 before service is restored.

Meter Number	Reading Date	From	To	Day	Previous Reading	Current Reading	Usage
Gas 000368092	Mar 01	Mar 30	29		9062	9202	140
Elec 052443320	Mar 01	Mar 29	28		76943	77276	333

Gas Charges	
Usage - 140 CCF	
Duke Energy - Rate RS	\$ 139.50
Current Gas Charges	\$ 139.50
Gas Cost Recovery \$0.69640000/CCF	

Current Billing	
Amt Due - Previous Bill	\$ 1,355.88
Late Payment Charge(s)	20.34
Balance Forward	1,376.22
Current Gas Charges	139.50
Current Electric Charges	48.91
Current Amount Due	\$ 1,564.63

Electric Charges	
Usage - 333 kWh	
Duke Energy - Rate RS	\$ 48.91
Current Electric Charges	\$ 48.91

This bill contains final charges for electric service on Meter #52443320.

DISCONNECT NOTICE

Disconnect Date	Amount Due	Amount Due
Apr 22, 2010	\$ 1,564.63	\$ 1,588.10

DISCONNECT NOTICE

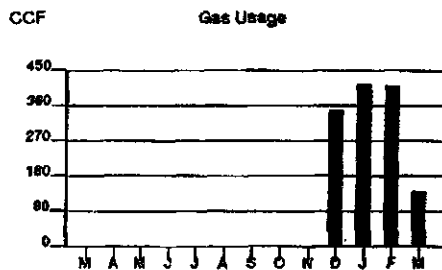
Page 2 of 2

Name - Brenda Fitzgerald		
Address - 1923 John Gray Rd Cincinnati OH 45240		Phone - 8200-0642-25-4

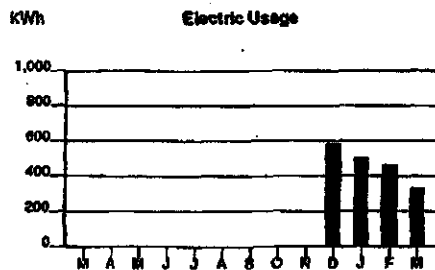
This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.6964 per CCF, which includes a base GCR of \$0.6639 and Ohio excise tax of \$0.0325.

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.

Gas		
Meter -	000368092	Duke Energy
CCF Usage -	140	Rate RS - Residential Service
Mar 01 - Mar 30		
29 Days		
		Fixed Delivery Service Charge \$ 25.33
		Usage-Based Charge
		140 CCF @ \$ 0.03272800 4.58
		Gas Delivery Riders 12.09
		Gas Cost Recovery
		140 CCF @ \$ 0.69640000 97.50
		\$ 139.50
		\$ 139.50
Electric		
Meter -	052443320	Duke Energy
kWh Usage -	333	Rate RS - Residential Svc-Winter
Mar 01 - Mar 29		
28 Days		
		Distribution-Customer Chg \$ 5.50
		Delivery Charges
		Distribution-Energy Chg
		333 kWh @ \$ 0.02212600 7.37
		Delivery Riders 3.90
		Total Delivery Charges \$ 11.27
		Generation Charges
		Generation Energy Chg
		333 kWh @ \$ 0.04234500 14.10
		Rider FPP 13.35
		Rider AAC 2.99
		Rider TCR 1.70
		Total Generation Charges \$ 32.14
		48.91
		\$ 48.91



Calculations based on most recent 12 month history
Total Usage 1,318
Average Usage 330



Calculations based on most recent 12 month history
Total Usage 1,693
Average Usage 473

	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
Gas	0	0	0	0	0	0	0	0	0	350	417	412	140
Electric	0	0	0	0	0	0	0	0	0	550	507	484	333

Account Number 8200-0642-25-4

10 20

CORRECTED FINAL

Due Date	Amount Due
Apr 27, 2010	\$ 1,006.08

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

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



Brenda Fitzgerald
61 Hunters Ct
Amelia OH 45102-2137

PO Box 9001076
Louisville KY 40290-1076

410 00001006088 82000642254 042720100 00001021176

FINAL BILL

Page 1 of 2

Name	Address	Phone Number	Account Number
Brenda Fitzgerald 1923 John Gray Rd Cincinnati OH 45240	Duke Energy	513-651-5100	8200-0642-25-4

Mail Payment To	Payment Information
PO Box 9001076 Louisville KY 40290-1076	Payments after Apr 05 not included Bill prepared on Apr 05, 2010

Rate	Number	Reading Date	From	To	Previous	Current Reading	Change
Elec	052443320	Jan 29	Mar 01	31	76479	76943	464

Usage -	Amount
Usage - 464 kWh	
Duke Energy - Rate RS	\$ 65.96
Current Electric Charges	\$ 65.96

Current Billing	Amount
Amt Due - Previous Bill	\$ 1,564.63
Canceled Charges:	
Gas Charges	509.64cr
Electric Charges	114.87cr
Balance Forward	940.12
Current Electric Charges	65.96
Current Amount Due	\$ 1,006.08

PLEASE NOTE: This is your final bill for electric service at 1923 JOHN GRAY RD.

Should payment of this bill by the due date present a problem, please call us at the number listed in the "For Inquiries Call" section of your bill.

This bill reflects canceled and rebilled gas charges for prior months.

This bill reflects canceled and rebilled electric charges for prior months.

The PUCO approved an adjustment to Rider SRT (part of the Delivery Riders) and Rider FPP effective April 1, 2010. A typical residential customer using 1,000 kWh per month will see an increase of approximately \$0.49 or 0.4%.

FINAL BILL

Due Date	Amount Due	Amount Due
Apr 27, 2010	\$ 1,006.08	\$ 1,021.17

Brenda Fitzgerald

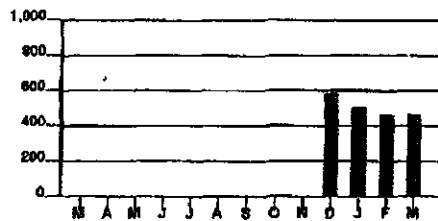
1923 John Gray Rd
Cincinnati OH 45240

8200-0642-25-4

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 9.61 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.

Electric Service Charges		
Electric Meter - 052443320	Duke Energy Rate RS - Residential Svc-Winter	
kWh Usage - 464	Distribution-Customer Chg	\$ 5.50
Jan 29 - Mar 01	Delivery Charges	
31 Days	Distribution-Energy Chg	
	464 kWh @ \$ 0.02212600	10.27
	Delivery Riders	5.41
	Total Delivery Charges	\$ 15.68
	Generation Charges	
	Generation Energy Chg	
	464 kWh @ \$ 0.04234500	19.65
	Rider FPP	18.60
	Rider AAC	4.16
	Rider TCR	2.37
	Total Generation Charges	\$ 44.78
		\$ 65.96
		\$ 65.96

kWh Electric Usage



Calculations based on most recent 12 month history
 Total Usage 2,024
 Average Usage 506

	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
Electric	0	0	0	0	0	0	0	0	0	506	507	464	464

**** FINAL BILL ****

Account Number 8200-0642-25-4

10 20

Due Date	Amount Due
Apr 28, 2010	\$ 1,376.22

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

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



Brenda Fitzgerald
61 Hunters Ct
Amelia OH 45102-2137

PO Box 9001076
Louisville KY 40290-1076

410 00001376225 82000642254 042820105 00001376862

**** FINAL BILL ****

Page 1 of 2

Name/Service Address	Company Name	Company Phone	Account Number
Brenda Fitzgerald 1923 John Gray Rd Cincinnati OH 45240	Duke Energy	513-651-5100	8200-0642-25-4

Mail Payment To:	Payments after Apr 06 not included	Bill prepared on Apr 06, 2010
PO Box 9001076 Louisville KY 40290-1076		

Meter Number	Reading Date	From	To	Days	Previous Reading	Current Reading	Usage
Gas 000368092	Jan 29 Mar 01	31	8650	9062	412		

Usage - 412 CCF			
Duke Energy - Rate RS	\$ 370.14		
Current Gas Charges	\$ 370.14		
Gas Cost Recovery \$0.73460000/CCF			
Amt Due - Previous Bill	\$ 1,006.08		
Balance Forward	1,006.08		
Current Gas Charges	370.14		
Current Amount Due	\$ 1,376.22		

PLEASE NOTE: This is your final bill for gas service at 1923 JOHN GRAY RD.

Gas	Duke Energy	
Meter - 000368092	Rate RS - Residential Service	
CCF Usage - 412	Fixed Delivery Service Charge	\$ 25.33
Jan 29 - Mar 01	Usage-Based Charge	
31 Days	400 CCF @ \$ 0.03272800	13.09
	12 CCF @ \$ 0.09727800	1.17
	Gas Delivery Riders	27.89
	Gas Cost Recovery	
	412 CCF @ \$ 0.73480000	302.66
		\$ 370.14
	Amount Current Gas Charges	\$ 370.14

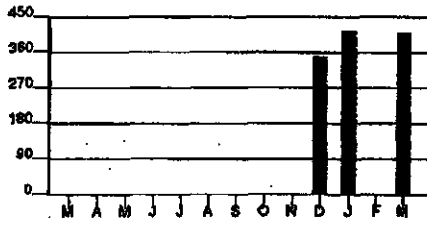
**** FINAL BILL ****

Due Date	Amount Due	Amount Paid
Apr 28, 2010	\$ 1,376.22	\$ 1,398.86

- 222.60 trans to Hunters Ct
+ 17.30 late fee
1170.92 gas still due

Name: Brenda Fitzgerald		
Address: 1923 John Gray Rd Cincinnati OH 45240		
Phone: 8200-0642-25-4		

CCF Gas Usage



Calculations based on most recent 12 month history
 Total Usage 1,179
 Average Usage 295

	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
Gas	0	0	0	0	0	0	0	0	0	350	417	0	412

Account Number 8820-0701-55-5 30 08

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

☐

Due Date	Amount Due
Jan 6, 2010	\$ 75.51

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



Brenda Fitzgerald
61 Hunters Ct
Amelia OH 45102-2137

PO Box 9001076
Louisville KY 40290-1076

400 00000075515 88200701555 010620104 00000076643

Page 1 of 2

Name/Service Address	For Inquiries Call	Account Number
Brenda Fitzgerald 61 Hunters Ct Amelia OH 45102	Duke Energy 513-421-9500 1-800-544-6900	8820-0701-55-5

Mail Payments To	Account Information
PO Box 9001076 Louisville KY 40290-1076	Payments after Dec 15 not included Bill prepared on Dec 15, 2009 Next meter reading Jan 13, 2010

Meter Number	Reading Date From To	Days	Meter Reading Previous	Meter Reading Present	Usage
Elec 072120224	Nov 25 Dec 10	15	64741	65373	632

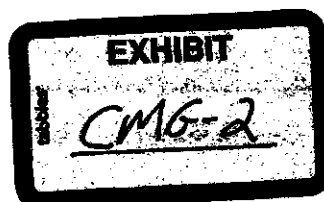
Electric - Residential	Current Billing
Usage - 632 kWh	Amt Due - Previous Bill \$ 0.00
Duke Energy - Rate RS \$ 75.51	Balance Forward 0.00
Current Electric Charges \$ 75.51	Current Electric Charges 75.51
	Current Amount Due \$ 75.51

Eliminate the seasonal ups and downs that affect your bill and enjoy the benefits of knowing the monthly total in advance. Sign up for Budget Billing at www.duke-energy.com, select Billing & Payment. You may also enroll by calling 1-866-236-3749.

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.

Due Date	Amount Due	After Jan 6, 2010
Jan 6, 2010	\$ 75.51	\$ 76.64



DISCONNECT NOTICE

Account Number 8820-0701-55-5

30 08

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

☐

Due Date	Amount Due
Feb 10, 2010	\$ 1,326.41

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

Brenda Fitzgerald
61 Hunters Ct
Amelia OH 45102

PO Box 9001084
Louisville KY 40290-1084

410 00001326414 88200701555 021020109 00001346318

DISCONNECT NOTICE

Page 1 of 3

Name / Service Address	For Inquiries Call	Account Number
Brenda Fitzgerald 61 Hunters Ct Amelia OH 45102	Duke Energy 513-651-5100 1-800-648-7777	8820-0701-55-5

Mail Payments To	Account Information
PO Box 9001084 Louisville KY 40290-1084	Payments after Jan 19 not included Last payment received Jan 11 Bill prepared on Jan 19, 2010 Next meter reading Feb 11, 2010

If your service is disconnected for non payment, in addition to a reconnection charge, you will be required to pay a deposit in the amount of \$155.00 before service is restored.

IMPORTANT: Your service may be disconnected if your past due amount of \$885.97 is not paid before 02/12/2010. A reconnection charge will be required. In addition, a service deposit may be required; if so, payment arrangements may be available. For questions, please call the number shown above.

Meter Number	Reading Date From To	Days	Meter Reading Previous	Meter Reading Present	Usage
Elec 072120224	Dec 10 Jan 14	35	65373	67909	2,536

Electric - Residential	Current Billing
Usage - 1,811 kWh Duke Energy - Rate RS \$ 193.29	Amt Due - Previous Bill \$ 75.51 Payment(s) Received 75.51 Late Payment Charge(s) 1.13 Balance Forward 1.13 Current Electric Charges 271.65 Transfer From 82000642-24 1,053.63 Current Amount Due \$ 1,326.41
Usage - 725 kWh Duke Energy - Rate RS 78.36 Current Electric Charges \$ 271.65 Old Rate Effective Dec 10 To Jan 04 New Rate Effective Jan 04 To Jan 14	

For your convenience, we have included your final charges for service at 1923 JOHN GRAY RD . If your final bill has been paid, please disregard the final charges included above.

DISCONNECT NOTICE

Due Date	Amount Due	After Feb 10, 2010
Feb 10, 2010	\$ 1,326.41	\$ 1,346.31

DISCONNECT NOTICE

Account Number 8820-0701-55-5

30 08

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

☐

Due Date	Amount Due
Mar 8, 2010	\$ 1,556.03

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



Brenda Fitzgerald
61 Hunters Ct
Amelia OH 45102-2137

PO Box 9001076
Louisville KY 40290-1076

410 00001556037 88200701555 030820100 00001579371

DISCONNECT NOTICE

Page 1 of 2

Name/Service Address	For Inquiries Call	Account Number
Brenda Fitzgerald 61 Hunters Ct Amelia OH 45102	Duke Energy 513-651-5100 1-800-648-7777	8820-0701-55-5

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

IMPORTANT: If your service has not yet been disconnected, please pay \$1,053.63 immediately to avoid disconnection.

If your service is disconnected for non payment, in addition to a reconnection charge, you will be required to pay a deposit in the amount of \$185.00 before service is restored.

Meters	Number	Reading Date	From	To	Days	Meter Reading	Previous	Present	Change
Elec	072120224	Jan 14	Feb 11		28	67909	69729	1,820	

Electric Residential	Current Billing
Usage - 1,820 kWh	Am't Due - Previous Bill \$ 1,326.41
Duke Energy - Rate RS \$ 209.72	Late Payment Charge(s) 19.90
Current Electric Charges \$ 209.72	Balance Forward 1,346.31
	Current Electric Charges 209.72
	Current Amount Due \$ 1,556.03

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.

DISCONNECT NOTICE

Due Date	Amount Due	After
Mar 8, 2010	\$ 1,556.03	Mar 12, 2010
		\$ 1,579.37

DISCONNECT NOTICE

Account Number 8820-0701-55-5

30 08

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

☐

Due Date	Amount Due
Apr 6, 2010	\$ 1,782.50

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

Brenda Fitzgerald
61 Hunters Ct
Amelia OH 45102

PO Box 9001084
Louisville KY 40290-1084

410 00001782509 88200701555 040620109 00001809245

DISCONNECT NOTICE

Page 1 of 2

Name/Service Address	For Inquiries Call	Account Number
Brenda Fitzgerald 61 Hunters Ct Amelia OH 45102	Duke Energy 513-651-5100 1-800-648-7777	8820-0701-55-5

Mail Payments To	Account Information
PO Box 9001084 Louisville KY 40290-1084	Payments after Mar 15 not included Bill prepared on Mar 15, 2010 Next meter reading Apr 13, 2010

If your service is disconnected for non payment, in addition to a reconnection charge, you will be required to pay a deposit in the amount of \$200.00 before service is restored.

IMPORTANT: Your service may be disconnected if your past due amount of \$1,326.41 is not paid before 04/09/2010. A reconnection charge will be required. In addition, a service deposit may be required; if so, payment arrangements may be available. For questions, please call the number shown above.

Meter Number	Reading Date From To	Days	Meter Reading Previous	Meter Reading Present	Usage
Elec 072120224	Feb 11 Mar 12	29	69729	71476	1,747

Electric Residential	
Usage -	1,747 kWh
Duke Energy - Rate RS	\$ 203.13
Current Electric Charges	\$ 203.13

Billing Summary	
Amt Due - Previous Bill	\$ 1,556.03
Late Payment Charge(s)	23.34
Balance Forward	1,579.37
Current Electric Charges	203.13
Current Amount Due	\$ 1,782.50

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.

DISCONNECT NOTICE

Due Date	Amount Due	Due Date
Apr 6, 2010	\$ 1,782.50	Apr 6, 2010
		\$ 1,809.24

DISCONNECT NOTICE

Account Number 8820-0701-55-5 30 08

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

☐

Due Date	Amount Due
May 6, 2010	\$ 1,679.86

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



Brenda Fitzgerald
61 Hunters Ct
Amelia OH 45102-2137

PO Box 9001076
Louisville KY 40290-1076

410 00001679864 88200701555 050620107 00001705067

DISCONNECT NOTICE

Page 1 of 2

Name/Service Address	For Inquiries Call	Account Number
Brenda Fitzgerald 61 Hunters Ct Amelia OH 45102	Duke Energy 513-651-5100 1-800-648-7777	8820-0701-55-5

Mail Payments To	Account Information
PO Box 9001076 Louisville KY 40290-1076	Payments after Apr 14 not included Last payment received Apr 05 Bill prepared on Apr 14, 2010 Next meter reading May 12, 2010

IMPORTANT: If your service has not yet been disconnected, please pay \$1,256.03 immediately to avoid disconnection.

If your service is disconnected for non payment, in addition to a reconnection charge, you will be required to pay a deposit in the amount of \$205.00 before service is restored.

Meter Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Elec 072120224	Mar 12 Apr 13	32	71476	72905	1,429

Electric - Residential	
Usage -	1,429 kWh
Duke Energy - Rate RS	\$ 175.12
Current Electric Charges	\$ 175.12

Current Billing	
Amt Due - Previous Bill	\$ 1,782.50
Payment(s) Received	300.00cr
Late Payment Charge(s)	22.24
Balance Forward	1,504.74
Current Electric Charges	175.12
Current Amount Due	\$ 1,679.86

The PUCO approved an adjustment to Rider SRT (part of the Delivery Riders) and Rider FPP effective April 1, 2010. A typical residential customer using 1,000 kWh per month will see an increase of approximately \$0.49 or 0.4%.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 9.61 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.

DISCONNECT NOTICE

Due Date	Amount Due	After May 6, 2010
May 6, 2010	\$ 1,679.86	\$ 1,705.06

Due Date	Amount Due	Amount
Jun 4, 2010	\$ 136.66	\$ 138.71

Account Number 8820-0701-55-5

30 08

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

Due Date	Amount Due
Jul 6, 2010	\$ 205.90

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



Brenda Fitzgerald
61 Hunters Ct
Amelia OH 45102-2137

PO Box 9001076
Louisville KY 40290-1076

400 00000205907 88200701555 070620103 00000208990

Page 1 of 2

Name/Service Address	For Inquiries Call	Account Number
Brenda Fitzgerald 61 Hunters Ct Amelia OH 45102	Duke Energy 513-421-9500 1-800-544-6900	8820-0701-55-5

Mail Payments To	Account Information
PO Box 9001076 Louisville KY 40290-1076	Payments after Jun 14 not included Last payment received May 20 Bill prepared on Jun 14, 2010 Next meter reading Jul 13, 2010

Meter Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Elec 072120224	May 12 Jun 11	30	73976	75445	1,469

Electric - Residential	Current Billing
Usage - 1,469 kWh	Amt Due - Previous Bill \$ 136.66
Duke Energy - Rate RS \$ 205.90	Payment(s) Received 136.66cr
Current Electric Charges \$ 205.90	Balance Forward 0.00
	Current Electric Charges 205.90
	Current Amount Due \$ 205.90

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 9.61 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, 2010
Jul 6, 2010	\$ 205.90	\$ 208.99

ACCOUNT NOTE HISTORY DETAIL 09:20 A 01/17/11 M35H082
ACCT: 82000642 25 CS: DNP COMPLETE STATUS/DATE: PAST DUE FIN 05/03/10
DIV : 10 CYC: 20 ZIP: 45240 CUST SIC : PRIVATE HOUSEHOLDS
NAME: BRENDA FITZGERALD PENDING : ANIN SPCD WKFL
ADDR: 1923 JOHN GRAY RD APT: FL: SUBURB: PLESNT RUN
LN NO: 03 DATE ENTERED: 04/19/10 DESCRIPTION: ACCOUNT NOTE ADD
ENTERED BY : DIANNA AGNEW ORIGINATED BY: DIANNA AGNEW
HOW REC'D: TEL REC'D FROM: MR AGT/INT:
TEL1: NONE EXT1: TEL2: EXT2:

TENANT NUMBER: 25 DEPARTMENT NAME: CUSTOMER CARE
TEXT: PAYMENT STATEMENT WAS CREATED TO VIEW PAYMENTS ON 04/19/2010

EXPIRATION DATE: 05/19/10 PERMANENT NOTE? N
REVIEW BEFORE EXPIRATION? N
NEXT TRAN CODE: _____

Dianna Agnew
supr Gray Wilhoit
W.C.C.
S.D.C.
T.L.T.
ER

ACCOUNT NOTE HISTORY DETAIL 09:20 A 01/17/11 M35H082
ACCT: 82000642 25 CS: DNP COMPLETE STATUS/DATE: PAST DUE FIN 05/03/10
DIV : 10 CYC: 20 ZIP: 45240 CUST SIC : PRIVATE HOUSEHOLDS
NAME: BRENDA FITZGERALD PENDING : ANIN SPCD WKFL
ADDR: 1923 JOHN GRAY RD APT: FL: SUBURB: PLESNT RUN
LN NO: 04 DATE ENTERED: 04/19/10 DESCRIPTION: ACCOUNT NOTE ADD
ENTERED BY : DIANNA AGNEW ORIGINATED BY: DIANNA AGNEW
HOW REC'D: TEL REC'D FROM: MR AGT/INT:
TEL1: NONE EXT1: TEL2: EXT2:

TENANT NUMBER: 25

DEPARTMENT NAME: CUSTOMER CARE

TEXT: ACCOUNT STATEMENT GENERATED 04/19/2010 TO BE SENT TO CUSTOMER
(ELECTRIC METER: 52443320)

EXPIRATION DATE: 05/19/10

PERMANENT NOTE? N

REVIEW BEFORE EXPIRATION? N

NEXT TRAN CODE: _____

Dianna Agnew wcc

ACCOUNT NOTE HISTORY DETAIL 09:20 A 01/17/11 M35H082
ACCT: 82000642 25 CS: DNP COMPLETE STATUS/DATE: PAST DUE FIN 05/03/10
DIV : 10 CYC: 20 ZIP: 45240 CUST SIC : PRIVATE HOUSEHOLDS
NAME: BRENDA FITZGERALD PENDING : ANIN SPCD WKFL
ADDR: 1923 JOHN GRAY RD APT: FL: SUBURB: PLESNT RUN
LN NO: 05 DATE ENTERED: 04/19/10 DESCRIPTION: ACCOUNT NOTE ADD
ENTERED BY : DIANNA AGNEW ORIGINATED BY: DIANNA AGNEW
HOW REC'D: TEL REC'D FROM: MR AGT/INT:
TEL1: NONE EXT1: TEL2: EXT2:

TENANT NUMBER: 25 DEPARTMENT NAME: CUSTOMER CARE

TEXT: ACCOUNT STATEMENT GENERATED 04/19/2010 TO BE SENT TO CUSTOMER
(ELECTRIC METER: 52443320)

EXPIRATION DATE: 05/19/10 PERMANENT NOTE? N

REVIEW BEFORE EXPIRATION? N

NEXT TRAN CODE: _____

Dianna Agnew WCC

ACCOUNT NOTE HISTORY DETAIL 09:20 A 01/17/11 M35H082
ACCT: 82000642 25 CS: DNP COMPLETE STATUS/DATE: PAST DUE FIN 05/03/10
DIV : 10 CYC: 20 ZIP: 45240 CUST SIC : PRIVATE HOUSEHOLDS
NAME: BRENDA FITZGERALD PENDING : ANIN SPCD WKFL
ADDR: 1923 JOHN GRAY RD APT: FL: SUBURB: PLESNT RUN
LN NO: 06 DATE ENTERED: 04/19/10 DESCRIPTION: ACCOUNT NOTE ADD
ENTERED BY : DIANNA AGNEW ORIGINATED BY: DIANNA AGNEW
HOW REC'D: TEL REC'D FROM: MR AGT/INT:
TEL1: NONE EXT1: TEL2: EXT2:

TENANT NUMBER: 25

DEPARTMENT NAME: CUSTOMER CARE

TEXT: PAYMENT STATEMENT WAS CREATED TO VIEW PAYMENTS ON 04/19/2010

EXPIRATION DATE: 05/19/10

PERMANENT NOTE? N

REVIEW BEFORE EXPIRATION? N

NEXT TRAN CODE: _____

Dianna Agnew WCC

ACCOUNT NOTE HISTORY DETAIL 09:20 A 01/17/11 M35H082
ACCT: 82000642 25 CS: DNP COMPLETE STATUS/DATE: PAST DUE FIN 05/03/10
DIV : 10 CYC: 20 ZIP: 45240 CUST SIC : PRIVATE HOUSEHOLDS
NAME: BRENDA FITZGERALD PENDING : ANIN SPCD WKFL
ADDR: 1923 JOHN GRAY RD APT: FL: SUBURB: PLESNT RUN
LN NO: 07 DATE ENTERED: 04/19/10 DESCRIPTION: ACCOUNT NOTE ADD
ENTERED BY : DIANNA AGNEW ORIGINATED BY: DIANNA AGNEW
HOW REC'D: TEL REC'D FROM: MR AGT/INT:
TEL1: NONE EXT1: TEL2: EXT2:

TENANT NUMBER: 25 DEPARTMENT NAME: CUSTOMER CARE

TEXT: ACCOUNT STATEMENT GENERATED 04/19/2010 TO BE SENT TO CUSTOMER
(ELECTRIC METER: 52443320)

EXPIRATION DATE: 05/19/10 PERMANENT NOTE? N

REVIEW BEFORE EXPIRATION? N

NEXT TRAN CODE: _____

Diana Agnew WCC

ACCOUNT NOTE HISTORY DETAIL 09:19 A 01/17/11 M35H082
ACCT: 82000642 25 CS: DNP COMPLETE STATUS/DATE: PAST DUE FIN 05/03/10
DIV : 10 CYC: 20 ZIP: 45240 CUST SIC : PRIVATE HOUSEHOLDS
NAME: BRENDA FITZGERALD PENDING : ANIN SPCD WKFL
ADDR: 1923 JOHN GRAY RD APT: FL: SUBURB: PLESNT RUN
LN NO: 08 DATE ENTERED: 04/19/10 DESCRIPTION: ACCOUNT NOTE ADD
ENTERED BY : DIANNA AGNEW ORIGINATED BY: DIANNA AGNEW
HOW REC'D: TEL REC'D FROM: MR AGT/INT:
TEL1: NONE EXT1: TEL2: EXT2:

TENANT NUMBER: 25

DEPARTMENT NAME: CUSTOMER CARE

TEXT: ACCOUNT STATEMENT GENERATED 04/19/2010 TO BE SENT TO CUSTOMER (GAS
METER: 368092)

EXPIRATION DATE: 05/19/10

PERMANENT NOTE? N

REVIEW BEFORE EXPIRATION? N

NEXT TRAN CODE: _____

Dianm Agnew WCC
Supr Greg Wilhoit

ACCOUNT NOTE HISTORY DETAIL 09:19 A 01/17/11 M35H082
ACCT: 82000642 25 CS: DNP COMPLETE STATUS/DATE: PAST DUE FIN 05/03/10
DIV : 10 CYC: 20 ZIP: 45240 CUST SIC : PRIVATE HOUSEHOLDS
NAME: BRENDA FITZGERALD PENDING : ANIN SPCD WKFL
ADDR: 1923 JOHN GRAY RD APT: FL: SUBURB: PLESNT RUN
LN NO: 01 DATE ENTERED: 04/02/10 DESCRIPTION: ACCOUNT NOTE ADD
ENTERED BY : SANDY NICELY ORIGINATED BY: SANDY NICELY
HOW REC'D: TEL REC'D FROM: AGT AGT/INT: BRENDA FITZGERALD
TEL1: H (513)907-1882 EXT1: TEL2: EXT2:

TENANT NUMBER: 25

DEPARTMENT NAME: CUSTOMER CARE

TEXT: TSFERED STEPHANIE CARSON TO EP PER 5 DAY RULE SAYS MAILED LEASE 3/29.
OVER 48 HOURS

EXPIRATION DATE: 07/01/10

PERMANENT NOTE? N

REVIEW BEFORE EXPIRATION? N

NEXT TRAN CODE: _____

Sandy Nicely WCC
Supt Julie Henson

ACCOUNT NOTE HISTORY DETAIL 09:19 A 01/17/11 M35H082

ACCT: 82000642 25 CS: DNP COMPLETE STATUS/DATE: PAST DUE FIN 05/03/10
DIV : 10 CYC: 20 ZIP: 45240 CUST SIC : PRIVATE HOUSEHOLDS
NAME: BRENDA FITZGERALD PENDING : ANIN SPCD WKFL
ADDR: 1923 JOHN GRAY RD APT: FL: SUBURB: PLESNT RUN
LN NO: 06 DATE ENTERED: 03/29/10 DESCRIPTION: ACCOUNT NOTE ADD
ENTERED BY : VEL MITCHELL ORIGINATED BY: VEL MITCHELL
HOW REC'D: TEL REC'D FROM: MS AGT/INT:
TEL1: H (513)907-1882 EXT1: TEL2: EXT2:

TENANT NUMBER: 25 DEPARTMENT NAME: CUSTOMER CARE

TEXT: 821-1101

EXPIRATION DATE: 06/27/10 PERMANENT NOTE? N

REVIEW BEFORE EXPIRATION? N

NEXT TRAN CODE: _____

Vel Mitcheu East
Supt Susan Klump

ACCOUNT NOTE HISTORY DETAIL 09:19 A 01/17/11 M35H082
ACCT: 82000642 25 CS: DNP COMPLETE STATUS/DATE: PAST DUE FIN 05/03/10
DIV : 10 CYC: 20 ZIP: 45240 CUST SIC : PRIVATE HOUSEHOLDS
NAME: BRENDA FITZGERALD PENDING : ANIN SPCD WKFL
ADDR: 1923 JOHN GRAY RD APT: FL: SUBURB: PLESNT RUN
LN NO: 07 DATE ENTERED: 03/29/10 DESCRIPTION: ACCOUNT NOTE ADD
ENTERED BY : VEL MITCHELL ORIGINATED BY: VEL MITCHELL
HOW REC'D: TEL REC'D FROM: MS AGT/INT:
TEL1: H (513)907-1882 EXT1: TEL2: EXT2:

TENANT NUMBER: 25 DEPARTMENT NAME: CUSTOMER CARE

TEXT: WAS LEFT EMPTY. STEPHANIE WAS INFORMED TO FAX A COPY OF HER LEASE &
PICTURE ID TO EP FOR REVIEW. C-513-338-3437. W-513-

EXPIRATION DATE: 06/27/10 PERMANENT NOTE? N

REVIEW BEFORE EXPIRATION? N

NEXT TRAN CODE: _____

Vel Mitmen East
Supr Susan Klump

ACCOUNT NOTE HISTORY DETAIL 09:19 A 01/17/11 M35H082
ACCT: 82000642 25 CS: DNP COMPLETE STATUS/DATE: PAST DUE FIN 05/03/10
DIV : 10 CYC: 20 ZIP: 45240 CUST SIC : PRIVATE HOUSEHOLDS
NAME: BRENDA FITZGERALD PENDING : ANIN SPCD WKFL
ADDR: 1923 JOHN GRAY RD APT: FL: SUBURB: PLESNT RUN
LN NO: 08 DATE ENTERED: 03/29/10 DESCRIPTION: ACCOUNT NOTE ADD
ENTERED BY : VEL MITCHELL ORIGINATED BY: VEL MITCHELL
HOW REC'D: TEL REC'D FROM: MS AGT/INT:
TEL1: H (513)907-1882 EXT1: TEL2: EXT2:

TENANT NUMBER: 25 DEPARTMENT NAME: CUSTOMER CARE

TEXT: HIS MOM IS BRENDA FITZGERALD & SHE IS SAID TO HAVE LEFT THE HOUSE 5
MONTHS AGO PER STEPHANIE. STEPHANIE SAID THE HOUSE

EXPIRATION DATE: 06/27/10 PERMANENT NOTE? N

REVIEW BEFORE EXPIRATION? N

NEXT TRAN CODE: _____

Vel Mitman East
Supr Susan Klump

ACCOUNT NOTE HISTORY DETAIL 09:19 A 01/17/11 M35H082
ACCT: 82000642 25 CS: DNP COMPLETE STATUS/DATE: PAST DUE FIN 05/03/10
DIV : 10 CYC: 20 ZIP: 45240 CUST SIC : PRIVATE HOUSEHOLDS
NAME: BRENDA FITZGERALD PENDING : ANIN SPCD WKFL
ADDR: 1923 JOHN GRAY RD APT: FL: SUBURB: PLESNT RUN
LN NO: 09 DATE ENTERED: 03/29/10 DESCRIPTION: ACCOUNT NOTE ADD
ENTERED BY : VEL MITCHELL ORIGINATED BY: VEL MITCHELL
HOW REC'D: TEL REC'D FROM: MS AGT/INT:
TEL1: H (513)907-1882 EXT1: TEL2: EXT2:

TENANT NUMBER: 25

DEPARTMENT NAME: CUSTOMER CARE

TEXT: STEPHANIE CARSON SAYS SHE HAS BEEN LIVING ON THE PREMISES FOR A
MONTH. SHE SAYS HER BOYFRIEND OWNS THE HOUSE &

EXPIRATION DATE: 06/27/10

PERMANENT NOTE? N

REVIEW BEFORE EXPIRATION? N

NEXT TRAN CODE: _____

Vel Mitaneu
Supr Susan Klump

East

ACCOUNT NOTE HISTORY DETAIL 09:18 A 01/17/11 M35H082
ACCT: 82000642 25 CS: DNP COMPLETE STATUS/DATE: PAST DUE FIN 05/03/10
DIV : 10 CYC: 20 ZIP: 45240 CUST SIC : PRIVATE HOUSEHOLDS
NAME: BRENDA FITZGERALD PENDING : ANIN SPCD WKFL
ADDR: 1923 JOHN GRAY RD APT: FL: SUBURB: PLESNT RUN
LN NO: 10 DATE ENTERED: 03/29/10 DESCRIPTION: ACCOUNT NOTE ADD
ENTERED BY : MARCY GILLIS ORIGINATED BY: MARCY GILLIS
HOW REC'D: TEL REC'D FROM: AGT AGT/INT: STEPHANIE CARSON
TEL1: H (513)907-1882 EXT1: TEL2: EXT2:

TENANT NUMBER: 25

DEPARTMENT NAME: CUSTOMER CARE

TEXT: STEPHANIE CARSON, CALLED TO REQUEST SERVICE FOR THIS ACCT WHICH WAS
TURN/OFF NON-PAY TRNS TO EP

EXPIRATION DATE: 06/27/10

PERMANENT NOTE? N

REVIEW BEFORE EXPIRATION? N

NEXT TRAN CODE: _____

Marcy Gillis ERS
Supr Nick Hicklin

ACCOUNT NOTE HISTORY DETAIL 09:18 A 01/17/11 M35H082
ACCT: 82000642 25 CS: DNP COMPLETE STATUS/DATE: PAST DUE FIN 05/03/10
DIV : 10 CYC: 20 ZIP: 45240 CUST SIC : PRIVATE HOUSEHOLDS
NAME: BRENDA FITZGERALD PENDING : ANIN SPCD WKFL
ADDR: 1923 JOHN GRAY RD APT: FL: SUBURB: PLESNT RUN
LN NO: 11 DATE ENTERED: 03/29/10 DESCRIPTION: ACCOUNT NOTE ADD
ENTERED BY : LA'TASHA SAVAGE ORIGINATED BY: LA'TASHA SAVAGE
HOW REC'D: TEL REC'D FROM: AGT AGT/INT: BRENDA FITZGERALD
TEL1: H (513)907-1882 EXT1: TEL2: EXT2:

TENANT NUMBER: 25

DEPARTMENT NAME: CUSTOMER CARE

TEXT: CONT- 50.00 AFT HR FEE

EXPIRATION DATE: 06/27/10

PERMANENT NOTE? N

REVIEW BEFORE EXPIRATION? N

NEXT TRAN CODE: _____

*La'Tasha Savage - ERS
no longer an employee*

ACCOUNT NOTE HISTORY DETAIL 09:18 A 01/17/11 M35H082

ACCT: 82000642 25 CS: DNP COMPLETE STATUS/DATE: PAST DUE FIN 05/03/10
DIV : 10 CYC: 20 ZIP: 45240 CUST SIC : PRIVATE HOUSEHOLDS
NAME: BRENDA FITZGERALD PENDING : ANIN SPCD WKFL
ADDR: 1923 JOHN GRAY RD APT: FL: SUBURB: PLESNT RUN
LN NO: 12 DATE ENTERED: 03/29/10 DESCRIPTION: ACCOUNT NOTE ADD
ENTERED BY : LA'TASHA SAVAGE ORIGINATED BY: LA'TASHA SAVAGE
HOW REC'D: TEL REC'D FROM: AGT AGT/INT: BRENDA FITZGERALD
TEL1: H (513)907-1882 EXT1: TEL2: EXT2:

TENANT NUMBER: 25 DEPARTMENT NAME: CUSTOMER CARE

TEXT: CI ADV TP 1376.22+25+275 SEC DEP=1676.22 OR TP 175.00 (WRRRA), OR MED
CERT TO HAVE SERV RESTORED ADV CUST OF

EXPIRATION DATE: 06/27/10 PERMANENT NOTE? N

REVIEW BEFORE EXPIRATION? N

NEXT TRAN CODE: _____

*La'tasha Savage - ERS
no longer an employee*

ACCOUNT NOTE HISTORY DETAIL 09:18 A 01/17/11 M35H082
ACCT: 82000642 25 CS: DNP COMPLETE STATUS/DATE: PAST DUE FIN 05/03/10
DIV : 10 CYC: 20 ZIP: 45240 CUST SIC : PRIVATE HOUSEHOLDS
NAME: BRENDA FITZGERALD PENDING : ANIN SPCD WKFL
ADDR: 1923 JOHN GRAY RD APT: FL: SUBURB: PLESNT RUN
LN NO: 09 DATE ENTERED: 12/09/09 DESCRIPTION: ACCOUNT NOTE ADD
ENTERED BY : TAMMY MOTT ORIGINATED BY: TAMMY MOTT
HOW REC'D: TEL REC'D FROM: AGT AGT/INT: BRENDA FITZGERALD
TEL1: H (513)907-1882 EXT1: TEL2: EXT2:

TENANT NUMBER: 25

DEPARTMENT NAME: CUSTOMER CARE

TEXT: CUST CALLED TO CANCEL OFF ORDER WILL CALL WHEN READY TO RESCHDULE

EXPIRATION DATE: 03/09/10

PERMANENT NOTE? N

REVIEW BEFORE EXPIRATION? N

NEXT TRAN CODE: _____

*Tammy Mott
no longer an employee*

ACCOUNT NOTE HISTORY DETAIL 09:17 A 01/17/11 M35H082
ACCT: 82000642 25 CS: DNP COMPLETE STATUS/DATE: PAST DUE FIN 05/03/10
DIV : 10 CYC: 20 ZIP: 45240 CUST SIC : PRIVATE HOUSEHOLDS
NAME: BRENDA FITZGERALD PENDING : ANIN SPCD WKFL
ADDR: 1923 JOHN GRAY RD APT: FL: SUBURB: PLESNT RUN
LN NO: 03 DATE ENTERED: 12/01/09 DESCRIPTION: ACCOUNT NOTE ADD
ENTERED BY : KVAAS ORIGINATED BY: KVAAS
HOW REC'D: TEL REC'D FROM: AGT AGT/INT: BRENDA
TEL1: H (513)907-1882 EXT1: TEL2: EXT2:

TENANT NUMBER: 25 DEPARTMENT NAME:

TEXT: (CONT) AND SCHD NEW DISC FOR 12/10

EXPIRATION DATE: 03/01/10 PERMANENT NOTE? N

REVIEW BEFORE EXPIRATION? N

NEXT TRAN CODE: _____

?

UNABLE TO LOCATE

ACCOUNT NOTE HISTORY DETAIL 09:17 A 01/17/11 M35H082

ACCT: 82000642 25 CS: DNP COMPLETE STATUS/DATE: PAST DUE FIN 05/03/10
DIV : 10 CYC: 20 ZIP: 45240 CUST SIC : PRIVATE HOUSEHOLDS
NAME: BRENDA FITZGERALD PENDING : ANIN SPCD WKFL
ADDR: 1923 JOHN GRAY RD APT: FL: SUBURB: PLESNT RUN
LN NO: 04 DATE ENTERED: 12/01/09 DESCRIPTION: ACCOUNT NOTE ADD
ENTERED BY : KVAAS ORIGINATED BY: KVAAS
HOW REC'D: TEL REC'D FROM: AGT AGT/INT: BRENDA
TEL1: H (513)907-1882 EXT1: TEL2: EXT2:

TENANT NUMBER: 25

DEPARTMENT NAME:

TEXT: CCI TO STATING SERV WAS TURNED OFF TODAY 12/1 IT WAS SUPPOSED TO BE
DISC ON 12/10 SCHD TO HAVE SERV BACK ON TODAY 12/1

EXPIRATION DATE: 03/01/10

PERMANENT NOTE? N

REVIEW BEFORE EXPIRATION? N

NEXT TRAN CODE: _____

7
UNABLE
to locate

ACCOUNT NOTE HISTORY DETAIL 09:26 A 01/17/11 M35H082
ACCT: 88200701 55 CS: ACCEPTABLE STATUS/DATE: ACTIVE 11/25/09
DIV : 30 CYC: 08 ZIP: 45102 CUST SIC : PRIVATE HOUSEHOLDS
NAME: BRENDA FITZGERALD PENDING : ANIN SPCD SRIN WKFL
ADDR: 61 HUNTERS CT APT: FL: SUBURB: AMELIA
LN NO: 02 DATE ENTERED: 05/05/10 DESCRIPTION: ACCOUNT NOTE ADD
ENTERED BY : PAMELA BALL ORIGINATED BY: PAMELA BALL
HOW REC'D: TEL REC'D FROM: AGT AGT/INT: PUCO
TEL1: NONE EXT1: TEL2: EXT2:

TENANT NUMBER: 55 DEPARTMENT NAME: CUSTOMER CARE

TEXT: **PUCO COMP CONT. CUST WANTS FORMAL COMP SINCE WR NOT OFFERED TO HIM O
N 4/15. OFFERED TO CR REC & AFH REC BUT CUST DID NOT ACCEPT**

EXPIRATION DATE: 12/31/10 PERMANENT NOTE? N

REVIEW BEFORE EXPIRATION? N

NEXT TRAN CODE: _____

Supr
Pamela Ball
Mike Marshall
Cindy Givens

*West (Plainfield)
IN.*

Company Ex 4

ACCOUNT NOTE HISTORY DETAIL 09:26 A 01/17/11 M35H082

ACCT: 88200701 55 CS: ACCEPTABLE STATUS/DATE: ACTIVE 11/25/09
DIV : 30 CYC: 08 ZIP: 45102 CUST SIC : PRIVATE HOUSEHOLDS
NAME: BRENDA FITZGERALD PENDING : ANIN SPCD SRIN WKFL
ADDR: 61 HUNTERS CT APT: FL: SUBURB: AMELIA
LN NO: 03 DATE ENTERED: 04/26/10 DESCRIPTION: ACCOUNT NOTE ADD
ENTERED BY : CASSANDRA PIERRE ORIGINATED BY: CASSANDRA PIERRE
HOW REC'D: TEL REC'D FROM: MR AGT/INT:
TEL1: NONE EXT1: TEL2: EXT2:

TENANT NUMBER: 55 DEPARTMENT NAME: CUSTOMER CARE

TEXT: PAYMENT STATEMENT WAS CREATED TO VIEW PAYMENTS ON 04/26/2010

EXPIRATION DATE: 05/26/10 PERMANENT NOTE? N

REVIEW BEFORE EXPIRATION? N

NEXT TRAN CODE: ____

Cassandra Pierre ERS
Supr Nick Hailini

ACCOUNT NOTE HISTORY DETAIL 09:24 A 01/17/11 M35H082
ACCT: 88200701 55 CS: ACCEPTABLE STATUS/DATE: ACTIVE 11/25/09
DIV : 30 CYC: 08 ZIP: 45102 CUST SIC : PRIVATE HOUSEHOLDS
NAME: BRENDA FITZGERALD PENDING : ANIN SPCD SRIN WKFL
ADDR: 61 HUNTERS CT APT: FL: SUBURB: AMELIA
LN NO: 10 DATE ENTERED: 04/19/10 DESCRIPTION: ACCOUNT NOTE ADD
ENTERED BY : DIANNA AGNEW ORIGINATED BY: DIANNA AGNEW
HOW REC'D: TEL REC'D FROM: MR AGT/INT:
TEL1: NONE EXT1: TEL2: EXT2:

TENANT NUMBER: 55 DEPARTMENT NAME: CUSTOMER CARE

TEXT: ACCOUNT STATEMENT GENERATED 04/19/2010 TO BE SENT TO CUSTOMER
(ELECTRIC METER: 72120224)

EXPIRATION DATE: 05/19/10 PERMANENT NOTE? N

REVIEW BEFORE EXPIRATION? N

NEXT TRAN CODE: _____

Dianna Agnew wec
Supr Greg Wilhoit

ACCOUNT NOTE HISTORY DETAIL 09:24 A 01/17/11 M35H082
ACCT: 88200701 55 CS: ACCEPTABLE STATUS/DATE: ACTIVE 11/25/09
DIV : 30 CYC: 08 ZIP: 45102 CUST SIC : PRIVATE HOUSEHOLDS
NAME: BRENDA FITZGERALD PENDING : ANIN SPCD SRIN WKFL
ADDR: 61 HUNTERS CT APT: FL: SUBURB: AMELIA
LN NO: 09 DATE ENTERED: 04/19/10 DESCRIPTION: ACCOUNT NOTE ADD
ENTERED BY : DIANNA AGNEW ORIGINATED BY: DIANNA AGNEW
HOW REC'D: TEL REC'D FROM: MR AGT/INT:
TEL1: NONE EXT1: TEL2: EXT2:

TENANT NUMBER: 55

DEPARTMENT NAME: CUSTOMER CARE

TEXT: PAYMENT STATEMENT WAS CREATED TO VIEW PAYMENTS ON 04/19/2010

EXPIRATION DATE: 05/19/10

PERMANENT NOTE? N

REVIEW BEFORE EXPIRATION? N

NEXT TRAN CODE: _____

Dianna Agnew

WCC

Supr Gray Wilhoit

ACCOUNT NOTE HISTORY DETAIL 09:25 A 01/17/11 M35H082

ACCT: 88200701 55 CS: ACCEPTABLE STATUS/DATE: ACTIVE 11/25/09
DIV : 30 CYC: 08 ZIP: 45102 CUST SIC : PRIVATE HOUSEHOLDS
NAME: BRENDA FITZGERALD PENDING : ANIN SPCD SRIN WKFL
ADDR: 61 HUNTERS CT APT: FL: SUBURB: AMELIA
LN NO: 08 DATE ENTERED: 04/19/10 DESCRIPTION: ACCOUNT NOTE ADD
ENTERED BY : CONNIE HEIL ORIGINATED BY: CONNIE HEIL
HOW REC'D: N/A REC'D FROM: N/A AGT/INT:
TEL1: NONE EXT1: TEL2: EXT2:

TENANT NUMBER: 55 DEPARTMENT NAME: REVENUE MANAGEMENT

TEXT: CUST NEEDS TO REVERIFY PIP IF WANTS PIP HERE

EXPIRATION DATE: 10/10/10 PERMANENT NOTE? N

REVIEW BEFORE EXPIRATION? N

NEXT TRAN CODE: _____

Connie Heil East
Supr Litressa Cobb

ACCOUNT NOTE HISTORY DETAIL 09:23 A 01/17/11 M35H082
ACCT: 88200701 55 CS: ACCEPTABLE STATUS/DATE: ACTIVE 11/25/09
DIV : 30 CYC: 08 ZIP: 45102 CUST SIC : PRIVATE HOUSEHOLDS
NAME: BRENDA FITZGERALD PENDING : ANIN SPCD SRIN WKFL
ADDR: 61 HUNTERS CT APT: FL: SUBURB: AMELIA
LN NO: 05 DATE ENTERED: 04/16/10 DESCRIPTION: ACCOUNT NOTE ADD
ENTERED BY : CINDY LAYCOCK ORIGINATED BY: CINDY LAYCOCK
HOW REC'D: TEL REC'D FROM: AGT AGT/INT: GERALD
TEL1: H (513)321-1440 EXT1: TEL2: EXT2:

TENANT NUMBER: 55

DEPARTMENT NAME: CUSTOMER CARE

TEXT: CCI UPSET THAT SVC WAS DNP ON 4/15 STATES THAT SHOULD NOT HAVE
HAPPENED TRYED TO EXPLAIN RECVD NOTICE ON BILL TO PAY IMM

EXPIRATION DATE: 07/15/10

PERMANENT NOTE? N

REVIEW BEFORE EXPIRATION? N

NEXT TRAN CODE: _____

Cindy Laycock WCC
Supr Julie Henson

ACCOUNT NOTE HISTORY DETAIL

09:23 A 01/17/11 M35H082

ACCT: 88200701 55 CS: ACCEPTABLE STATUS/DATE: ACTIVE 11/25/09
DIV : 30 CYC: 08 ZIP: 45102 CUST SIC : PRIVATE HOUSEHOLDS
NAME: BRENDA FITZGERALD PENDING : ANIN SPCD SRIN WKFL
ADDR: 61 HUNTERS CT APT: FL: SUBURB: AMELIA
LN NO: 04 DATE ENTERED: 04/16/10 DESCRIPTION: ACCOUNT NOTE ADD
ENTERED BY : CINDY LAYCOCK ORIGINATED BY: CINDY LAYCOCK
HOW REC'D: TEL REC'D FROM: AGT AGT/INT: GERALD
TEL1: H (513)321-1440 EXT1: TEL2: EXT2:

TENANT NUMBER: 55

DEPARTMENT NAME: CUSTOMER CARE

TEXT: CCI KEEPS GIVING THE ACCT # 8200064225 THIS IS ANOTHER ACCT THAT HAS
BEEN DNP

EXPIRATION DATE: 07/15/10

PERMANENT NOTE? N

REVIEW BEFORE EXPIRATION? N

NEXT TRAN CODE: _____

Anai Laycock WCC
Supr Julie Hansen

ACCOUNT NOTE HISTORY DETAIL

09:24 A 01/17/11 M35H082

ACCT: 88200701 55 CS: ACCEPTABLE STATUS/DATE: ACTIVE 11/25/09
DIV : 30 CYC: 08 ZIP: 45102 CUST SIC : PRIVATE HOUSEHOLDS
NAME: BRENDA FITZGERALD PENDING : ANIN SPCD SRIN WKFL
ADDR: 61 HUNTERS CT APT: FL: SUBURB: AMELIA
LN NO: 03 DATE ENTERED: 04/16/10 DESCRIPTION: ACCOUNT NOTE ADD
ENTERED BY : RONALD HAWTHORNE ORIGINATED BY: RONALD HAWTHORNE
HOW REC'D: TEL REC'D FROM: AGT AGT/INT: GERALD FITZGERALD
TEL1: H (513)321-1440 EXT1: TEL2: EXT2:

TENANT NUMBER: 55

DEPARTMENT NAME: CUSTOMER CARE

TEXT: ESCAL>>CUS JUST COMPLAINING ABOUT SRVC FROM REPS

EXPIRATION DATE: 07/15/10

PERMANENT NOTE? N

REVIEW BEFORE EXPIRATION? N

NEXT TRAN CODE: _____

Ronald Hawthorne ERS
supr Nick Hicklin

ACCOUNT NOTE HISTORY DETAIL 09:24 A 01/17/11 M35H083
ACCT: 88200701 55 CS: ACCEPTABLE STATUS/DATE: ACTIVE 11/25/09
DIV : 30 CYC: 08 ZIP: 45102 CUST SIC : PRIVATE HOUSEHOLDS
NAME: BRENDA FITZGERALD PENDING : ANIN SPCD SRIN WKFL
ADDR: 61 HUNTERS CT APT: FL: SUBURB: AMELIA
LN NO: 01 DATE ENTERED: 04/16/10 DESCRIPTION: ACCOUNT NOTE CHANGE
ENTERED BY : RONALD HAWTHORNE ORIGINATED BY: RONALD HAWTHORNE
HOW REC'D: TEL REC'D FROM: AGT AGT/INT: GERALD FITZGERALD
TEL1: H (513)321-1440 EXT1: TEL2: EXT2:

TENANT NUMBER: 55 DEPARTMENT NAME: CUSTOMER CARE

TEXT: ESCAL>>CUS COMPLAINING ABOUT SRVC FROM REPS ABOUT RESTORING SRVC. WAS
NOT OFFERD WRRRA YESTERDAY. WANTED PUCO PH#
ESCAL>>CUS COMPLAINING ABOUT SRVC FROM REPS

EXPIRATION DATE: 07/15/10 PERMANENT NOTE? N

REVIEW BEFORE EXPIRATION? N

NEXT TRAN CODE: _____

Ronald Hawthorne ERS
Supr Nick Hurlin

ACCOUNT NOTE HISTORY DETAIL 09:23 A 01/17/11 M35H082
ACCT: 88200701 55 CS: ACCEPTABLE STATUS/DATE: ACTIVE 11/25/09
DIV : 30 CYC: 08 ZIP: 45102 CUST SIC : PRIVATE HOUSEHOLDS
NAME: BRENDA FITZGERALD PENDING : ANIN SPCD SRIN WKFL
ADDR: 61 HUNTERS CT APT: FL: SUBURB: AMELIA
LN NO: 07 DATE ENTERED: 04/15/10 DESCRIPTION: ACCOUNT NOTE ADD
ENTERED BY : JONATHAN GREEN ORIGINATED BY: JONATHAN GREEN
HOW REC'D: TEL REC'D FROM: AGT AGT/INT: GERALD FITZGERLAD
TEL1: H (513)321-1440 EXT1: TEL2: EXT2:

TENANT NUMBER: 55

DEPARTMENT NAME: CUSTOMER CARE

TEXT: CCI TOOK PMENTS CF#'S 22006409, 22006424 BILLED AHF AND RESCH CRON FOR
TODAY

EXPIRATION DATE: 06/14/10

PERMANENT NOTE? N

REVIEW BEFORE EXPIRATION? N

NEXT TRAN CODE: _____

Jonathan Green

no longer employed at ERS

ACCOUNT NOTE HISTORY DETAIL 09:23 A 01/17/11 M35H082
ACCT: 88200701 55 CS: ACCEPTABLE STATUS/DATE: ACTIVE 11/25/09
DIV : 30 CYC: 08 ZIP: 45102 CUST SIC : PRIVATE HOUSEHOLDS
NAME: BRENDA FITZGERALD PENDING : ANIN SPCD SRIN WKFL
ADDR: 61 HUNTERS CT APT: FL: SUBURB: AMELIA
LN NO: 01 DATE ENTERED: 04/15/10 DESCRIPTION: ACCOUNT NOTE ADD
ENTERED BY : VERONICA CAGE ORIGINATED BY: VERONICA CAGE
HOW REC'D: TEL REC'D FROM: AGT AGT/INT: BRENDA FITZGERALD
TEL1: H (513)321-1440 EXT1: TEL2: EXT2:

TENANT NUMBER: 55 DEPARTMENT NAME: CUSTOMER CARE

TEXT: CCI CUSTOMER CARD WAS DECLINED AND CUSTOMER WILL CALL BACK TO MAKE THAT PAYMENT

EXPIRATION DATE: 07/14/10 PERMANENT NOTE? N

REVIEW BEFORE EXPIRATION? N

NEXT TRAN CODE: _____

no longer employed at EKS

ACCOUNT NOTE HISTORY DETAIL 09:22 A 01/17/11 M35H082
ACCT: 88200701 55 CS: ACCEPTABLE STATUS/DATE: ACTIVE 11/25/09
DIV : 30 CYC: 08 ZIP: 45102 CUST SIC : PRIVATE HOUSEHOLDS
NAME: BRENDA FITZGERALD PENDING : ANIN SPCD SRIN WKFL
ADDR: 61 HUNTERS CT APT: FL: SUBURB: AMELIA
LN NO: 02 DATE ENTERED: 04/15/10 DESCRIPTION: ACCOUNT NOTE ADD
ENTERED BY : VERONICA CAGE ORIGINATED BY: VERONICA CAGE
HOW REC'D: TEL REC'D FROM: AGT AGT/INT: BRENDA FITZGERALD
TEL1: H (513)321-1440 EXT1: TEL2: EXT2:

TENANT NUMBER: 55

DEPARTMENT NAME: CUSTOMER CARE

TEXT: CCI CUSTOMER NEED TO MAKE A PAYMENT OF 1762.50 IN ORDER TO GET
SERVICES BACK ON TODAY THAT IS THE 50.00 ADDED

EXPIRATION DATE: 07/14/10

PERMANENT NOTE? N

REVIEW BEFORE EXPIRATION? N

NEXT TRAN CODE: _____

no longer employed at ERS

ACCOUNT NOTE HISTORY DETAIL 09:22 A 01/17/11 M35H082

ACCT: 88200701 55 CS: ACCEPTABLE STATUS/DATE: ACTIVE 11/25/09
DIV : 30 CYC: 08 ZIP: 45102 CUST SIC : PRIVATE HOUSEHOLDS
NAME: BRENDA FITZGERALD PENDING : ANIN SPCD SRIN WKFL
ADDR: 61 HUNTERS CT APT: FL: SUBURB: AMELIA
LN NO: 04 DATE ENTERED: 03/29/10 DESCRIPTION: ACCOUNT NOTE ADD
ENTERED BY : LA'TASHA SAVAGE ORIGINATED BY: LA'TASHA SAVAGE
HOW REC'D: TEL REC'D FROM: AGT AGT/INT: BRNEDA FITZGERALD
TEL1: H (513)321-1440 EXT1: TEL2: EXT2:

TENANT NUMBER: 55

DEPARTMENT NAME: CUSTOMER CARE

TEXT: ADV CUST TP 175.00 (WINTER RULE) BY COB 4/08 TO CANCEL DNP

EXPIRATION DATE: 06/27/10

PERMANENT NOTE? N

REVIEW BEFORE EXPIRATION? N

NEXT TRAN CODE: _____

no longer employed at ERS

ACCOUNT NOTE HISTORY DETAIL 09:22 A 01/17/11 M35H082

ACCT: 88200701 55 CS: ACCEPTABLE STATUS/DATE: ACTIVE 11/25/09
DIV : 30 CYC: 08 ZIP: 45102 CUST SIC : PRIVATE HOUSEHOLDS
NAME: BRENDA FITZGERALD PENDING : ANIN SPCD SRIN WKFL
ADDR: 61 HUNTERS CT APT: FL: SUBURB: AMELIA
LN NO: 06 DATE ENTERED: 12/18/09 DESCRIPTION: ACCOUNT NOTE ADD
ENTERED BY : JEFFREY HOLIDAY ORIGINATED BY: JEFFREY HOLIDAY
HOW REC'D: TEL REC'D FROM: AGT AGT/INT: FINAL
TEL1: NONE EXT1: TEL2: EXT2:

TENANT NUMBER: 55 DEPARTMENT NAME: REVENUE MANAGEMENT

TEXT: CANNOT SET PIP, CUST NEEDS TO REVERIFY INCOME AT CAA

EXPIRATION DATE: 04/04/10 PERMANENT NOTE? N

REVIEW BEFORE EXPIRATION? N

NEXT TRAN CODE: _____

Jeff Holiday - East
Supr La'Tressa Cobb

ACCOUNT NOTE HISTORY DETAIL 09:22 A 01/17/11 M35H082
ACCT: 88200701 55 CS: ACCEPTABLE STATUS/DATE: ACTIVE 11/25/09
DIV : 30 CYC: 08 ZIP: 45102 CUST SIC : PRIVATE HOUSEHOLDS
NAME: BRENDA FITZGERALD PENDING : ANIN SPCD SRIN WKFL
ADDR: 61 HUNTERS CT APT: FL: SUBURB: AMELIA
LN NO: 12 DATE ENTERED: 11/25/09 DESCRIPTION: ACCOUNT NOTE ADD
ENTERED BY : AMBER PARSONS ORIGINATED BY: AMBER PARSONS
HOW REC'D: TEL REC'D FROM: AGT AGT/INT: BRENDA FITZGERALD
TEL1: H (513)321-1440 EXT1: TEL2: EXT2:

TENANT NUMBER: 55 DEPARTMENT NAME: CUSTOMER CARE

TEXT: ADV BRENDA OF ACT #

EXPIRATION DATE: 02/23/10 PERMANENT NOTE? N

REVIEW BEFORE EXPIRATION? N

NEXT TRAN CODE: _____

Amber Parsons we
Supr Ashlee Johnson

ACCOUNT NOTE HISTORY DETAIL 09:21 A 01/17/11 M35H082
ACCT: 88200701 55 CS: ACCEPTABLE STATUS/DATE: ACTIVE 11/25/09
DIV : 30 CYC: 08 ZIP: 45102 CUST SIC : PRIVATE HOUSEHOLDS
NAME: BRENDA FITZGERALD PENDING : ANIN SPCD SRIN WKFL
ADDR: 61 HUNTERS CT APT: FL: SUBURB: AMELIA
LN NO: 01 DATE ENTERED: 11/20/09 DESCRIPTION: ACCOUNT NOTE ADD
ENTERED BY : FLORINE DYCUS ORIGINATED BY: FLORINE DYCUS
HOW REC'D: TEL REC'D FROM: AGT AGT/INT: BRENDA
TEL1: H (513)321-1440 EXT1: TEL2: EXT2:

TENANT NUMBER: 55 DEPARTMENT NAME: CUSTOMER CARE

TEXT: CCI ON ORDER 11-25-09. NO SEC DEP PER ACCT 8200-0642-24

EXPIRATION DATE: 02/18/10 PERMANENT NOTE? N

REVIEW BEFORE EXPIRATION? N

NEXT TRAN CODE: _____

Florine Dycus *wcc*
Supr Juy Boling

FINAL DNP NOTICE HISTORY DETAIL

04:36 P 04/26/11 M35H210

ACCT: 88200701 55 CS: ACCEPTABLE STATUS/DATE: FINAL 04/18/11
DIV : 30 CYC: 08 ZIP: 45102 CUST SIC : PRIVATE HOUSEHOLDS
NAME: BRENDA FITZGERALD PENDING : ANIN SPCD WKFL
ADDR: 61 HUNTERS CT APT: FL: SUBURB: AMELIA
LN NO: 08 DATE ENTERED: 04/05/10 DESCRIPTION: FINAL DNP NOTICE - COMPLETION
ENTERED BY : MAUREEN STROER

STATUS: DELIVERED
ISSUED

STATUS DATE: 04/02/10
04/01/10

EMPLOYEE/CONTRACTOR NUMBER: 82294

WHO CONTACTED: NO CONTACT

COMPLETION TIME: 07:00 A

CONTRACTOR: COMMERCE

NEXT TRAN CODE: _____

4-0	1	Sess-1	162.113.67.185	T2YM	22/18
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Copy Ex 5

Complaint's Ex. 1

Public Utilities Commission Winter Reconnect Order: Maintain Electric and Natural Gas Service

What is the Winter Reconnect Order?

The Winter Reconnect Order is issued by the Public Utilities Commission of Ohio (PUCO) on an annual basis. The order allows residential customers who are disconnected or being threatened with disconnection the opportunity to pay a designated amount to have their service restored or maintained.

Who offers the Winter Reconnect Order?

All regulated natural gas and electric companies must comply with the Winter Reconnect Order.

When can the Winter Reconnect Order be used?

The Winter Reconnect Order may be used once during each heating season, which runs from mid-October through mid-April.

How much is a customer required to pay with the Winter Reconnect Order?

Residential customers are required to pay no more than \$175 to maintain service under the reconnection order. If the customer's service has already been disconnected, the customer must pay the \$175 and possibly a reconnection fee of no more than \$36 to restore service.

Customers requesting new natural gas or electric service, who have no previous balance with their utility, may establish service under the winter reconnect order by paying \$175, rather than paying the required security deposit. Such customers may have the remaining balance of the security deposit added to their next month's bill.

What is a reconnection charge?

A reconnection charge is one that has been approved by and is on file with the PUCO. The Winter Reconnect Order procedures do not allow companies to charge more than they otherwise are allowed in their filing as a reconnection charge. Any company that does not have a reconnection charge may not assess one. If the company's approved tariff reconnection charge is greater than \$36.00, the balance of the reconnection charge may be billed to the customer the following month.

Who is eligible to use the Winter Reconnect Order?

There is no income eligibility requirement to use the Winter Reconnect Order. Any residential customer who is served by a regulated utility company may use the Winter Reconnect Order, while it is in effect, to establish, maintain, or restore service. Customers that have multiple residential accounts may only utilize the winter reconnection order to establish, maintain, or reconnect service at the property where they reside.

How does a customer sign up for the Winter Reconnect Order?

Printer
Friendly Version
Winter Reconnect Order

Viewing PDF files requires the
Adobe Acrobat Reader.

There is no sign up required. If a residential customer's service has been disconnected for non-payment or is being threatened with disconnection, he or she may pay the required \$175 (plus any applicable reconnection charge not to exceed \$36) to the utility company and follow the company's procedures to get reconnected. If paying at an authorized agent, the customer will also need to call the utility with the receipt number to report the payment.

Customers requesting new natural gas or electric service, who have no previous balance with their utility, may establish service under the winter reconnect order by paying \$175, rather than paying the required security deposit. Such customers may have the remaining balance of the security deposit added to their next month's bill.

Can the \$175 payment be made by an agency?

Yes. If a customer is at or below 175 percent of the federal poverty guideline, he or she is eligible to use the Emergency Home Energy Assistance Program (E-HEAP) funds to pay the \$175.

What if the customer owes more than \$175 to the utility company?

If the customer is on the Percentage of Income Payment Plan (PIPP), the remaining default amount would continue to be carried as an arrearage and the customer will make his or her first PIPP payment the following month. If the customer is not eligible for PIPP, he or she is required to agree upon a payment arrangement with the utility company. Utility companies must offer payment plan options to non-PIPP customers.

Can the utility company require a security deposit before reconnecting service?

Yes. However, the total amount the company may require a customer to pay, including the security deposit, may not exceed the Winter Reconnect Order amount for reconnection (\$175 plus a possible reconnection fee of no more than \$36).

What if the customer has multiple residential accounts?

Customers with multiple residential accounts who wish to utilize the winter reconnection order to maintain or reconnect service may do so only at the property where the customer resides.

The Public Utilities Commission of Ohio
180 E. Broad St., Columbus, OH 43215
John R. Kasich, Governor • Todd A. Snitchler, Chairman
An Equal Opportunity Employer and Service Provider
(800) 686-PUCO (7826) - (800) 686-1570 (TTY-TDD)



Customer Rights and Responsibilities

As a customer of Duke Energy Ohio, you should know what is expected of you, and what to expect of Duke Energy Ohio. This information outlines your basic rights and obligations, and directs you to sources of more information.

Applying for Service

New Duke Energy Ohio customers, as well as current and former customers, may Start Service via our Online Services. Customers may also apply for or transfer their electric service by calling Customer Service at 513-421-9500 or 800-544-6900.

Service Installation

If you are building a new home, your builder, contractor or developer will establish service for you, by filling out an online request for service and equipment. You must call to transfer the service to your name after you take ownership of the home.

Security Deposits and Guarantors

Duke Energy Ohio may require a deposit or guarantee of payment by a creditworthy guarantor:

- To establish service for a new customer who fails to establish creditworthiness, or
- If the customer has not made full payment or payment arrangements by the due date for two consecutive bills during the preceding 12 months, or
- If the customer has been issued a disconnection notice for nonpayment on two or more occasions during the preceding 12 months.

Your deposit will be credited to your account once service is discontinued, or when your bill has been paid for 12 consecutive months with no more than two late payments and without any service interruption due to nonpayment.

Billing and Payment Options

Duke Energy Ohio offers a number of options to help you manage your energy bill payments.

Budget Billing

Depending on the season, your energy bill can vary widely from month to month. Budget Billing eliminates those fluctuations by averaging your annual energy usage and providing you with a fixed monthly payment amount. Two plans are available:



- Quarterly Plan – You are billed in equal amounts, but your usage is reviewed at the end of every third month. Variances are adjusted quarterly, thereby eliminating the need for a year-end “settle-up.”
- Annual Plan – You are billed in equal amounts for 11 months. In month 12, Duke Energy Ohio compares your actual consumption with the amount estimated. If you used more electricity than was estimated, you are billed for the overage. If you used less than was estimated, your account is credited.

Paperless Billing

When you use Paperless Billing, a monthly e-mail informs you that your bill is available for online viewing – no more bills to file, no more checks to write, no more stamps to buy. And you choose your payment method.

- Autopay – Payments are automatically deducted each month on the due date.
- Pay Online – Pay anytime during the month, prior to the due date, whenever it is convenient for you.

BillPayer 2000®

Automatically deduct monthly payments from your checking account on your bill's due date with BillPayer 2000. Transactions are listed on your monthly bank statement, along with a 30-cent convenience fee.

Speedpay®

Pay whenever it is convenient for you with an electronic check, MasterCard or Visa using Speedpay's 24-hour toll-free number, 877-596-5068, or Duke Energy's Online Services. All transactions are listed on your monthly bank or credit card statement, along with a \$3.50 service charge for Speedpay.

Pay by Mail

Mail your payment using the return envelope included with your monthly bill. If misplaced, simply address your check or money order to:

Duke Energy
P.O. Box 9001076
Louisville, KY 40290-1076

Pay Agents

Pay agents are local retailers authorized to accept cash, check and money order payments to Duke Energy. Remember to bring your bill stub or account number with you.

Find more information on Duke Energy Ohio's payment options [here](#), or call Customer Service at 513-421-9500 or 800-544-6900.

Your Meter

Meter Readings

Duke Energy Ohio is required to read your meter when you start or stop electric service if the meter reading has been estimated for 60 days or more. If the meter has been read within the 33



to 59 calendar days immediately preceding the initiation and/or termination of service, you may request an actual reading at no charge. If the meter has been read within the 32 calendar days immediately preceding the initiation and/or termination of service, the reading may be estimated. You may also request two actual meter readings per year, at no charge, if your usage has been estimated for more than two consecutive billing cycles, or if you have reason to believe that your meter is malfunctioning.

Meter Testing

If you feel your meter is not registering usage properly, you may request a meter test, free of charge. You will be charged a fee for any subsequent meter tests within 36 months, unless the meter is found to be defective.

Meter Access

Duke Energy is required to read your meter on a monthly basis, and we have the right to access our meters and other equipment on your premises. If access is denied, we are authorized to disconnect service with prior notice. If your meter is located inside a dwelling or locked gate, options are available to ensure accurate billing, including reading your own meter.

To learn more, log in to Online Services on our Web site and go to the Service Requests link. Alternatively, call Customer Service at 513-421-9500 or 800-544-6900, and ask about our EZRead program. If you do not feel confident reading your own meter and wish to arrange for another way for our meter readers to gain entry, contact Customer Service and ask about Permanent Meter Reading Arrangement options.

Your Electric Rate

Duke Energy Ohio's rates and tariffs are available for review here on our Web site, at www.puco.ohio.gov, or at our Customer Service offices at 644 Linn St. in Cincinnati. Upon request, Duke Energy Ohio will provide you with information about alternative rates and our energy efficiency programs.

Payment Assistance

Deferred Payment Plans

When financial emergencies arise, we will work with you to arrange a reasonable payment plan that meets both your needs and Duke Energy Ohio's. Based on Public Utilities Commission of Ohio (PUCO) regulations, we also offer a one-third payment plan (during the winter season), a one-sixth payment plan and a percentage-of-income payment plan.

Low-income Assistance

Bill payment assistance from federal, state and privately funded programs may be available to income-qualified customers. For information, contact the agencies listed below:

- State of Ohio Home Energy Assistance Program (HEAP), 800-282-0880
- United Way and Community Chest Information and Referral Service, 513-721-7900 or 211
- HeatShare, administered by The Salvation Army, 513-762-5636

Third-Party Notification



Some of our customers have difficulty making payments or arranging credit. To ensure that careful attention is given to elderly customers or those with special needs, we offer a notification program that will mail copies of monthly bills to a designated third party. Because our customers' account information is confidential, both parties must agree to enrollment. The third party is not responsible for the bill.

Visit the Special Assistance section of our Web site for more information, or call Customer Service at 513-421-9500 or 800-544-6900.

Disconnection and Reconnection

Disconnection for Nonpayment

If your service is disconnected due to nonpayment of a delinquent bill, a reconnection fee and full payment of the amount in arrears is required for restoration. In certain instances, a security deposit may also be necessary.

Duke Energy is required by the PUCO to provide notice 14 days prior to disconnection and an additional notice 10 days prior to disconnection during the winter heating season.

Medical Certification

If a licensed medical practitioner certifies that an interruption of service would be dangerous to the health of a household member, you may be able to temporarily avoid disconnection. For a Medical Certification application form, call 800-648-7777.

Service Changes

Transferring or Stopping Service

To stop service or transfer your account to another location within the Duke Energy Ohio service area, use our Online Services or call Customer Service at 513-421-9500 or 800-544-6900. Schedule your request at least five business days in advance.

Changes in Equipment or Usage

It is your responsibility to notify Duke Energy Ohio within a reasonable period of time of any changes in your equipment or energy usage that may place excess strain on the electric facilities serving your household. Examples include, but are not limited to, a heated swimming pool, the addition of central air, a change in heating source from fossil fuel to electric, or the installation of a tankless hot water heater.

Selecting Your Electricity Supplier

Duke Energy Ohio's customers have the opportunity to choose their supplier of electric generation and/or gas delivery.

We make available a list of certified competitive suppliers approved by the PUCO, along with other information on customer choice. You may also call Customer Service at 513-421-9500 or 800-544-6900 for additional information.



If you select a new certified supplier, Duke Energy Ohio will send you a notice confirming the change. You have the right to cancel any change within seven days from the date of the notice by calling us at 513-421-9500 or 800-544-6900.

Switching Back to Duke Energy

You may reinstate Duke Energy Ohio as your supplier at any time, for any reason, by contacting us at the numbers above. Before returning to Duke Energy Ohio, you should be aware of any payment penalties that may result from your contract with the current supplier.

Customers returning to Duke Energy Ohio due to default, abandonment, "slamming" (switching without your consent) or rescission of a supplier's certification will not be liable for costs associated with the switch.

Your Rights under Ohio Customer Choice

If the notification or the name on your electric bill reflects a supplier you did not choose, you should contact the PUCO to initiate a slamming investigation. If the PUCO Staff determines that your service was changed without authorization, you will be switched back to Duke Energy Ohio or your previous supplier. Your account will be credited for any switching fees and credited or reimbursed for any charges in excess of what you would have paid absent the unauthorized change, excluding distribution fees.

Note: If you participate in a percentage-of-income payment plan or in a governmental aggregation, the supplier appearing on your bill may be a company other than Duke Energy Ohio. Ohio law allows communities, such as townships, cities and counties, to form aggregated buying groups on behalf of their citizens. The governmental aggregator chooses an outside supplier for all of the customer-members in its group. Aggregations can be formed to buy natural gas, electricity or both.

Call Before You Dig

If you are planning to dig, excavate, or clean a septic system or sewer lateral, it is your responsibility to inform Ohio Utilities Protection Service (OUPS) at 800-362-2764 or 811, at least two business days in advance. OUPS will arrange for a line-locating service to mark underground utility lines with color-coded paint.

During any excavation, hand digging is required within an area equal to the width of the marked utility, plus 18 inches on each side. Be alert to any unusual conditions, including bubbling water, blowing dirt or hissing sounds. If those conditions should occur, the customer should leave the area immediately and call Duke Energy from a safe location.

Privacy Rights

Personal information

Duke Energy Ohio is prohibited from disclosing your social security number or account number without your written consent, except for the following purposes:



- Our collections, credit reporting and credit evaluations
- Competitive providers' collections and credit reporting
- Participation in the Home Energy Assistance Program, the Emergency Home Energy Assistance Program and other programs, such as the Percentage-of-Income Payment Plan
- Governmental aggregation
- Court orders

PUCO Staff is not prohibited from accessing records or business activities that would allow it to effectively monitor customer service calls to Duke Energy Ohio's call center.

Usage and Payment History

You have the right to request that Duke Energy Ohio provide, at no charge, up to 24 months of usage history, payment history and detailed consumption data, if available, as well as time-differentiated price data, if applicable.

Suppliers' Customer Lists

Duke Energy Ohio is required to provide certified suppliers with a list of customers eligible for solicitation, including customer names, addresses and usage information. Your name will be included on this list unless you request that it be excluded, by:

- Calling us at 513-421-9500 or 800-544-6900
- E-mailing customerservice@duke-energy.com
- Writing to:
Duke Energy
P.O. Box 960
Mail Drop 309C
Cincinnati, OH 45201

Please include the name on your energy bill, your account number, the service address and a daytime phone number.

Employee Identification

All Duke Energy Ohio employees and agents are required to carry a company-issued photo ID. If an individual claiming to be a Duke Energy Ohio employee or agent requests access to your home or property, do not allow them to enter unless they produce proper identification and state the reason for their visit.

Customer Complaints

If you have had an unsatisfactory experience with Duke Energy Ohio, please let us know by:

- Calling Customer Service at 513-421-9500 or 800-544-6900
- E-mailing customerservice@duke-energy.com, or
- Writing to:
Duke Energy



P.O. Box 960
Mail Drop 309C
Cincinnati, OH 45201

If your complaint is not resolved after you have called Duke Energy, or for general utility information, residential and business customers may contact the PUCO for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free) from 8 a.m. to 5 p.m. weekdays, or at 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 a.m. to 5 p.m. weekdays, or at www.pickocc.org.

Electric Service and Safety Standards

Customers may view a copy of the Electric Service and Safety Standards on the PUCO Web site, www.puco.ohio.gov, or obtain a copy from the PUCO upon request.

None of this information may be interpreted or applied in any manner inconsistent with the Electric Service and Safety Standards or Duke Energy Ohio's authorized tariffs, rules or regulations.

Case Report With Attachments

ID: CP 1041610M2 Type: Investigation Investigator: Mark O'Neil Status: Open
 Saved: \$ Department: AD Origin: Amelia, OH

Service Address: Amelia, OH 45102-0100

Service Type: Residential AIQ: Amelia, OH NIQ: Amelia, OH

Industry: Solicitation:

Electric

Utility Company in Complaint:

Duke Energy Ohio

Territory:

Case Issues:**General Issue****Specific Issue**

Payment Issues

Disconnect Issues

Service

Quality of Customer Service

Consumers:

Fitzgerald, Brenda

Mailing: 61 Hunters Ct Amelia, OH 45102

Fitzgerald, Gerard

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Consumer	Call	Posted	Mack, Cindi	4/28/2010 3:48:15PM	Fitzgerald, Brenda

Notes:

After a very lengthy ph conv w/cust and expl some of the communications issues have been cleared up w/the most recent resp from the co.

At the conclusion of the conv cust states he was lied to by the co when he asked just what does he need to pay to keep the serv on. States this is when the co was obligated to inform him of the wro. Adv his wife Brenda was told this info on 3/29. Asked if Brenda shared this info w/him and he stated no and that doesn't mean the rep ...Jonathan, shouldn't have told him when he asked on april 14th.

States he is taking this all the way to the AG, he wants to file a formal, his resolution he is looking for is to do whatever he can to the co for lying to him. States instead of paying over \$1700 he could have pd \$175. Adv that is correct but eventually the acct would have needed to be pd.

Adv this is all coming down to reviewing those calls for myself, yes the co should have advised him of the winter rule and at the very least this will be a retraining issue. States after this informal process he is moving forward to a formal. Adv that is an option.

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Utility Company	Call	Posted	Mack, Cindi	4/28/2010 3:51:19PM	Fitzgerald, Brenda

Notes:

per ph conv w/Pam Ball, states she hasn't been able to locate any calls involving a Jonathan. adv cust position. Pam is going to try to send the calls again but the last time she rec a error mess. that puc sys wouldn't allow. Adv if I don't have them by the close of today, I will let her know tomorrow morning.

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Internal	Email	Received	**Auto Email Proc	4/28/2010 4:35:50PM	

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Internal	Email	Received	**Auto Email Proc	4/29/2010 10:50:45AM	

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Utility Company	Email	Posted	Mack, Cindi	4/30/2010 3:33:05PM	Fitzgerald, Brenda

Notes:

To: Commission-AGT@cinergy.com

CC:

BCC:

Subject: Follow-up E-mail. Case: GFIT041610MZ

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Re: Brenda Fitzgerald
61 Hunters Ct
Amelia, OH 45102
(513) 752-3951

CASE ID: GFIT041610MZ

Thanks for trying Pam. I'll have to get with you on Monday or Tuesday to listen to the calls if that is ok. I'll call you

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Consumer	Call	Received	Campbell, John	4/26/2010 9:22:40AM	Fitzgerald, Gerard

Notes:

Customer calling to speak to investigator - wt to CM

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Utility Company	Email	Posted	Mack, Cindi	4/26/2010 10:09:26AM	Fitzgerald, Brenda

Notes:

To: Commission-AGT@cinergy.com

CC:

BCC:

Subject: Follow-up E-mail. Case: GFIT041610MZ

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Re: Brenda Fitzgerald
61 Hunters Ct
Amelia, OH 45102
(513) 752-3951

CASE ID: GFIT041610MZ

Pam,

Per our phone conversation from April 19th, you were going to send more detailed information regarding this complaint. I just talked with Mr. Fitzgerald and it's not clear on how Stephanie Carson has entered into this situation here at 61 Hunter. I need more back ground on this account and complaint. Please review the calls from the beginning and advise if Mr. Fitzgerald was made aware of the WRO. Additionally, was any of Mr. Fitzgerald's account information discussed with Stephanie Carson. It was stated in the co's response that Brenda Fitzgerald was the mother of Stephanie Carson of which Mr. Fitzgerald is denying. The service here at 61 Hunter Ct is to be in the Fitzgerald's name but from the information you've provided, the service is in Carson's name and she used the WRO to do so. Mr. Fitzgerald stated the account is in his name and has received additional information from the company regarding a deposit he was charged. Mr. Fitzgerald's original complaint was regarding the \$300 payment he wasn't given credit for and the fact that he wasn't advised of the WRO option. Now Mr. Fitzgerald is extremely upset over all of the miscommunications and the fact that the company is saying the service was transferred to Stephanie Carson's name.

Thanks!

Cindi Mack

Compliance Investigator
PUCO/SMED/IAD

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Internal	Email	Received	**Auto Email Proc	4/26/2010 11:58:26AM	

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Internal	Email	Received	**Auto Email Proc	4/26/2010 11:59:08AM	

States yesterday company disconn. service Apr 5th made \$300 pay. Called company to inquire about what is needed to turn service back on. Representative by the name of Jonathan told him he needed to pay \$1712. + 50 reconn fee and \$7 to process credit card payments because had to be ran through 2 x's because of the \$ amt. owed. States then he called back this morning and talked to a superv in the credit department, his name is Ronnie. States Ronnie told him that he should have been told he could pay \$175 to get the service back on. Customer is wanting this looked into and confirmed so that this representative (Jonathan) can be retrained and another customer won't have to go through this. Advised as of today the WRO is expired but was affective through yesterday and this should have been what he was advised.

Advised will send it over to the company to look into, and if this is the case, it is an internal customer service issue for the company to handle internally and retrain if necessary. States that's all he is asking for. Advised will follow up w/him.

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Consumer	Sent Record To OCC	Posted	**System**	4/16/2010 6:03:33PM	

Notes:

OCC information packaged.

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Internal	Email	Received	**Auto Email Proc	4/19/2010 9:19:01AM	

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Consumer	Call	Received	Campbell, John	4/19/2010 3:10:36PM	Fitzgerald, Brenda

Notes:

Customer calling to speak to investigator - wt to CM

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Consumer	Call	Received	Mack, Cindi	4/19/2010 3:30:46PM	Fitzgerald, Brenda

Notes:

Cust calling back because he has rec another disconn notice for May 6th, co said he needed a total of \$250 outstanding bal.

2nd call back to co, talked w/Becky, she is now telling him he owes \$478.82

Becky trans. him to Beau to take his payment. Confirmed the amt due, \$478.82. Beau wanted to trans. him again to someone else and dropped the call.

A 3 call back to the co Becky confirmed he did owe \$478.82.

Rec bill today which shows the \$300 rec'd, Balance due \$1679.86.

Co telling him that his power usage is \$478.82. Somehow the co continues to come up w/diff amts. owed. Cust feels the co is over charging him and feels it is unfair.

Adv will get w/the co, inquire about the \$300 credit showing on current bill, have all ph conv. forwarded and inquire about he acct status.

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Utility Company	Call	Posted	Mack, Cindi	4/19/2010 4:10:14PM	Fitzgerald, Brenda

Notes:

Per ph conv w/P.B w/co., adv following info. States currently the serv is in Stephanie Carson's name. States she called in, said the boyfriend owns the home and Brenda Fitzgerald moved out. Adv the Fitzgerald's are still there. Expt needing more back ground info regarding this acct., such as, where is the \$ amts coming from, is there other addresses involved here, forward the recorded ph conv. and what is the acct status. Adv also the attachments didn't open that she sent and would have to try another format.

Awaiting additional info from co.

then. Thanks again!

Cindi Mack

Compliance Investigator
PUCO/SMED/IAD

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Utility Company	Call	Posted	Mack, Cindi	5/4/2010 9:33:02AM	Fitzgerald, Brenda

Notes:

Left vm adv needing to set up a time to listen to the recorded ph conv. regarding cust complaint. RT direct line and to leave a vm adv what times and day would be good for her and I will try to work around her schedule.

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Utility Company	Call	Posted	Mack, Cindi	5/5/2010 8:11:55AM	Fitzgerald, Brenda

Notes:

left vm for p.b. @ 317-838-1485, adv avail. this a.m. to listen to recorded call, left direct line to c/b, adv also avail. in the a.m thurs.

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Utility Company	Call	Received	Mack, Cindi	5/5/2010 9:26:28AM	Fitzgerald, Brenda

Notes:

Rec c/b from P.B., we reviewed the ph conv cust had w/rep Jonathan on 4/15. conclusion of ph call is that cust was not properly adv of the WRO, total needed to reconn was \$1762.50, cust was told this incl. a bal that was trans. from the Gray Ave address. Cust stated he'd pay this just to get the serv turned back on but felt he didn't owe—he is ill and needs the serv on now. Jonathan adv cust to pay now to get the serv restored and could later dispute the charges. Cust was charged an after hrs. reconn fee of \$50., Jonathan scheduled the reconn. for same day.

Per ph conv w/P.B, agreed co misinformed the cust., will review the the John Gray add. acct. and confirm that Mrs. didn't use the WR to keep serv on at that add. Adv per her prev resp. she did not because the serv was trans. into the name of Stephanie Carson. States will confirm to be sure.

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Utility Company	Call	Received	Mack, Cindi	5/5/2010 9:29:00AM	Fitzgerald, Brenda

Notes:

Pam calling back, states the WR was not used at the John Gray address. Agreed to a possible resolution for cust, would credit back the \$50 after hrs reconn fee and the \$25 reconn fee. Offered also \$205 in dep. Adv the dep is justified but will offer to the cust as a possible resolution total \$75.

Adv will call her back either way and let her know.

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Consumer	Call	Posted	Mack, Cindi	5/5/2010 9:34:13AM	Fitzgerald, Brenda

Notes:

Per ph conv w/cust, adv co was in the wrong and had misinformed him of what he needed to reconn. Adv as a possible resolution they are offering \$50 after hrs and \$25 reconn fee. States it wasn't only Jonathan that misinformed him w/the co but at least two other resps. Adv that may be and will point this out to the co but it was confirmed in the 1st call w/ Jonathan it was confirmed he was misinfo. therefore I was not going to review the other calls HOWEVER I would bring this to the attention of the co. Cust declined the co's offer to credit back a total of \$75. Adv at this point I'm closing the case and his other option is to file a formal complaint. States he wants to file a formal because he feels the co was using extortion to get him to pay. Adv the formal complaint packet will be placed in the mail today.

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Utility Company	Call	Posted	Mack, Cindi	5/5/2010 9:43:45AM	Fitzgerald, Brenda

Notes:

Events:

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Consumer	Call	Received	Mack, Cindi	4/16/2010 10:40:44AM	Fitzgerald, Gerard

Notes:

States yesterday company disconn. service Apr 5th made \$300 pay. Called company to inquire about what is needed to turn service back on. Representative by the name of Jonathan told him he needed to pay \$1712. + 50 reconn fee and \$7 to process credit card payments because had to be ran through 2 x's because of the \$ amt. owed. States then he called back this morning and talked to a superv in the credit department, his name is Ronnie. States Ronnie told him that he should have been told he could pay \$175 to get the service back on. Customer is wanting this looked into and confirmed so that this representative (Jonathan) can be retrained and another customer won't have to go through this. Advised as of today the WRO is expired but was affective through yesterday and this should have been what he was advised.

Advised will send it over to the company to look into, and if this is the case, it is an internal customer service issue for the company to handle internally and retrain if necessary. States that's all he is asking for. Advised will follow up w/him.

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Internal	Case Opened	Case Management	Mack, Cindi	4/16/2010 10:40:44AM	

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Utility Company	Email	Posted	Mack, Cindi	4/16/2010 1:50:13PM	Fitzgerald, Brenda

Notes:

To: Commission-AGT@cinergy.com

CC:

BCC:

Subject: Initial Complaint. Case: GFIT041610MZ

PUBLIC UTILITIES COMMISSION OF OHIO

Initial Submission of a Consumer Complaint
Please respond within 10 business days

CUSTOMER: Brenda Fitzgerald

COMPANY:

ADDRESS: 61 Hunters Ct
Amelia, OH 45102

SERVICE ADDRESS: 61 Hunters Ct, Amelia OH, 45102, Clermont

CASE ID: GFIT041610MZ

AIQ: 82000642254

NIQ: (513) 752-3951

CBR:

DESCRIPTION OF ISSUE/CONCERN:

Please review the following call notes below and review the recorded phone conversation in question. Did the company rep properly advise the customer regarding the WRO? Please provide any other relevant information. Thanks.

Cindi Mack
Compliance Investigator
Investigation and Audit Division
614-995-2008 Fax

Complaints Ex. 4

ACCOUNT NOTE HISTORY DETAIL 09:19 A 01/17/11 M35H082

ACCT: 82000642 25 CS: DNP COMPLETE STATUS/DATE: PAST DUE FIN 05/03/10
DIV : 10 CYC: 20 ZIP: 45240 CUST SIC : PRIVATE HOUSEHOLDS
NAME: BRENDA FITZGERALD PENDING : ANIN SPCD WKFL
ADDR: 1923 JOHN GRAY RD APT: FL: SUBURB: PLESNT RUN
LN NO: 08 DATE ENTERED: 03/29/10 DESCRIPTION: ACCOUNT NOTE ADD
ENTERED BY : VEL MITCHELL ORIGINATED BY: VEL MITCHELL
HOW REC'D: TEL REC'D FROM: MS AGT/INT:
TEL1: H (513)907-1882 EXT1: TEL2: EXT2:

TENANT NUMBER: 25

DEPARTMENT NAME: CUSTOMER CARE

TEXT: HIS MOM IS BRENDA FITZGERALD & SHE IS SAID TO HAVE LEFT THE HOUSE 5
MONTHS AGO PER STEPHANIE. STEPHANIE SAID THE HOUSE

EXPIRATION DATE: 06/27/10

PERMANENT NOTE? N

REVIEW BEFORE EXPIRATION? N

NEXT TRAN CODE: _____

Vel Mitman East
Supt Susan Klump

ACCOUNT NOTE HISTORY DETAIL 09:19 A 01/17/11 M35H082
ACCT: 82000642 25 CS: DNP COMPLETE STATUS/DATE: PAST DUE FIN 05/03/10
DIV : 10 CYC: 20 ZIP: 45240 CUST SIC : PRIVATE HOUSEHOLDS
NAME: BRENDA FITZGERALD PENDING : ANIN SPCD WKFL
ADDR: 1923 JOHN GRAY RD APT: FL: SUBURB: PLESNT RUN
LN NO: 07 DATE ENTERED: 03/29/10 DESCRIPTION: ACCOUNT NOTE ADD
ENTERED BY : VEL MITCHELL ORIGINATED BY: VEL MITCHELL
HOW REC'D: TEL REC'D FROM: MS AGT/INT:
TEL1: H (513)907-1882 EXT1: TEL2: EXT2:

TENANT NUMBER: 25 DEPARTMENT NAME: CUSTOMER CARE

TEXT: WAS LEFT EMPTY. STEPHANIE WAS INFORMED TO FAX A COPY OF HER LEASE &
PICTURE ID TO EP FOR REVIEW. C-513-338-3437. W-513-

EXPIRATION DATE: 06/27/10 PERMANENT NOTE? N

REVIEW BEFORE EXPIRATION? N

NEXT TRAN CODE: _____

Vel Mitman East
Supr Susan Klump

Ball, Pam

From: Ball, Pam
Sent: Saturday, September 04, 2010 5:24 PM
To: Givens, Cindy
Subject: Fitzgerald complaint

- Brenda Fitzgerald established electric service at 61 Hunters Ct, 11/25/09. (Gerald is listed as spouse.)
- On 3/29/10 Brenda was advised she could use the Winter Rule or a med cert to cancel the disconnection.
- She owed \$1482.50 after having paid \$300 on 4/5.
- Service was disconnected 4/14/10
- Gerald called 4/15 to find out how to get the service reconnected. He was not offered the Winter Rule nor a med cert but was told to pay a total of \$1712.50 (\$1482.50 + \$25, \$205 deposit) + billed \$50 after hours (He did say he was not well on the call)
- Payment of \$1712.50 made and service restored 4/15, at 3:30 pm.
- Gerald complained that we did not offer Winter Rule on the last day.
- I offered to waive the \$25 + \$50 fees but he did not accept.
- Cindy Mack tried to talk him out of a formal complaint but he seems to want to have our hands slapped.
- We had discussed the fact that Gerald was not the customer of record so should not have been making arrangements.
- An unpaid bill of \$222.60 electric charges from 1923 John Gray Rd was transferred to 61 Hunters Ct. 4/19.
61 Hunters Gray had additional usage charges of \$175.12 + \$8.86 + \$22.24 late fee = \$428.82 + \$50 after hours fee so he paid an additional \$478.82 on 4/19.
- Brenda also owes a gas bill of \$1170.92 from 1923 John Gray Rd. She had been on PIPP here in 2009.
- Brenda and Gerald sometimes got the account numbers mixed up when she called so that confused the reps.
- Stephanie Carson had service at this address after Brenda. There seems to be a connection, maybe a daughter-in-law, just not a daughter according to Gerald.

Hope this helps and thanks so much for going Tuesday. I appreciate it.

Pam Ball
Duke Energy
317-838-1485
fax: 317-838-1802
pam.ball@duke-energy.com

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Ball, Pam

From: Ball, Pam
Sent: Monday, April 26, 2010 11:58 AM
To: ContactThePUCO@puc.state.oh.us
Subject: FW: Initial complaint case: GFIT041610MZ
Attachments: Fitzgerald-4-19.xls; Fitzgerald-61 Hunters.xls

Cindi, sorry, I don't think you received this message that I sent to your direct e-mail.

Pam Ball
Duke Energy
317-838-1485
fax: 317-838-1802
pam.ball@duke-energy.com

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 **please consider the environment before printing**

From: Ball, Pam
Sent: Monday, April 19, 2010 4:47 PM
To: 'cindi.mack@puc.state.oh.us'
Subject: RE: Initial complaint case: GFIT041610MZ

Cindi, I couldn't attach the calls. I received a message that your server would not accept them.

Pam Ball
Duke Energy
317-838-1485
fax: 317-838-1802
pam.ball@duke-energy.com

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 **please consider the environment before printing**

From: Ball, Pam
Sent: Monday, April 19, 2010 4:44 PM
To: 'cindi.mack@puc.state.oh.us'
Subject: Initial complaint case: GFIT041610MZ

Cindi, I have discovered the problem. The account number he provided (82000642-254) is not the account number for the 61 Hunters Ct address (88200701-55) He is getting the account numbers mixed up. I will review the call but I believe he is correct, he was not offered the WinterRule at 61 Hunters Ct. Nothing is owed here but Brenda still owes gas charges of \$1153.62 at the 1923 John Gray address. (The electric charges were transferred to 61 Hunters Ct.) Here is the note on the account:

05 55 04/15/10 Customer called - NEED TO MAKE A PAYMENT OF 1762.50 IN ORDER TO GET SERVICES BACK ON TODAY THAT IS WITH THE 50.00 AFTER HOURS FEE ADDED

Attached is the history for both accounts. Brenda Fitzgerald had an unpaid bill from 1923 John Gray Rd which was transferred to Hunters Ct (electric charges only.) Service is in the name of Brenda Fitzgerald. Service at the 1923 John Gray address is the one in the name of Stephanie Carson.

Sorry, I should have noticed that. Attached are the calls from 1923 John Gray Rd address where we offered the Winter Rule.

Please let me know if you have other questions. (That was a bit complicated!)

Pam Ball
Duke Energy
317-838-1485
fax: 317-838-1802
pam.ball@duke-energy.com

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ACCT:	82000642	25
DIV :	10	CYC:
NAME:	BRENDA FITZGERALD	(now in Stephanie Carson's name)
ADDR:	1923 JOHN GRAY RD	APT

DUE DATE	AMOUNT	DESCRIPTION
04/28/10	1,376.22	FINAL BILL
	370.14	BILL CHARGE
04/27/10	1,006.08	CORRECTED BILL
	65.96	BILL CHARGE
	0.00	ELECTRIC CHARGE REBILL
	114.87-	ELECTRIC CHARGE CANCELTION
	509.64-	GAS CHARGE CANCELTION
04/22/10	1,564.63	BILL
	139.50	BILL CHARGE
	48.91	BILL CHARGE
	20.34	LATE PAYMENT CHARGE
03/24/10	1,355.88	BILL
	436.10	BILL CHARGE
	13.59	LATE PAYMENT CHARGE
	297.54-	PAYMENT
	18.06-	LPC CANCELTION
	18.06	LATE PAYMENT CHARGE
02/23/10	1,203.73	BILL
	438.88	BILL CHARGE
	11.30	LATE PAYMENT CHARGE
	340.00-	PAYMENT
	16.40-	LPC CANCELTION
	16.40	LATE PAYMENT CHARGE
01/22/10	1,093.55	BILL
	374.63	BILL CHARGE
	718.92	TRANSFER FINAL TO

ACCT: 88200701
DIV : 30
NAME: BRENDA FITZGERALD
ADDR: 61 HUNTERS CT

55
CVC:
P
A

CS: 08
ACCEPTABLE

DUE DATE	AMOUNT	DESCRIPTION
	478.82-	PENDING PAYMENT
	222.60	TRANSFER FINAL TO (electric trans from John Gray address)
	712.50-	PAYMENT
	7.64-	SEC DEP RECEIPT ISSUE
	1,000.00-	PAYMENT
	8.86	BILL CHARGE
	50.00	MISC CHARGE ADD
	205.00	SECURITY DEPOSIT REQ - ORDERS
	25.00	RECONNECTION CHARGE ADD
05/06/10	1,679.86	BILL
	175.12	BILL CHARGE
	22.24	LATE PAYMENT CHARGE
	300.00-	PAYMENT
04/06/10	1,782.50	BILL
	203.13	BILL CHARGE
	23.34	LATE PAYMENT CHARGE
03/08/10	1,556.03	BILL
	209.72	BILL CHARGE
	19.90	LATE PAYMENT CHARGE
02/10/10	1,326.41	BILL
	271.65	BILL CHARGE
	75.51-	PAYMENT
	1.13	LATE PAYMENT CHARGE
	1,053.63	TRANSFER FINAL TO (electric trans from 1923 John Gray address)
01/06/10	75.51	BILL
	75.51	BILL CHARGE

Ball, Pam

From: Ball, Pam
Sent: Monday, April 19, 2010 9:19 AM
To: ContactThePUCO@puc.state.oh.us
Subject: RE: Initial Complaint. Case: GFIT041610MZ
Attachments: Fitzgerald-4-19.xlsx

Cindi, I didn't find the \$300 payment (attached).

According to our records we did advise Brenda on 3/29 that she could use the WinterRule. I will review the call to verify.

03 25 03/29/10 Customer called - Advised to pay 1376.22+25+275 SEC DEP=1676.22 OR TP 175.00 (WRRRA),
OR MED CERT TO HAVE SERV RESTORED

Service was disconnected for non-payment here 3/29 in the name of Brenda Fitzgerald. We do show that Stephanie Carson inquired about getting service here the same day and because the service had been disconnected for non-payment, we advised we require a 48 hour investigation.

Stephanie called again 4/2 and said that her boyfriend owned the home and that Brenda Fitzgerald is her mother and that she have moved out. Stephanie had an unpaid bill of \$372.92 so used the WinterRule to get service in her name 4/2.

Please let me know if you need anything else.

Pam Ball
Duke Energy
317-838-1485
fax: 317-838-1802
pam.ball@duke-energy.com

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 **please consider the environment before printing**

From: ContactThePUCO@puc.state.oh.us [mailto:ContactThePUCO@puc.state.oh.us]
Posted At: Friday, April 16, 2010 1:50 PM
Posted To: Pam Ball
Conversation: Initial Complaint. Case: GFIT041610MZ
Subject: Initial Complaint. Case: GFIT041610MZ

PUBLIC UTILITIES COMMISSION OF OHIO

Initial Submission of a Consumer Complaint
Please respond within 10 business days

CUSTOMER: Brenda Fitzgerald
COMPANY:
ADDRESS: 61 Hunters Ct
Amelia, OH 45102

SERVICE ADDRESS: 61 Hunters Ct, Amelia OH, 45102, Clermont
CASE ID: GFIT041610MZ
AIQ: 82000642254

NIQ: (513) 752-3951
CBR:

DESCRIPTION OF ISSUE/CONCERN:

Please review the following call notes below and review the recorded phone conversation in question. Did the company rep properly advise the customer regarding the WRO? Please provide any other relevant information. Thanks.

Cindi Mack
Compliance Investigator
Investigation and Audit Division
614-995-2008 Fax

States yesterday company disconn. service Apr 5th made \$300 pay. Called company to inquire about what is needed to turn service back on. Representative by the name of Jonathan told him he needed to pay \$1712. + 50 reconn fee and \$7 to process credit card payments because had to be ran through 2 x's because of the \$ amt. owed. States then he called back this morning and talked to a superv in the credit department, his name is Ronnie. States Ronnie told him that he should have been told he could pay \$175 to get the service back on. Customer is wanting this looked into and confirmed so that this representative (Jonathan) can be retrained and another customer won't have to go through this. Advised as of today the WRO is expired but was affective through yesterday and this should have been what he was advised.

Advised will send it over to the company to look into, and if this is the case, it is an internal customer service issue for the company to handle internally and retrain if necessary. States that's all he is asking for. Advised will follow up w/him.

ACCT:	82000642	25
DIV :	10	CYC:
NAME:	BRENDA FITZGERALD	PEN
ADDR:	1923 JOHN GRAY RD	APT

DUE DATE	AMOUNT	DESCRIPTION
04/28/10	1,376.22	FINAL BILL
	370.14	BILL CHARGE
04/27/10	1,006.08	CORRECTED BILL
	65.96	BILL CHARGE
	0.00	ELECTRIC CHARGE REBILL
	114.87-	ELECTRIC CHARGE CANCELTION
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04/22/10	1,564.63	BILL
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	18.06	LATE PAYMENT CHARGE
02/23/10	1,203.73	BILL
	438.88	BILL CHARGE
	11.30	LATE PAYMENT CHARGE
	340.00-	PAYMENT
	16.40-	LPC CANCELTION
	16.40	LATE PAYMENT CHARGE
01/22/10	1,093.55	BILL

Ball, Pam

From: Ball, Pam
Sent: Monday, April 26, 2010 11:59 AM
To: ContactThePUCO@puc.state.oh.us
Subject: RE: Follow-up E-mail. Case: GFIT041610MZ

Cindi, here's more information for your review:

I did review the calls but couldn't send them to you. Here is a synopsis of the account and what was said in the call:

1923 John Gray Rd.

Ms. Fitzgerald had service in 1923 John Gray Rd but the service was disconnected 3/29/10

She owed \$1376.22

She called 3/29 to find out how to restore the service.

She was offered 3 options. Pay the entire amount, use a medical certificate or use the Winter Rule to restore the service.

The same day, 3/29, Stephanie Carson called to get service here in her name.

We advised we need 48 hours to review (this is because the account was disconnected for non-payment)

Stephanie said she had been living here for a month and that her boyfriend owns the home.

Stephanie also said that her boyfriend's Mom is Brenda Fitzgerald and that Brenda had moved out 5 months before.

Service was provided to Stephanie Carson here 4/2 after the investigation was completed.

61 Hunters Ct

Brenda Fitzgerald established service here 11/25/09.

On 3/29, the customer was advised she could use the Winter Rule to cancel the disconnection.

The service was disconnected for non-payment 4/14/10. She owed \$1482.50

The \$300 payment was made here 4/5/10.

At this address, she was not again offered the Winter Rule option but had been offered it 3/29.

She paid \$1712.50 to restore service. (\$1482.50 + \$25 reconnect + \$205.00 deposit) + billed \$50 after hours fee

Both account numbers were mentioned by the customer and the account number (82000642-254) is for the 1923 John Gray address
88200701-55 is the account number for 61 Hunters Ct.

(I wonder if Stephanie Carson was supposed to establish service in her name at the 1923 John Gray address but had left it in Ms. Fitzgerald's name. I also wonder if Stephanie called in pretending to be Ms. Fitzgerald when the service was disconnected.)

Pam Ball
Duke Energy
317-838-1485
fax: 317-838-1802
pam.ball@duke-energy.com

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From: ContactThePUCO@puc.state.oh.us [<mailto:ContactThePUCO@puc.state.oh.us>]
Posted At: Monday, April 26, 2010 10:09 AM
Posted To: Pam Ball
Conversation: Follow-up E-mail. Case: GFIT041610MZ
Subject: Follow-up E-mail. Case: GFIT041610MZ

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Re: Brenda Fitzgerald
61 Hunters Ct
Amelia, OH 45102
(513) 752-3951

CASE ID: GFIT041610MZ

Pam,

Per our phone conversation from April 19th, you were going to send more detailed information regarding this complaint. I just talked with Mr. Fitzgerald and it's not clear on how Stephanie Carson has entered into this situation here at 61 Hunter. I need more back ground on this account and complaint. Please review the calls from the beginning and advise if Mr. Fitzgerald was made aware of the WRO. Additionally, was any of Mr. Fitzgerald's account information discussed with Stephanie Carson. It was stated in the co's response that Brenda Fitzgerald was the mother of Stephanie Carson of which Mr. Fitzgerald is denying. The service here at 61 Hunter Ct is to be in the Fitzgerald's name but from the information you've provided, the service is in Carson's name and she used the WRO to do so. Mr. Fitzgerald stated the account is in his name and has received additional information from the company regarding a deposit he was charged. Mr. Fitzgerald's original complaint was regarding the \$300 payment he wasn't given credit for and the fact that he wasn't advised of the WRO option. Now Mr. Fitzgerald is extremely upset over all of the miscommunications and the fact that the company is saying the service was transferred to Stephanie Carson's name.

Thanks!

Cindi Mack

Compliance Investigator
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