

In the Matter of the Application of)
Duke Energy Ohio, Inc. for) Case No. 12 1740 -EL-UNC
Approval of a Bill Format Change)

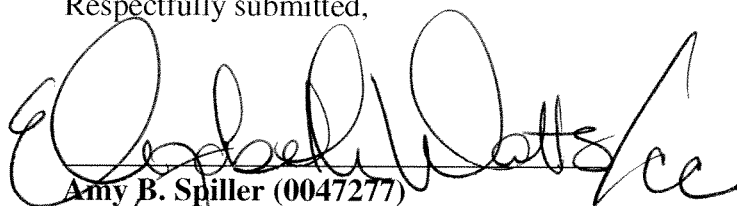
1. Duke Energy Ohio, Inc., (Duke Energy Ohio or the Company) is an Ohio corporation engaged in the business of supplying electric transmission, distribution, and generation service in Adams, Brown, Butler, Clinton, Clermont, Hamilton, Montgomery and Warren Counties in Southwestern Ohio to approximately 500,000 consumers, and supplying electric transmission and distribution service to approximately 180,000 customers who receive generation service from competitive retail electric service (CRES) providers.
2. Duke Energy Ohio is a “public utility” as defined by Sections 4905.02 and 4905.03, Revised Code, and an “electric distribution company,” “electric light company,” “electric supplier,” and “electric utility” as defined by Section 4928.01, Revised Code.
3. In this Application, the Company requests approval, pursuant to Ohio Administrative Code (O.A.C.) Section 4901:1-10-22(C), to alter its current bill format to provide a bill message explaining security deposit policy to the customer.
4. This change will improve the process for security process policy/warning information by creating the opportunity to produce a duplicate if a customer reports they did not receive this information.

5. The security deposit policy/warning information is provided when a customer's credit status has become a risk and Duke Energy Ohio does not have a security deposit on file. The information provided will explain that if the customer's account is subject to disconnection, that the customer may be required to pay a security deposit.

6. An exemplar of the proposed changes is attached to this Application.

As set forth above, and pursuant to O.A.C. 4901:1-10-22 (C), Duke Energy Ohio requests the Commission's approval of changes to its bill format to provide this necessary additional information.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Elizabeth H. Watts", is written over a horizontal line. The signature is stylized with large loops and a long, sweeping tail that extends to the right.

Amy B. Spiller (0047277)

Deputy General Counsel

Elizabeth H. Watts (0031092)

Associate General Counsel

139 E. Fourth Street, 1303-Main

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-Ohio bill format change is scheduled for August 25, 2012.

- This change will improve the process for security deposit policy/warning information by allowing DE the opportunity to produce a duplicate if a customer reports they did not receive this information.
- The security deposit policy/warning information is provided when a customer's credit status has become a risk and DE does not have a security deposit on file. DE is explaining, If the customer's account is subject to disconnection, you may be required to pay a security deposit.
- Sample bill message: ATTENTION: Existing accounts without satisfactory security and that carry a past due balance or have been disconnected for nonpayment may be charged a deposit.
- Placing this information on the customer bill will make this a standard process in our billing system for all DE customers.



Account Number 1212-1212-12-4

10 21

For less detail billing information on
your monthly bi, check box on rightCurrent Customer
12345 Your Street
Cincinnati, Ohio 45202Due Date
March 1, 2012Amount Due
\$ 494.60\$
HeatShare Contribution
(for Customer Assistance)\$
Amount EnclosedPO Box 1326
Charlotte NC 28201-1326

400 00000240764 12121212124 mmdyyy2 00000244377

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT

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Name/Service Address	For Inquiries Call	Account Number
Current Customer 12345 Your Street Cincinnati OH 45202	Duke Energy 1-800-123-4567	1212-1212-12-4

Mail Payments to	Account Information
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PO Box 1326
Charlotte NC 28201-1326
Payments after Feb 08 not included
Last payment received Feb 01
Bill Prepared on Feb 08, 2012
Next meter reading Mar 07, 2012

Meter	Number	Reading Date	From	To	Days	Previous	Present	Usage
Gas	111111111	Jan 09	Feb 07		29	516	687	171
Elec	222222222	Jan 09	Feb 07		29	67343	67968	625

Gas - Residential	
Usage -	171 CCF
Cinergy/CG&E - Rate RSPP	\$ 134.93
Current Gas Charges	\$ 134.93
Gas Cost Recovery \$0.54553290/CCF	

Electric - Residential	
Usage -	625 kWh
Cinergy/CG&E - Rate RS	\$ 70.09
Current Electric Charges	\$ 70.09

Current Billing	
Amt Due - Previous Bill	\$ 905.30
Payment(s) Received	620.00 cr
Late Payment Charge(s)	4.28
Balance Forward	289.58
Current Gas Charges	134.93
Current Electric Charges	70.09
Current Amount Due	494.60

ATTENTION: Existing accounts without satisfactory security, and carry a past due balance or have been
disconnected for nonpayment, may be charged a deposit.

A security deposit policy/warning letter is issued when a customer's credit status has become a risk and we do not have a security deposit on file. We are explaining that if their account is subject to disconnection, you may be required to pay a security deposit.

-Providing the Security Deposit Policy/Warning information on the customer bill will give DE the opportunity to provide a customer a duplicate if a customer calls and reports they did not receive this information. By placing the information on the bill we can reprint a bill to provide a copy of the information that was provided about the security deposit policy.

-With our current process Duke Energy does not have the capability of producing a copy of a security deposit policy letter if a customer should question that we did not provide the information.

-Placing this information on the customer bill will make this information available to our representatives and will be a standard process in our billing system for all Duke Energy customers.

Due Date	Amount Due	After
March 1, 2012	\$ 494.60	Mar 1, 2012 \$ 502.02



This foregoing document was electronically filed with the Public Utilities

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in

Case No(s). 12-1740-EL-UNC

Summary: Application APPLICATION OF DUKE ENERGY OHIO, INC.,
FOR APPROVAL OF A BILL FORMAT CHANGE
electronically filed by Carys Cochern on behalf of Watts, Elizabeth H. Ms.