

FILE

Ohio

Public Utilities Commission

12-1994-EL-CSS³

Case Number

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

Formal Complaint Form

Shawn Anderson
Customer Name (Please Print)

3766 E. Mason Morrow Rd.
Customer Address

Morrow Ohio 45152
City State Zip

Against

8990-2169-01-7
Account Number

Customer Service Address (if different from above)

Duke Energy
Utility Company Name

City State Zip

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

Please see attached.

RECEIVED - DOCKETING DIV
2012 JUL -6 PM 2:10
PUCO

Shawn Anderson
Signature

513-314-8024
Customer Telephone Number

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.
technician SMA Date Processed JUL 06 2012

Shawn & Karen Anderson
3766 East Mason Morrow Rd.
Morrow, Ohio 45152
July 2, 2012

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

To Whom it May Concern,

We are filing a formal complaint against Duke Energy as we have exhausted all other options since first contacting PUCO in early April, 2012.

We installed a 23kw solar array on our small farm back in September, 2010 which generates between and 28kw and 32kw per year. We use around 12kw, which allows us to net meter. We provide the excess electricity back to Duke Energy through the grid for which Duke pays us quarterly. Often the payment is late. This is used to pay for the original investment which cost over \$112,000.

In January of this year our bill showed our electricity charges increased by \$116.66. We began to investigate the increase and saw similar increases in February and March, 2012. This was a 72% increase. Over the three months, our average percentage increase was 82%. The majority of this increase came from page 2 of our bill which is listed under "Generation Charges" then below "Generation Riders" with no specific listing of riders and cost per rider.

In April, we contacted Duke Energy through our Duke contact, Bob Ratterman, and requested an explanation of what the new charges were. He promised to get some answers. He never called with any information as promised and after several unreturned emails and calls we contacted the PUCO. We worked with Sandy Malone from PUCO who contacted Duke and Duke assigned a representative named Elisha to us. After several phone discussions with Elisha over the following months, we discovered Duke had created 18 new riders that fall under the listing "generation riders". On May 6th Elisha proposed that Duke could change our billing to residential instead of commercial since billing for residential customers had actually gone "down". She provided us with two previous billing month numbers in both residential charges and commercial charges to show us this change of status would supposedly reduce our electricity charges. For March, she gave us numbers of \$111.54 residential vs. \$270.79 commercial. For April it was a supposed savings of \$145.97. We requested Lisa Tolisimo from the PUCO get an official listing of billing at both residential and commercial rates for April and May. The numbers Duke provided to her were different than what was provided to us. For April the total billing showed a difference of \$4.18 less for residential and \$14.45 for May. This was very concerning and has caused us to not trust the information Duke provides to us directly.

We made an expensive investment in green energy to help reduce our electric charges and help the environment. Our electricity charges have increased an average of over 82% a month even though we generate nearly 3 times the electricity we use. This increase reduces the amount we can use to pay off our investment as planned with original billing costs significantly beyond normal price increases. Duke has said these increases apply to all customers but, if this were true, people would be rioting with an 82% increase. Our neighbors have not seen an increase in their bills but a reduction. We feel this increase in our electricity charges is not justifiable and there should be a reasonable solution. We have contacted over 25 different representatives, attorneys and green energy installers to help look at this situation and our predicament baffles them all. From OCC, Green Energy Ohio, Ohio Energy Council, no one sees the justification for Duke to increase our energy costs by this large amount.

It is ridiculous that we must pay 82% more in electricity charges for the electricity we provide to Duke as we are the "electricity generator" and have paid a significant amount of money to do so. It also is unbelievable we have no choice of who we can work with in our net metering and must pay whatever Duke charges with no ability to switch to another electric company. If you were told you must buy your groceries at Kroger, and Kroger decided impose an 82% average increase on costs, yet you could not switch to a different grocery, how would you feel?

We would like Duke to provide a listing of each of the 18 riders with a charge amount for each month going back to the beginning of January, 2012 with an understandable description of each rider.

We would also like Duke to back up their claim this increase applied to all Duke customers and provide 10 other examples of small farms in our county that demonstrate a similar electricity charge increase such as was imposed on us during 2012.

We want our billing to go back to the reasonable level of what we were charged prior to January, 2012 of this year, with a refund for the excess amount paid. This should be the same interest Duke charges its customers who pay their bills late.

We would like a written agreement listing a monthly payment system for the electricity we provide to Duke, with a penalty imposed for being late. If we use more electricity than we generate, we must pay Duke that month on time or be charged a penalty. Currently, Duke only pays us quarterly for the excess electricity we provide to them. This payment is usually late with no penalty applied to them.

We appreciate your help with this matter. We are anxious to resolve our situation with Duke Energy, and return to a working business relationship.

Sincerely,

The image shows two handwritten signatures in black ink. The top signature is "Sham" and the bottom signature is "Laurie". Both are written in a cursive, flowing style.