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PUCO

Todd A. Snitchler, Chairman
Public Utilities Commission of Ohio
180 E. Broad St
Columbus, Ohio 43215

RE: PUCO Case(s) 12-1682-EL-AIR & 12-1685-GA-AIR

Dear Chairman Snitchler,

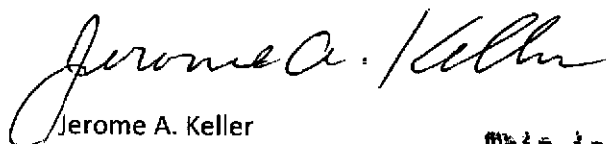
As a customer and retiree of Duke Energy I want to express my opinion on the proceedings of the (2) cases noted above. As I reflect back on the 30+ years of service to this company it becomes clearer that the services they provide to their customers are superior to many other utilities. With respect to storm restoration their performance is second to none. Hurricane Ike, ice storms, wind storms and even gas outages caused by upstream compressor failures, are all situations that Duke Energy Ohio has handled in superior fashion. They truly are passionate about keeping their customers in service.

As we all know, the economy has been a challenge for economic development in SW Ohio. I am proud to say that Duke Energy stepped up to the plate and created the Site Readiness program that is helping our region compete for new business across the nation. In addition, they created an Urban Revitalization program to help our aging communities restore their core areas. These are the kinds of activities that a strong utility can provide to help our residents, communities and businesses prosper. I have witnessed their partnerships with the business community, as I served on the Fairfield Chamber of Commerce Board of Trustees for over 20 years.

Finally, the key ingredient to healthy communities is a reliable and safe gas and electric system. One only needs to understand the effectiveness of the Gas AMRP program to understand the dangerous environment that can be created when systems are not upgraded. There needs to be a gas service line program created to replace these extremely old gas service lines that most people cannot afford to replace on their own. This needs to be done immediately before we have any explosions or injuries. We don't need leaking gas mains or service lines in our neighborhoods. The electric system upgrades are vitally important to minimize outages, while creating energy savings opportunities for customers through efficiency measures.

I urge you to keep Duke Energy in a solid financial position to provide safe and reliable services to our Southwest Ohio communities.

Sincerely,



Jerome A. Keller
5341 Charlene Ave
Fairfield, Ohio 45014

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