

NC

FILE



Public Utilities Commission

JMOR 032113VA
Case Number

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

Formal Complaint Form

13-0980-EL-CSS

James E. MORELAND JR.
Customer Name (Please Print)

340 BREADEN DR.
Customer Address

MONROE OH. 45050
City 3380-0058-18-2 State Zip

Against

JMOR 032113VA
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) (ATTACHED) →

RECEIVED-DOCKETING DIV

2013 APR 18 PM 4:21

PUCO

Signature

513-320-0475
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 _____ Date Processed _____

James E Moreland
340 Breaden Dr.
Monroe Oh. 45036
April 10, 2013

PUCO Cs#JMOR03211 3VA

ATTN. Stephen Watson:

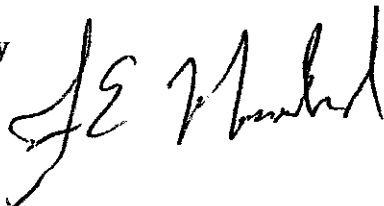
I James Moreland own two commercial properties, rental properties, and private residence all serviced by Duke Energy and my accounts are kept in good standing and have been for many years. This communiqué concerns my commercial property located at 360 Breaden Dr. Monroe OH

The tenants who had occupied the building at 360 Breaden and who were responsible for any and all utility costs during their occupancy, vacated the property, in the fall of 2012. On 1/03/2013 I called Duke Energy to have the electricity only turned on. On 1/07/2013 the electricity was turned on and a few days later I received an invoice from Duke billing me in the amount of \$1656.85. I believed this charge to be in error as I was not aware of any pending charges; I then contacted Duke and spoke to a representative (Ms. Hayes) who explained that the \$1656.85 was for pending charges plus a deposit. She indicated that this was discussed with me prior to activation I that I had consented to pay these charges, this was not true, there was no prior discussion about this and I certainly never consented to pay these charges as I do not owe them. I then had the service disconnected until I could get this problem resolved.

On or about 3/27/2013 I called PUCO to attempt to resolve this billing dispute. A PUCO representative who was helping me directed me to call a number at Duke and speak to Ms. Hayes. Hayes said she had spoken to me before and would not discuss the matter any further and that there was no other recourse but for me to pay she also accused me of tampering with the electric meter (accused me of a crime!). She was aggravated and hung up on me. I called my PUCO rep back to report my experience and was told that Hayes was the final authority and nothing else could be done. I then called the State Attorney General's office and was referred back to PUCO hence this letter of grievance.

It is my belief that I owe Duke \$21.20 in this matter for the time between 1/07/2013 when activation was requested by me and the deactivation a few days later when I was made aware of the inordinate charges pending. I would hope that your department could assist me in having any and all other charges negated. Your help in this matter will be greatly appreciated

Sincerely

A handwritten signature in dark ink, appearing to read 'J E Moreland', written over the word 'Sincerely'.