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# Ohio

## Public Utilities Commission

Case Number

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

### 14-0147-EL-CSS

### Formal Complaint Form

Planning A Lifetime LLC  
Customer Name (Please Print)

4365 Brookdale Dr  
Customer Address

Cinti OH 45211  
City State Zip

**Against**

9290-0289-22-9  
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)

This is my company account. This is a legitimate business with a tax id and a business license. Duke Energy is threatening my company account because of my personal account. This address is used for business purposes. My residence is right now temporarily with relatives until our house

is completed. I feel like Duke is pretty much singling me out when it comes to anything that has me associated

No where do I see anything that says my business and residence have anything to do with one another.

Allyson Holden  
Signature

513-356-0660  
Customer Telephone Number

PUCO

RECEIVED-DOCKETING DIV  
2014 JAN 30 PM 3:29

180 East Broad Street  
Columbus, Ohio 43215-3793

Updated June 28, 2013  
(614) 466-3016  
www.PUCO.ohio.gov

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Technician JE Date Processed JAN 30 2014

→ See addl. Sheet

Whenever something comes up it seems Duke Energy feels the need to flag anything associated with my name. At this point with all of things I have gone thru with Duke Energy I feel harassed. They are trying to merge my personal bill with my business bill simply because my name is associated. I went through the process of opening my business account with my business tax id and had no issues with opening it. Duke Energy sees my name and a month after opening they "investigate" and say I am trying to defraud Duke? So I am not allowed to have a business is what they are saying. The lease on the property is to the business. Duke doesn't call or anything just put a flag up on your door telling you that you have 3 business days before disconnection. I have alerted my attorney to this and was told we may be seeking suit on Duke for not ~~only~~ only discrimination but for harassment as well.

It seems that Duke Energy is possibly stalking any activity with my name associated. I truly hope that PUCO can find a resolution. The monopoly that Duke Energy holds is ridiculous. They have no customer service and do everything to make things more than difficult for customers. The amount of complaints they have is something that should not be overlooked. We get robbed by this utility company and now harassed and discriminated against. Any other company would have to answer for their actions; why does Duke Energy never have to? Please PUCO you are here to regulate this company but it seems that Duke is the one regulating PUCO much of the time.

Thank You.

Alyssa Holder

Owner/Operator Planning A Lifetime LLC.

est. 2012