

NC  
FILE

Lawrence E. Dowler 513-777-6933  
6933 Ditchland Blvd. 14-1195-EL-CSS  
Liberty Twp., Oh. 45044 Acct. #2930-0781-21-5  
Case ID-LDow031914RJ

I am a customer of Duke Energy and had Cincinnati Bell as my carrier.

Cincinnati Bell Energy is the company I have a complaint against because of kWh. They charged.

RECEIVED-DOCKETING DIV  
JUL -7 PM 11:21  
PUC

Back in August of 2011, while talking to a cell phone rep. he encouraged me to sign up for their program and will be able to save on my energy. He didn't say much about it, but since I had my phone & cell phone service with them I agreed. Not knowing that it was a variable rate, was not told that at the time.

Bill from Oct. 21, 2011 - March 1, 2012 was @ 0549.  
From Mar. 30, 2012 was .0587, varied a little thru Oct. 2012. - 0542 - 0590 - 0649 per kWh.  
From Oct. 2012 thru Dec. 1, 2013 was @ 0615, you would think that it was not a variable rate.

Then on Jan 1, 2014 they'd go to 0899 - same for Feb. 1st bill - A 46% chg. From yearly rate of 0615

I think that they had no right  
to chg. my rate like they did - esp.  
after being on .0615 per kWh for over  
a yr. - previous yr. over mbr it  
did have 5 chgs. I would have  
still been with them if they hadn't  
chg'd my rates so high - but I  
think it should have stayed @ .0615.  
Think of it - a 46% & 62% chgs.  
over previous rates!!! Why do you  
allow the energy companies to do  
this - they get extra money already  
when you use more kWh. -

I paid over 600 more than I  
think I should have. -

Please let me know your thoughts  
on this.

Thank You

P.S. - Rec'd nothing - Signed nothing that told or  
said to me that I was on a variable Rate!!!

Lawrence E. Dowh

Then on March 1, 2014 & April 1, 2014 - chg'd to  
0929. - over a 62% inc. over 0615. Amounted to  
over \$500 for the 4 mos. over the 0615 I was  
on for over 1 yr. w/ no chgs.

Action: Called C.B.E on 3/14/14, talked to Shannon -  
then Asha a Supv. She said I was on a  
variable rate - was I? - that they could  
chg. my rate to comparing to the 47  
other <sup>(in my)</sup> companies. Told her my rate for  
over one yr. was at 0615 kud. asked  
her to check w/ Duke's rate and she  
wouldn't tell me their rate. She said,  
offered me a \$100 gift card and a rate  
of 0623, what Duke was at, but only  
for a 6 month pd. - Told her no thank  
you and to cancel my plan w/ them -  
Also not to chg. me 0929 for my  
May 1st bill - They still did - \$92.92 over  
my 0615 rate. Making my 5 mos. chgs.  
to be over \$600 then last yr.

Called P.U.C.O. - talked to a gentleman -  
told him my story. He said that many  
calls had come into them about this,  
this had not been the intent of the program.

Got a call from Bellco - said should hear from them in 5 days - got a call CBE wanted an extension - finally after 11 days got call from PUCO, CBE claims I was on a variable rate - nothing could be done for me.

In the mean time went to C.B. phone store about a cell phone problem. They took care of it, said to reg. wish he could handle my CBE problem. He told me CBE corp. office sent them a memo - They were no longer allowed to talk to Cin. Bell customers about their energy program - why?

E-mailed Howard Ains - he came to our home and did a program on our problems and charges on our phone bill.

After this, they E-mailed Howard - then sent us a check for the May 1<sup>st</sup> overchrg of \$32, plus \$100 more for my problems and what happened.