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# Ohio

## Public Utilities Commission

14-1537-GA-CSS

Case Number

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

### Formal Complaint Form

Aaron Stiggers  
Customer Name (Please Print)

11478 Oxfordshire Lane  
Customer Address

Cincinnati OH 45240  
City State Zip

**Against**

6080 044632  
Account Number

7632 Edgemont Road  
Customer Service Address (if different from above)

Duke  
Utility Company Name

Cincinnati OH 45237  
City State Zip

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

- Please see attached sheet -

RECEIVED-DOCKETING DIV  
2014 AUG 29 PM 3:21  
PUCO

[Signature]  
Signature

(513) 258-6636  
Customer Telephone Number

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Technician JM Date Processed AUG 29 2014

Before I moved, I called Duke and asked them what is required of me to transfer my services to my new address. Duke told me that all I had to do was go to Community Action and re-certify with PIPP. So I did exactly what they told me to do. I went to Community Action and re-certified in May, 2013. They gave me a set amount to pay each month and I paid it in full each month as I did with the previous service/bills. A year later in July, 2014 I received a letter from a collection agency stating that I owe Duke over \$4000. I thought for sure this was a mistake since I had been paying Duke on time for years. I called Duke and I was told it was my old gas charges from my previous address at 7532 Edgemont. I told Duke, "I transferred my account through PIPP as instructed by you." At this time I was told to go back to Community Action to sign up for Post-PIPP. I went back to Community Action and was told that I have to go back to Duke. Neither Duke nor Community Action wanted to be responsible for enrolling me in this program. After a month of going back and forth with Duke and Community Action, Duke finally informs me of a so-called letter that was sent to me 13 months earlier. In this so-called letter was a rule stating that I had to enroll within 12 months of moving. Duke waited exactly 13 months to let me know about a program that I was clearly eligible for when I originally asked them what was required of me to transfer my services. I have never received a letter nor was I ever told by Duke or Community Action about this program. Now conveniently for Duke, I am no longer eligible for the program. The 12 month rule is unfair and unjust for my situation. The fact that my disability income is as low in 2014 as it was in 2013 should make me eligible for this program. I shouldn't be penalized over a miscommunication. The program is federally funded to help low-income families. I don't know what is being done with the funds but the program is obviously not serving its' intended purpose in my case. All I ask is for another opportunity to enroll in this program.