

BEFORE

THE PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of the Complaint of)	
Aaron Stiggers,)	
)	
Complainant,)	
)	
v.)	Case No. 14-1537-GA-CSS
)	
Duke Energy Ohio, Inc.,)	
)	
Respondent.)	

ENTRY

The attorney examiner finds:

- (1) On August 29, 2014, Aaron Stiggers (Complainant) filed a complaint against Duke Energy Ohio, Inc. (Duke or Company). Mr. Stiggers states that he was previously enrolled in the percentage of income payment plan (PIPP) program when he moved to a new residence in May 2013. Mr. Stiggers alleges that, when he moved, he requested to transfer his utility services, and his PIPP enrollment, to his new address. After over a year of making payments, according to Mr. Stiggers, he was informed that he owed Duke over \$4,000 for gas charges from his previous address. Per Mr. Stiggers, he was also informed that he is not enrolled in the PIPP program and, because he was in the new residence for over a year, is now ineligible for the program.
- (2) On September 18, 2014, Duke filed its answer to the complaint. Duke avers that, when the Complainant changed residences, the company was only permitted to transfer the PIPP balance for Complainant's electric charges. According to Duke, it then created a final bill for Mr. Stiggers' remaining gas charges at his previous address. These charges, Duke states, were eligible for the Graduate PIPP Plus program and Duke informed Mr. Stiggers of this in a

letter on June 21, 2013. Duke says the Complainant failed to pay the necessary default amount or the monthly installments to enroll in the program. Because he failed to do this by the July 21, 2014 deadline, per Duke, he is ineligible for the Graduate PIPP Plus program.

- (3) At this time, the attorney examiner finds that a settlement conference should be scheduled in this matter to discuss settlement of the issues. The settlement conference in this matter is scheduled for November 18, 2014, at 11:00 a.m., at the offices of the Commission, 180 East Broad Street, 12th Floor, Conference Room 1246, Columbus, Ohio 43215-3793. If it becomes apparent that the parties are not likely to settle this matter, the parties should be prepared to discuss a procedural schedule to facilitate the timely and efficient processing of this complaint.
- (4) Pursuant to Ohio Adm.Code 4901-1-26(F), the representatives of the public utility shall investigate the issues raised in the complaint prior to the settlement conference, and all parties attending the conference shall be prepared to discuss settlement of the issues raised and shall have the authority to settle those issues. In addition, parties attending the settlement conference should bring with them all documents relevant to this matter.
- (5) As is the case in all Commission complaint proceedings, the complainant has the burden of proving the allegations of the complaint. *Grossman v. Public Util. Comm.*, 5 Ohio St.2d 189, 214 N.E.2d 666 (1966).

It is, therefore,

ORDERED, That a settlement conference is scheduled for November 18, 2014, at 11:00 a.m., at the offices of the Commission, 180 East Broad Street, 12th Floor, Conference Room 1246, Columbus, Ohio 43215-3793, in accordance with Finding (3). It is, further,

ORDERED, That a copy of this Entry be served upon each party of record.

THE PUBLIC UTILITIES COMMISSION OF OHIO

s/Nicholas Walstra

By: Nicholas Walstra
Attorney Examiner

CMTP/dah

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in

Case No(s). 14-1537-GA-CSS

Summary: Attorney Examiner Entry that a settlement conference is scheduled for November 18, 2014, at 11:00 a.m.; electronically filed by Debra Hight on behalf of Nicholas Walstra, Attorney Examiner.