

THE PUBLIC UTILITIES COMMISSION OF OHIO

IN THE MATTER OF THE APPLICATION OF
DUKE ENERGY OHIO, INC. FOR A WAIVER.

CASE NO. 16-1096-EL-WVR

ENTRY

Entered in the Journal on August 5, 2016

{¶ 1} Duke Energy Ohio, Inc. (Duke or the Company) is a public utility as defined in R.C. 4905.02, and, as such, is subject to the jurisdiction of this Commission.

{¶ 2} On May 13, 2016, Duke filed an application for a temporary waiver of Ohio Adm.Code 4901:1-18-06(A)(2), which requires the utility to provide a residential customer with personal notice on the day of disconnection. According to Duke, in order to disconnect service, the company previously needed to send a technician to the property, where that technician could meet the requirements of Ohio Adm.Code 4901:1-18-06(A)(2) and, impliedly, give the customer a final opportunity to make a payment to avoid disconnection. However, Duke notes that with advancements in technology the company is currently able to remotely disconnect and reconnect electric service for customers with advanced metering infrastructure (AMI). Thus, Duke requests a waiver of the requirement to provide physical notice on the day of disconnection and instead seeks to start a three-year pilot program through which the company will use alternative efforts to inform customers of possible disconnections.

{¶ 3} Duke avers that the waiver, if granted, will not increase the number of eligible disconnections and that the company will have safeguards in place to ensure customers are effectively notified. Specifically, among other things, Duke states that on the day of disconnection it will text a notification to the customers and include a link where the customer can make payment. Additionally, the company will make an automated call to the customer to provide further notification. Duke asserts it will provide bill inserts to inform customers that it will no longer be making visits to the premises on the day of disconnection. According to the company, it will still visit the premises of customers who do not have AMI or who qualify as "Critical Care" customers.

Duke submits that it will collect data regarding the effectiveness of the new notification methods, including the texts and calls, and provide that information to Commission Staff. Duke believes the new methods are more efficient and provide more notice to customers and, therefore, requests the Commission grant the waiver.

{¶ 4} Motions to intervene were filed by Ohio Partners for Affordable Energy, the Ohio Consumers' Counsel, Communities United for Action, and Pro Seniors, Inc.

{¶ 5} In order to assist the Commission in its review of Duke's waiver application, the attorney examiner finds that the following procedural schedule should be established:

- (a) August 19, 2016 - Deadline for the filing of motions to intervene.
- (b) August 19, 2016 - Deadline for the filing of initial comments.
- (c) September 2, 2016 - Deadline for the filing of reply comments.

{¶ 6} It is, therefore,

{¶ 7} ORDERED, That the procedural schedule set forth in paragraph 5 be adopted. It is, further,

{¶ 8} ORDERED, That a copy of this Entry be served upon all parties of record.

THE PUBLIC UTILITIES COMMISSION OF OHIO

/s/ Nicholas Walstra

By: Nicholas Walstra
Attorney Examiner

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Summary: Attorney Examiner Entry setting forth a procedural schedule; electronically filed by Vesta R Miller on behalf of Nicholas Walstra, Attorney Examiner, Public Utilities Commission of Ohio