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(11)

Ohio

**Public Utilities
Commission**

RECEIVED DOCKETING DIV.

AHAR01031753

Case Number

2017 FEB 13 PM 2:09

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

PUCO

Formal Complaint Form

17-0451-EL-CSS

Adrienne M. Harper
Customer Name (Please Print)

95 Twin Lakes Drive
Customer Address

Fairfield Ohio 45014
City State Zip

Against

1130-0588-25-7
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)

I have lived at our home a little over year now and our Duke bills have never peaked past \$210.00 in the whole year. For the Billing Date of 12/22/16 I received a bill for \$453.88. The bill Date of 11/21/16 the bill was only \$198.39 and the bill Date of 10/21/16 the bill was only \$132.56. I have spoken to several workers and they tell me different things.

[Signature]
Signature

513-883-8260
Customer Telephone Number

↓
continue.
nextpage

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.
Technician [Signature] Date Processed FEB 13 2017

Continue:

When I complained about the bill going from \$132.56 to \$198.39 I explained to the girl that I recently turned the circuit breakers off to the washer and dryer. When that was stated my next Bill was suddenly \$453.88. We have 2 wood burning fireplaces and keep our furnace on 68. We recently did a test since it's been a warmer winter. turned our furnace completely off 1/29/17 1/31/17 2/1/17, 2/4/17, 2/5/17 and 2/6/17 and 2/10/17 why is it showing on the graphs that we have used over 100kwh to 150kwh. but on 2/6/17 + 2/7/17 which is warm outside we used 75kwh on 2/6/17 and on 2/7/17 only 25kwh. I do not understand why this is happening. and want my bills corrected, and I am reimbursed. Duke basis it's bill off the weather! Which is ridiculous. When again working class people are not even home. We do not have anything plugged up as well except fridge, stove + Dishwasher. So I know there is a mistake somewhere. Thank you.

Account Number 1130-0588-25-7

50 16

For less detailed billing information on
your monthly bill, check box on right☐

Due Date	Amount Due
Jan 17, 2017	\$ 453.88

\$ _____ \$ _____
HeatShare Contribution Amount Enclosed
(for Customer Assistance)

Adrienne Harper
95 Twin Lakes Dr
Fairfield OH 45014

PO Box 1326
Charlotte NC 28201-1326

400 00000453889 11300588257 011720170 00000460699

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Adrienne Harper 95 Twin Lakes Dr Fairfield OH 45014	Duke Energy 1-800-544-6900	1130-0588-25-7

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Dec 22 not included Last payment received Dec 12 Bill prepared on Dec 22, 2016 Next meter reading Jan 24, 2017

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Elec	100192521	Nov 18 Dec 21	33	61083	65871	4,788

Electric - Residential	
Usage - 4,788 kWh	
Duke Energy - Rate RS	\$ 453.88
Current Electric Charges	\$ 453.88

Current Billing	
Amt Due - Previous Bill	\$ 198.39
Payment(s) Received	198.39cr
Balance Forward	0.00
Current Electric Charges	453.88
Current Amount Due	\$ 453.88

Help neighbors in need stay warm this winter by contributing to Duke Energy's HeatShare program. See this month's bill insert for more information, or visit us online at duke-energy.com/HeatShare.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 4.82 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov. To learn more about Price to Compare, visit www.duke-energy.com or contact Duke Energy for a written explanation.

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$13.19. Peak Demand Reduction = \$3.30. and Renewable Energy = \$3.43.

Due Date	Amount Due	After Jan 17, 2017
Jan 17, 2017	\$ 453.88	\$ 460.69

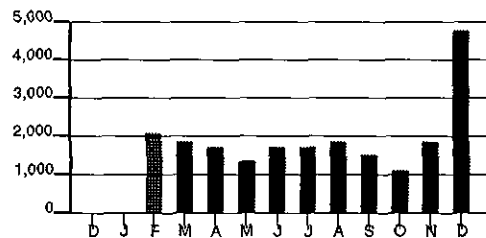
Visit us at www.duke-energy.com

DUKE ENERGY GO TO www.duke-energy.com/ohio/billing/getch_bill.asp Page 2 of 2

Name	Service Address	Account Number
Adrienne Harper	95 Twin Lakes Dr Fairfield OH 45014	1130-0588-25-7

Explanation of Current Charges		
Electric	Duke Energy	
Meter - 100192521	Rate RS - Residential Svc-Winter	
kWh Usage - 4,788	Distribution-Customer Chg	\$ 6.00
Nov 18 - Dec 21	Delivery Charges	
33 Days	Distribution-Energy Chg	
	4,788 kWh @ \$ 0.02534200	121.34
	Delivery Riders	94.34
	Total Delivery Charges	\$ 215.68
	Generation Riders	1.43
	Generation Charges	
	Rider RC	31.52
	Rider RE	195.21
	Rider AERR	2.42
	Rider SCR	1.62
	Total Generation Charges	\$ 230.77
		\$ 453.88
	Total Current Electric Charges	\$ 453.88

kWh Electric Usage



Calculations based on most recent 12 month history
 Total Usage 21,700
 Average Usage 1,973

	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Electric	0	0	2,084	1,889	1,732	1,378	1,719	1,721	1,862	1,510	1,136	1,881	4,788

Account Number 1130-0588-25-7

50 16

Due Date

Dec 13, 2016

Amount Due

\$ 198.39

For less detailed billing information on
your monthly bill, check box on right☐\$ _____
HeatShare Contribution
(for Customer Assistance)\$ _____
Amount EnclosedAdrianne Harper
95 Twin Lakes Dr
Fairfield OH 45014PO Box 1326
Charlotte NC 28201-1326

400 00000198390 11300588257 121320169 00000201375

Page 1 of 2

Name/Service Address	For Inquiries Call	Account Number
Adrianne Harper 95 Twin Lakes Dr Fairfield OH 45014	Duke Energy 1-800-544-6900	1130-0588-25-7

Mail Payments To	Account Information	
PO Box 1326 Charlotte NC 28201-1326	Payments after Nov 21 not included Last payment received Nov 11	Bill prepared on Nov 21, 2016 Next meter reading Dec 21, 2016

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Elec	100192521	Oct 20	Nov 18	29	59202	61083	1,881

Electric - Residential		Current Billing	
Usage -	1,881 kWh	Amt Due - Previous Bill	\$ 132.56
Duke Energy - Rate RS	\$ 198.39	Payment(s) Received	132.56cr
Current Electric Charges	\$ 198.39	Balance Forward	0.00
		Current Electric Charges	198.39
		Current Amount Due	\$ 198.39

Help neighbors in need stay warm this winter by contributing to Duke Energy's HeatShare program. See this month's bill insert for more information, or visit us online at duke-energy.com/HeatShare.

Learn how to lower your bill with a free Home Energy House Call - a \$180 value. Eligible homeowners can get a free in-home energy assessment, free LEDs, a free showerhead and more. Sign up at duke-energy.com/housecall.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 5.45 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov. To learn more about Price to Compare, visit www.duke-energy.com or contact Duke Energy for a written explanation.

In Case No. 16-418-GA-PIP, the PUCO approved an adjustment to Rider PIPP, Percentage of Income Payment Plan effective August 30, 2016. The Rider PIPP rate decreases from \$0.025700 per CCF to \$0.011974 per CCF.

Due Date	Amount Due	After Dec 13, 2016
Dec 13, 2016	\$ 198.39	\$ 201.37

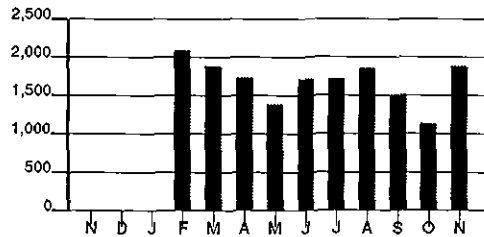
Visit us at www.duke-energy.com

Name	Service Address	Account Number
Adrienne Harper	95 Twin Lakes Dr Fairfield OH 45014	1130-0588-25-7

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$5.18. Peak Demand Reduction = \$1.30. and Renewable Energy = \$1.35.

Explanation of Current Charges		
Electric	Duke Energy	
Meter - 100192521	Rate RS - Residential Svc-Winter	
kWh Usage - 1,881	Distribution-Customer Chg	\$ 6.00
Oct 20 - Nov 18	Delivery Charges	
29 Days	Distribution-Energy Chg	
	1,881 kWh @ \$ 0.02534200	47.67
	Delivery Riders	41.67
	Total Delivery Charges	\$ 89.34
	Generation Riders	0.56
	Generation Charges	
	Rider RC	15.43
	Rider RE	85.47
	Rider AERR	0.95
	Rider SCR	0.64
	Total Generation Charges	\$ 102.49
		\$ 198.39
	Total Current Electric Charges	\$ 198.39

kWh Electric Usage



Calculations based on most recent 12 month history
 Total Usage 16,912
 Average Usage 1,691

	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Electric	0	0	0	2,084	1,889	1,732	1,378	1,719	1,721	1,862	1,510	1,136	1,881

Account Number 1130-0588-25-7

50 16

Due Date	Amount Due
Nov 14, 2016	\$ 132.56

For less detailed billing information on your monthly bill, check box on right

☐

\$ _____ \$ _____
HeatShare Contribution Amount Enclosed
(for Customer Assistance)

Adrianne Harper
95 Twin Lakes Dr
Fairfield OH 45014

PO Box 1326
Charlotte NC 28201-1326

400 00000132560 11300588257 111420165 00000134554

Page 1 of 2

Name/Service Address	For Inquiries Call	Account Number
Adrianne Harper 95 Twin Lakes Dr Fairfield OH 45014	Duke Energy 1-800-544-6900	1130-0588-25-7

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Oct 21 not included Last payment received Oct 13 Bill prepared on Oct 21, 2016 Next meter reading Nov 18, 2016

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Elec	100192521	Sep 21	Oct 20	29	58066	59202	1,136

Electric - Residential	Current Billing
Usage - 1,136 kWh	Amt Due - Previous Bill \$ 172.58
Duke Energy - Rate RS \$ 132.56	Payment(s) Received 172.58cr
Current Electric Charges <u>\$ 132.56</u>	Balance Forward 0.00
	Current Electric Charges 132.56
	Current Amount Due <u>\$ 132.56</u>

In Case No.16-1514-EL-RDR, the PUCO approved an adjustment to Rider BTR (Base Transmission Rider - part of the Delivery Riders). In Case No.14-841-EL-SSO, the PUCO approved an adjustment to Rider DCI (Distribution Capital Investment - part of the Delivery Riders). The PUCO also approved adjustments to Riders SCR (Supplier Cost Reconciliation) and AER-R (Alternative energy Recovery). Overall, a typical residential customer using 1,000 kWh per month will see an increase of approximately \$2.03 or 1.7 %.

Earn up to \$1,675 for home improvements and lower your energy costs this winter with Smart Saver incentives. Rebates are available to help upgrade or replace insulation, HVAC, water heaters and more. Find participating contractors at duke-energy.com/smart-saver

Learn how to lower your bill with a free Home Energy House Call - a \$180 value. Eligible homeowners can get a free in-home energy assessment, free LEDs, a free showerhead and more. Sign up at duke-energy.com/housecall.

Due Date	Amount Due	After Nov 14, 2016
Nov 14, 2016	\$ 132.56	\$ 134.55



Visit us at www.duke-energy.com

Name	Service Address	Account Number
Adrianne Harper	95 Twin Lakes Dr Fairfield OH 45014	1130-0588-25-7

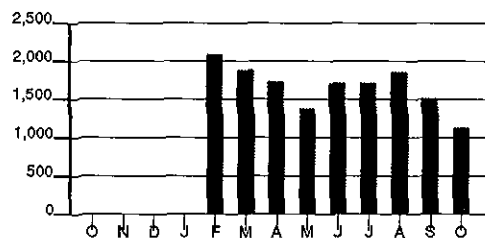
PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 6.13 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov. To learn more about Price to Compare, visit www.duke-energy.com or contact Duke Energy for a written explanation.

In Case No. 16-418-GA-PIP, the PUCO approved an adjustment to Rider PIPP, Percentage of Income Payment Plan effective August 30, 2016. The Rider PIPP rate decreases from \$0.025700 per CCF to \$0.011974 per CCF.

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$3.13. Peak Demand Reduction = \$0.78. and Renewable Energy = \$0.81.

Explanation of Current Charges		
Electric	Duke Energy	
Meter - 100192521	Rate RS - Residential Svc-Winter	
kWh Usage - 1,136	Distribution-Customer Chg	\$ 6.00
Sep 21 - Oct 20	Delivery Charges	
29 Days	Distribution-Energy Chg	
	1,136 kWh @ \$ 0.02534200	28.79
	Delivery Riders	27.84
	Total Delivery Charges	\$ 56.63
	Generation Riders	0.34
	Generation Charges	
	Rider RC	11.30
	Rider RE	57.34
	Rider AERR	0.57
	Rider SCR	0.38
	Total Generation Charges	\$ 69.59
		\$ 132.56
Total Current Electric Charges		\$ 132.56

kWh Electric Usage



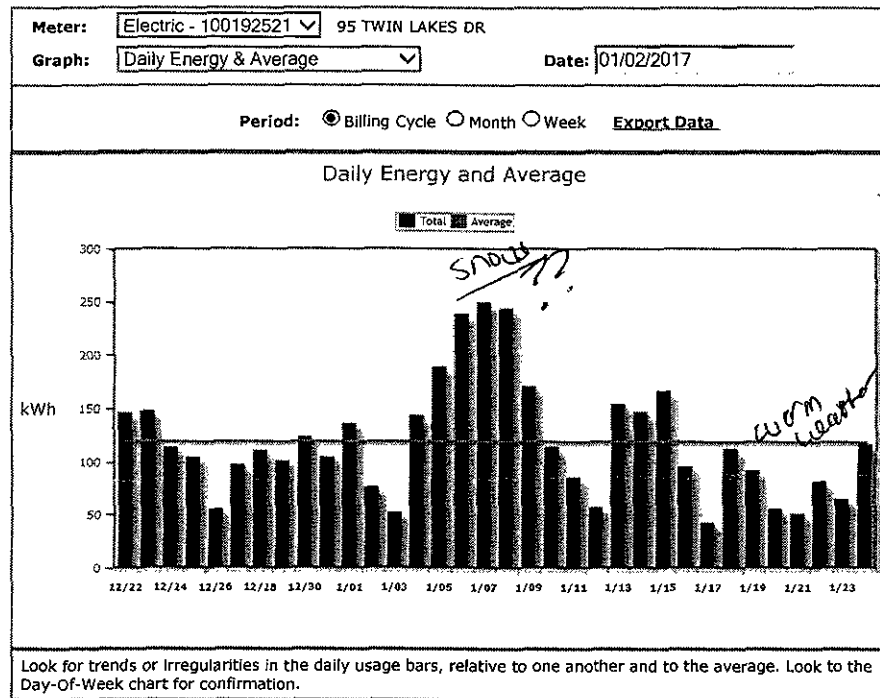
Calculations based on most recent 12 month history

Total Usage 15,031
Average Usage 1,670

	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT
Electric	0	0	0	0	2,084	1,889	1,732	1,378	1,719	1,721	1,862	1,510	1,136

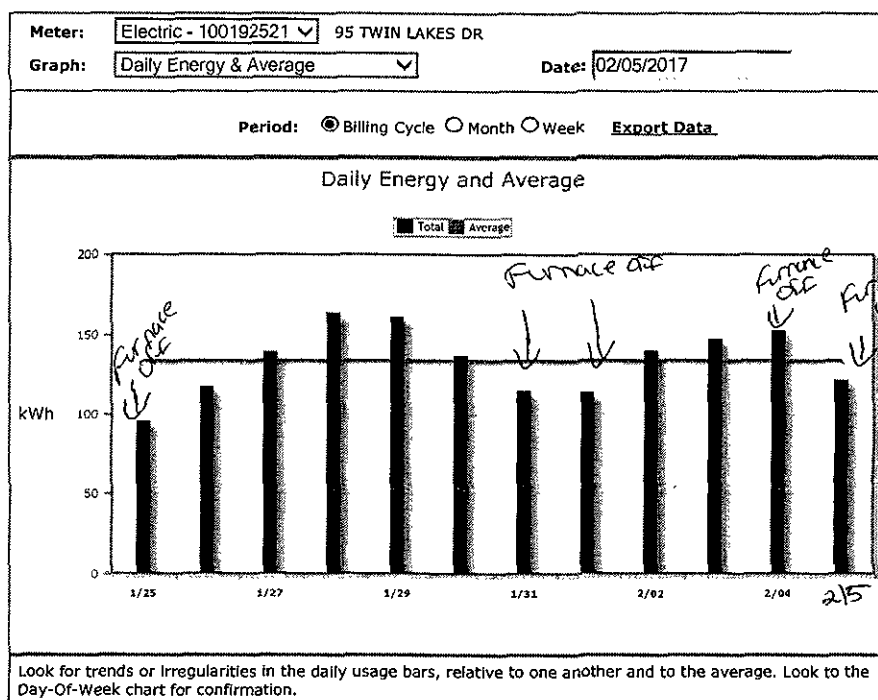
[Print](#)**Daily Energy Usage**

To change Meter, Graph, or Date, make new selections from the options below.



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