

Large Filing Separator Sheet

Case Number: 16-256-EL-CSS

File Date: 11/2/2017

Section: 1 of 2

Number of Pages: 242

Description of Document: Exhibits

*DE-Ohio Exhibit A (direct testimony of Melissa Coffman)

*MC Exhibits 1 through 14 (List of Active/Inactive Accounts of Donald Anderson)

*Anderson Exhibits 1 through 4

FILE

PUCO EXHIBIT FILING

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Date of Hearing: October 20, 2017

Case No. 16-256-EL-CSS

PUCO Case Caption: Donald Anderson

VS

Duke Energy Ohio, Inc.

List of exhibits being filed:

Anderson Exhibit	Identified	Admitted
1 Corbly Property Documents	21	67
2 List of Employees, Titles, Dates, and Reason at the Property	49	67
3 Redbud Property Documents	51	67
4 Clovernoll Property Documents	52	67
5 Ashbrook Property Documents	52	67
6 Kemper Property Documents	52	67
7 Sir Douglas Property Documents	52	67

- - -

DE-Ohio Exhibit	Identified	Admitted
A Direct Testimony of Melissa Coffman	65	67
MC-1A List of Active/Inactive Accounts of Donald Anderson	67	69

Reporter's Signature: _____

Date Submitted: _____

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Date Processed 11/2/17

BEFORE THE PUBLIC UTILITIES COMMISSION OF OHIO

- - -

Donald Anderson,	:	
	:	
Complainant,	:	
	:	
vs.	:	Case No. 16-256-EL-CSS
	:	
Duke Energy Ohio, Inc.,	:	
	:	
Respondent.	:	

- - -

PROCEEDINGS

before Mr. James Lynn, Attorney Examiner, at the
Public Utilities Commission of Ohio, 180 East Broad
Street, Room 11-D, Columbus, Ohio, called at 9:53
a.m. on Friday, October 20, 2017.

- - -

ARMSTRONG & OKEY, INC.
222 East Town Street, Second Floor
Columbus, Ohio 43215-5201
(614) 224-9481 - (800) 223-9481

- - -

10-19-17

Donald Anderson active accounts

OHIO

5547 Kay Dr. # 9100-0032-285

2474 Sir Douglas Dr. # 4220-0432-210

696 McCormick Lane # 5900-0094-310

4732 Kirby # 8730-0083-313

8700 E. Kemper Rd #6050-0177-236

Donald Anderson closed accounts

OHIO

8700 E. Kemper Rd # 6050-0177-210

85 Redbud Lane # 1330-0399-368

1174 Ironstone Dr. #1630-0641-273

1889 Ashbrook Dr. # 2030-0539-468

7111 Clovernoll Dr. # 2970-0264-490

328 Marie Ct. # 3380-0097-482

11534 Kenn Rd. # 6430-0206-377

6259 Corbly # 8270-0140-381



BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO

Donald Anderson)	
8700 E. Kemper Road)	
Cincinnati, OH 45249)	
)	
Complainant,)	Case No. 16-256-EL-CSS
)	
v.)	
)	
Duke Energy Ohio, Inc.)	
)	
Respondent)	

DIRECT TESTIMONY OF

MELISSA COFFMAN

ON BEHALF OF

DUKE ENERGY OHIO, INC.

Dated: March 17, 2017

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Duke Energy Ohio, Inc.

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ATTACHMENTS (Exhibits):

- MC-1 List of Donald Anderson's Active and Closed Accounts with Duke Energy Ohio, Inc.
- MC-2 Spreadsheet of balance transfers between Donald Anderson's Accounts with Duke Energy Ohio, Inc.
- MC-3 Duke Energy Ohio, Inc. bill due 10/9/14 to Donald Anderson for Account #2030-0539-46-8 at 1889 Ashbrook Drive, Cincinnati, OH 45238
- MC-4 Duke Energy Ohio, Inc. bill due 12/3/14 to Donald Anderson for Account #2030-0539-46-8 at 1889 Ashbrook Drive, Cincinnati, OH 45238
- MC-5 Duke Energy Ohio, Inc. bill due 3/4/15 to Donald Anderson for Account #2970-0264-49-0 at 7111 Clovernoll Drive, Cincinnati, OH 45231
- MC-6 Duke Energy Ohio, Inc. bill due 12/28/15 to Donald Anderson for Account #4220-0432-21-0 at 2474 Sir Douglas Drive, Cincinnati, OH 45013
- MC-7 Duke Energy Ohio, Inc. bill due 12/15/15 to Donald Anderson for Account #6050-0177-21-0 at 8700 Kemper Road, Cincinnati, OH 45249
- MC-8 Duke Energy Ohio, Inc. bill due 7/31/15 to Donald Anderson for Account #2970-0264-49-0 at 7111 Clovernoll Drive, Cincinnati, OH 45231

MC-9 Duke Energy Ohio, Inc. bill due 6/26/14 to Donald Anderson for Account #1330-0399-36-8 at 85 Redbud Lane, Cincinnati, OH 45013

MC-10 Duke Energy Ohio, Inc. bill due 6/24/14 to Donald Anderson for Account #1630-0641-27-3 at 1174 Ironstone Drive, Cincinnati, OH 45240

MC-11 Duke Energy Ohio, Inc. bill due 6/15/16 to Donald Anderson for Account #6050-0177-21-0 at 8700 Kemper Road, Cincinnati, OH 45249

MC-12 Duke Energy Ohio, Inc. bill due 11/4/16 to Donald Anderson for Account #5900-0094-31-0 at 696 McCormick Lane, Cincinnati, OH 45245

MC-13 Duke Energy Ohio, Inc. bill due 10/21/10 to Donald Anderson for Account #1330-0399-36-8 at 85 Redbud Lane, Cincinnati, OH 45013

MC-14 Duke Energy Ohio, Inc. "Final Bill" due 9/4/14 to Donald Anderson for Account #1330-0399-36-8 at 85 Redbud Lane, Cincinnati, OH 45013

I. INTRODUCTION

1 **Q. PLEASE STATE YOUR NAME AND BUSINESS ADDRESS.**

2 A. My name is Melissa Coffman, and my business address is 1000 E. Main St.,
3 Plainfield, Indiana 46168.

4 **Q. BY WHOM ARE YOU EMPLOYED AND IN WHAT CAPACITY?**

5 A. I am employed by Duke Energy Shared Services, Inc., as Consumer Affairs
6 Specialist.

7 **Q. PLEASE DESCRIBE YOUR PROFESSIONAL BACKGROUND.**

8 A. I began working for Duke Energy on March 12, 2007, as a Customer Service
9 Representative. In that role, I provided support to customer inquiries such as billing
10 inquiries, order requests and troubleshooting. In June 2008 I transitioned to the role
11 of Customer Service Team Lead and assumed additional responsibilities for
12 training, coaching and providing leadership to new and existing team members. I
13 continued in that role until November 1, 2010, when I joined the Consumer Affairs
14 Department at Duke Energy. In my present role as Consumer Affairs Specialist, I
15 am responsible for communication, coordination and resolution of escalated
16 customer complaints received by Ohio, Kentucky and Indiana state utility
17 commissions, as well as responding to customer complaints received by various
18 departments within Duke Energy, including Corporate Communications, Legal,
19 Company Executive Offices and Government Affairs, as well as the Better
20 Business Bureau.

21

1 As previously mentioned, I work with the Commission as a liaison for
2 specific customer requests, as well both informal and formal complaints. I have a
3 working knowledge of all existing Duke Energy Ohio, Inc. (DE-Ohio) tariffs,
4 programs and policies and communicate this information to customers on a frequent
5 basis. I also interact with gas and electric operating departments, meter reading and
6 various other departments on a daily basis for many reasons, including responding
7 to and attempting to resolve customer complaints.

8 I have developed extensive experience regarding DE-Ohio's tariffs,
9 regulatory rules and procedures relating to its business and its credit and collection
10 procedures. This experience includes the following topics:

- 11 • Rates and billing issues and disputes
- 12 • Service Orders
- 13 • Energy usage and energy audits
- 14 • Power quality issues
- 15 • Consumer education
- 16 • Customer contracts issues

17 **Q. HAVE YOU PREVIOUSLY TESTIFIED BEFORE THIS COMMISSION?**

18 A. Yes. I have submitted written testimony and testified in person in prior cases
19 pending before the Public Utilities Commission of Ohio. In addition to handling
20 informal complaint cases, I also have interacted on multiple occasions with the
21 Commission and attended settlement conferences at the Commission on behalf of
22 DE-Ohio.

1 **II. PURPOSE OF TESTIMONY**

2 **Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY IN THIS**
3 **PROCEEDING?**

4 A. The purpose of my testimony is to respond to the allegations contained in the
5 complaint filed by Donald Anderson (Mr. Anderson or Complainant) and to
6 provide accurate information regarding that complaint, including but not limited to:
7 billing, payments, account histories for Mr. Anderson's gas and electric accounts
8 at the various properties referenced in the complaint, and information maintained
9 within DE-Ohio's business records regarding Mr. Anderson's various accounts
10 such as the identity of the customer of record and similar matters.

11 **III. DISCUSSION**

12 **Q. ARE YOU FAMILIAR WITH THE COMPLAINT FILED BY MR.**
13 **ANDERSON?**

14 A. Yes.

15 **Q. PLEASE BRIEFLY SUMMARIZE YOUR UNDERSTANDING OF MR.**
16 **ANDERSON' COMPLAINT.**

17 A. Donald Anderson filed his formal complaint in this case on February 1, 2016, after
18 his informal complaint was not resolved to his satisfaction. Mr. Anderson's
19 complaint consists of two pages: the Commission's form coverage page entitled
20 "Formal Complaint Form" on which Mr. Anderson provides his identifying
21 information but nothing substantive other than "See Attached," and one typed page
22 containing the specific allegations of the complaint. On the face of his complaint,
23 Mr. Anderson identifies only two properties, namely 8700 E. Kemper Road,

1 Cincinnati, Ohio (the “Kemper Road Property”) and 85 Redbud Lane, Hamilton,
2 Ohio (the “Redbud Property”), and takes issue with DE-Ohio’s actions in
3 transferring unpaid utility charges from his account at the Redbud Property to his
4 then-current account at the Kemper Road Property. Mr. Anderson claims in his
5 complaint that those properties are not owned by the same person but instead are
6 owned by different trusts, which he fails to identify. Although he fails to specify
7 the date of the bill or the specific billing charge in dispute, Mr. Anderson also
8 alleges in his complaint that DE-Ohio put “an extremely high reading” (presumably
9 meaning estimated charge) on his account at the Redbud Property. Finally, Mr.
10 Anderson also appears to dispute the quality of DE-Ohio’s customer service
11 department, although his complaint is not specific in that regard. Notably Mr.
12 Anderson’s complaint does not contain any allegations or claims that he is disputing
13 or questioning the rates or DE-Ohio’s compliance with any filed tariff, rule or
14 regulation enacted by the Commission. In fact, the only aspect of his complaint
15 relating to gas and electric usage at any of his properties is Mr. Anderson’s claim
16 that DE-Ohio allegedly included a high estimated charge on a single unidentified
17 bill at the Redbud Property.

18 **Q. IS THE FORMAL COMPLAINT IN THIS CASE SIMILAR TO THE**
19 **INFORMAL COMPLAINT AND CONCERNS RAISED BY MR.**
20 **ANDERSON?**

21 **A.** It is similar but not identical.

22 **Q. PLEASE EXPLAIN WHAT YOU MEAN.**

1 A. It is similar to the extent that, in his informal complaint, Mr. Anderson disputed
2 unpaid charges on an account in his name at one of his properties, namely 7111
3 Clovernoll (the "Clovernoll Property"), that DE-Ohio had transferred to another
4 account in his name at the Kemper Property. It is different because, in his informal
5 complaint, Mr. Anderson maintained that the unpaid, transferred charges were
6 fraudulent and that he supposedly did not know where those charges came from.
7 However, DE-Ohio investigated Mr. Anderson's fraud charges and found no
8 grounds for those allegations.

9 **Q. WHAT DO YOU MEAN?**

10 A. Based on DE-Ohio's records, the unpaid charges from the Clovernoll Property were
11 *incurred while the utility account at that location was in Mr. Anderson's name.* The
12 electric service at the Clovernoll Property was disconnected for non-payment on
13 August 10, 2015, and the gas service was disconnected on October 7, 2015. Again,
14 that account was in Mr. Anderson's name and Social Security Number going back
15 to before 2008. In turn, the unpaid charges at the Clovernoll Property included an
16 unpaid balance that had been transferred from 1889 Ashbrook, Cincinnati (the
17 "Ashbrook Property"), yet another account that was in Mr. Anderson's name and
18 Social Security Number. The service to the Ashbrook Property also had been
19 disconnected for non-payment: the electric on November 24, 2014, and the gas on
20 December 17, 2014. As the Commission is aware and I have tried to explain to Mr.
21 Anderson on several occasions, DE-Ohio is allowed to transfer unpaid electric and
22 gas charges to other accounts with similar service in a customer's name. In fact,

1 DE-Ohio's billing system automatically transfers those unpaid charges once the
2 service goes "final" at a particular account address.

3 **Q. IS MR. ANDERSON'S FORMAL COMPLAINT SIMILAR TO HIS**
4 **INFORMAL COMPLAINT IN ANY OTHER WAY?**

5 A. Yes. Mr. Anderson previously claimed that his various properties were so-called
6 "trust properties" although DE-Ohio has no records to that effect. All of Mr.
7 Anderson's utility accounts have been in his name and under his Social Security
8 Number for years, as evidenced in part by the fact that all of the monthly bills are
9 addressed to him. If the customer of record on any of his accounts was a different
10 entity of some kind, such as a trust, the name of the trust would be referenced on
11 Mr. Anderson's monthly bills. Based on my review of DE-Ohio's records
12 regarding Mr. Anderson's various accounts, I am not aware that he ever claimed
13 his accounts should have been established in the name of a trust until his accounts
14 were disconnected for non-payment and the unpaid charges were transferred to
15 other active accounts in Mr. Anderson's name.

16 **Q. ARE YOU FAMILIAR WITH MR. ANDERSON'S HISTORY WITH DE-**
17 **OHIO?**

18 A. Yes.

19 **Q. PLEASE EXPLAIN HOW YOU ARE FAMILIAR WITH THE HISTORY**
20 **OF MR. ANDERSON'S SERVICE WITH DE-OHIO.**

21 A. I personally researched DE-Ohio's business records relating to Donald Anderson
22 and any accounts linked to his name and Social Security number, which I will not
23 identify for this public record. These records are maintained by DE-Ohio in the

1 ordinary course of its business as a public utility in Ohio. Among the records
2 researched and reviewed were Mr. Anderson's actual bills generated by DE-Ohio,
3 account notes, emails and other communications, and Mr. Anderson's prior
4 informal complaint filed with the Commission. Therefore, to my knowledge I was
5 able to review virtually everything relating to Mr. Anderson's account history with
6 DE-Ohio.

7 **Q. HAVE YOU HAD CONTACT WITH MR. ANDERSON REGARDING HIS**
8 **ACCOUNT AND HIS CLAIMS IN THIS CASE?**

9 A. I was involved in the company's response to Mr. Anderson's informal complaint,
10 but those contacts would have been made indirectly through a representative of the
11 Commission. I've had contact with Mr. Anderson during the course of this case,
12 first at the settlement conference and later to arrange with Mr. Anderson to have
13 the meters read at 6259 Corbly (the "Corbly Property"). DE-Ohio previously had
14 not been provided access to the meters at the Corbly Property. Once DE-Ohio got
15 access to and actual reads of the meters at that address, those actual reads resulted
16 in a credit on Mr. Anderson's account at the Corbly Property. DE-Ohio then
17 transferred the credit from that account to Mr. Anderson's account at the Kemper
18 Road Property, which I explain later in my testimony.

19 **Q. IF THE CONTACTS WERE NOT WITH YOU, DID MR. ANDERSON**
20 **CONTACT DE-OHIO AT OTHER TIMES OVER THE PAST 5 YEARS**
21 **REGARDING HIS CLAIM THAT THE UTILITY ACCOUNTS AT HIS**
22 **VARIOUS PROPERTIES ALLEGEDLY SHOULD NOT BE IN HIS NAME?**

1 A. No, not based on my review and knowledge of DE-Ohio's business records
2 regarding Mr. Anderson's various accounts. Other than his filing of the informal
3 complaint, there is no evidence that Mr. Anderson ever notified DE-Ohio that the
4 customer on any of his accounts should be changed to the name of a trust or that he
5 ever provided DE-Ohio with any name or other identifying information regarding
6 any trust that supposedly should have been the customer of record on any of his
7 various accounts.

8 **Q. WOULD MR. ANDERSON'S CONTACTS WITH DE-OHIO HAVE BEEN**
9 **BY TELEPHONE OR IN WRITING?**

10 A. It could be either or both. Customers normally call DE-Ohio to report or discuss
11 issues regarding their accounts. I checked the account notes for the accounts at Mr.
12 Anderson's various properties, and did not find evidence that he contacted the
13 company in the past five years by telephone to have any account changed from his
14 name to the name of a trust of some kind. That lack of telephone calls may be a
15 result of the fact that Mr. Anderson was advised by DE-Ohio's Legal Department
16 back in 2011 that he must contact the company only in writing unless he had an
17 electric or gas emergency.

18 **Q. WHY WAS THAT RESTRICTION IMPOSED ON DONALD ANDERSON?**

19 A. Because Mr. Anderson had been verbally abusive to agents in our Customer Service
20 Department and other employees of DE-Ohio in the past.

21 **Q. DID MR. ANDERSON EVER CONTACT THE COMPANY IN WRITING**
22 **OVER THE PAST 5 YEARS REGARDING THE PROPER CUSTOMER**

1 **NAME ON HIS VARIOUS ACCOUNTS OR TO CHANGE THE NAME ON**
2 **HIS ACCOUNTS?**

3 A. No. I reviewed DE-Ohio's business records regarding Mr. Anderson's accounts
4 and could not find evidence of any such communications by Mr. Anderson.

5 **Q. WHAT, IF ANYTHING, DOES THAT MEAN TO YOU?**

6 A. Mr. Anderson received his bills on the various accounts in his name every month
7 over the past five years, if not longer. Every one of those bills identifies the
8 customer name on the account according to DE-Ohio's records. If Mr. Anderson
9 truly believed that someone other than himself should have been the customer of
10 record on one or more of his accounts, whether an unidentified trust or someone
11 else, I would expect to find records of telephone or written communications by Mr.
12 Anderson to DE-Ohio to that effect. There would be no other way for DE-Ohio to
13 know that a particular trust owned one of the properties and that Mr. Anderson
14 wanted someone other than him to be the customer of record on the utility account
15 at a particular property. But DE-Ohio has no record of any such communications
16 by Mr. Anderson, which tells me that DE-Ohio has the correct customer and billing
17 information on the various accounts in Mr. Anderson's name and that, with the
18 exception of his filing the informal complaint at the end of 2015, Mr. Anderson
19 never notified DE-Ohio that his accounts were set up in the incorrect name.

20 **Q. WHEN MR. ANDERSON REFERS TO HIS "TRUST PROPERTIES," DO**
21 **YOU KNOW WHAT PROPERTIES TO WHICH HE IS REFERRING?**

22 A. I am aware that Mr. Anderson identified only two properties in his complaint in this
23 case, namely the Kemper Road Property and Redbud Property. Although Mr.

1 Anderson appears in his complaint to consider those properties as two of his "trust
2 properties," Mr. Anderson has never provided DE-Ohio with any information or
3 proof that a trust owns either of those properties or any other property at which he
4 previously received or currently receives electric and/or gas services from DE-
5 Ohio.

6 **Q. IS THAT TRUE EVEN AS OF TODAY'S DATE?**

7 A. Yes. As we sit at today's hearing on Mr. Anderson's formal complaint in this case,
8 I am not aware of any documents or information that Mr. Anderson has provided
9 to DE-Ohio regarding any trust that supposedly owns any of the properties at which
10 he previously received or currently receives electric and/or gas services from DE-
11 Ohio. That includes when he first established service at the properties, when he
12 filed the informal complaint at the end of 2015, and since he filed the formal
13 complaint in this case on February 1, 2016.

14 **Q. HOW MANY ACCOUNTS HAS MR. ANDERSON HAD OVER THE**
15 **YEARS WITH DE-OHIO, MEANING AT DIFFERENT PROPERTIES?**

16 A. According to DE-Ohio's records, Mr. Anderson either has or has had utility service
17 with DE-Ohio at twelve (12) different properties over the years. Attached hereto
18 as Exhibit MC-1 is a list of Mr. Anderson's accounts with DE-Ohio. At the top of
19 Exhibit MC-1 are the four (4) active accounts in Mr. Anderson's name, identified
20 by street address and account number. Below that information is a list of eight (8)
21 accounts in Mr. Anderson's name that are now closed, again identified by street
22 address and account number. The information set forth within Exhibit MC-1 is
23 current and up to date as of March 15, 2017.

1 **Q. ISN'T THAT A LOT OF ACCOUNTS AT DIFFERENT PROPERTY**
2 **ADDRESSES?**

3 A. Yes, it is, least as far as most residential customers are concerned. As I previously
4 stated, if a customer had multiple accounts for which he was being billed
5 personally, in his own name, but he supposedly does not own those properties or
6 does not want service in his name, I would expect a customer to contact DE-Ohio
7 to correct his or her account records. After all, unless a customer contacts DE-Ohio
8 and provides the necessary information for a customer, including the customer's
9 name, address, Social Security Number or tax identification number, proof of
10 ownership or lease, and perhaps a deposit in the case of a new customer, DE-Ohio
11 would have no reason or justification to change the name of a customer on a
12 particular account. And we certainly would not have any reason to add a particular
13 person's name and Social Security Number to an account unless that person
14 provided the information to us, either when service was first established in that
15 person's name or at a later date.

16 **Q. AND THAT NEVER HAPPENED WITH RESPECT TO ANY OF MR.**
17 **ANDERSON'S ACCOUNTS WITH DE-OHIO?**

18 A. No. I have reviewed a number of DE-Ohio's records for accounts in Mr.
19 Anderson's name and listed on Exhibit MC-1, but I have not yet seen any evidence
20 within DE-Ohio's business and account records for Mr. Anderson that would
21 support his claims that a trust or someone other than Mr. Anderson owns these
22 properties.

1 **Q. IS OWNERSHIP OF THE PROPERTIES REALLY THE CRITICAL**
2 **FACTOR HERE?**

3 A. Not at all. Ownership may be relevant only because the property owner often is the
4 customer of record on DE-Ohio's residential accounts. But that is not always the
5 case.

6 **Q. GIVE US SOME EXAMPLES WHEN A PROPERTY OWNER MAY NOT**
7 **BE DE-OHIO'S CUSTOMER OF RECORD.**

8 A. It happens all the time. For instance, one person living in the household may own
9 the property, meaning the house may be deeded in that person's name. Or a
10 particular person may be the tenant on an apartment lease. But neither person may
11 be DE-Ohio's customer of record at that address. Instead, another person living in
12 the household—perhaps the husband or wife, boyfriend or girlfriend, parent, child
13 or sibling, or a roommate or friend of the owner or tenant—may be the person who
14 contacts DE-Ohio and establishes utility service in his or her name.

15 **Q. WHEN THAT HAPPENS, WHO IS RESPONSIBLE FOR PAYING DE-**
16 **OHIO FOR THE ELECTRIC AND GAS SERVICES PROVIDED TO A**
17 **PARTICULAR ACCOUNT AND PROPERTY?**

18 A. Based on DE-Ohio's tariffs filed with and approved by the Commission, the
19 company's customer of record on a particular account is the responsible financial
20 party for that account.

21 **Q. HOW IS THAT INFORMATION RELEVANT TO MR. ANDERSON'S**
22 **COMPLAINT IN THIS CASE?**

1 A. It is critical. Based on DE-Ohio's records for Mr. Anderson's accounts at the
2 Kemper Road Property, Redbud Property and every other property at which DE-
3 Ohio has provided electric and/or gas services to Mr. Anderson over the years—
4 including all properties listed on Exhibit MC-1—Mr. Anderson was and remains
5 the company's customer of record. In other words, whether a trust owns one or
6 more of those properties, as Mr. Anderson now claims, is not indicative of anything
7 other than property ownership. The fact remains that Mr. Anderson established
8 utility service in his name at all of those accounts and properties. Accordingly, DE-
9 Ohio billed Mr. Anderson for its electric and gas services at each of those accounts
10 and properties, and Mr. Anderson is financially responsible for paying those bills.

11 **Q. WHAT HAPPENS TO THE UNPAID BILLS OWED BY A CUSTOMER OF**
12 **RECORD WHO FAILS TO PAY FOR ELECTRIC OR GAS SERVICES**
13 **PROVIDED BY DE-OHIO?**

14 A. Once a residential customer's account goes final, meaning the utility services have
15 been disconnected by DE-Ohio or the customer, and an unpaid balance remains due
16 and owing by that customer of record, DE-Ohio is allowed to transfer the final
17 unpaid bills for electric and gas services to accounts with like services in the same
18 customer's name. For example, if a customer has electric service at Property A and
19 does not pay her bills, that customer's final unpaid bill for the electric services may
20 be transferred by DE-Ohio to another electric account in the same customer's name
21 at Property B. But, if that customer had electric and gas services at Property A and
22 moves to Property B where he has only electric service with DE-Ohio, DE-Ohio
23 only may transfer the unpaid electric bills from the customer's account at Property

1 A to her account at Property B; DE-Ohio may not transfer the unpaid gas bills from
2 the account at Property A to the account at Property B because the customer did not
3 have gas service at Property A. This process is expressly allowed by DE-Ohio's
4 tariffs filed of record with and approved by the Commission and applicable rules
5 and regulations established by the Commission.

6 **Q. HOW DOES THAT PROCESS WORK WITHIN DE-OHIO?**

7 A. That process is handled automatically by DE-Ohio's billing system. By that, I mean
8 the company's billing system matches accounts with the same Social Security
9 Number and then transfers the unpaid balances owed by that customer to other
10 accounts under the same Social Security Number, but only with respect to like
11 services, as I just described.

12 **Q. WHY DOES DE-OHIO'S BILLING SYSTEM MATCH THE SOCIAL**
13 **SECURITY NUMBERS AND NOT A CUSTOMER'S NAME?**

14 A. Because only one person has a particular Social Security Number, whereas there
15 could be any number of customers with the same name in DE-Ohio's billing
16 system. Therefore, matching unpaid accounts through Social Security Numbers is
17 a more accurate and efficient process, and avoids problems associated with
18 transferring unpaid balances owed by one Donald Anderson, as in this case, to a
19 different Donald Anderson who did not own or live at the Kemper Road Property,
20 Redbud Property or any other property where DE-Ohio provided electric and/or gas
21 service to Donald Anderson.

1 **Q. DID DE-OHIO EVER TRANSFER UNPAID ELECTRIC OR GAS**
2 **CHARGES OWED BY MR. ANDERSON TO OTHER ACCOUNTS IN HIS**
3 **NAME?**

4 A. Yes.

5 **Q. PLEASE EXPLAIN WHEN AND HOW THAT HAPPENED.**

6 A. It will help to look at a document. Attached hereto as Exhibit MC-2 is a spreadsheet
7 of instances where DE-Ohio transferred unpaid electric and gas bills owed by Mr.
8 Anderson to other accounts in his name, as authorized by DE-Ohio's filed tariffs
9 and other applicable rules and regulations. I prepared Exhibit MC-2 based on
10 information maintained within DE-Ohio's business records for accounts in the
11 name of Donald Anderson, including the monthly bills for the particular accounts.

12 **Q. OK. WALK US THROUGH EXHIBIT MC-2.**

13 A. Exhibit MC-2 lists the unpaid electric and gas bills, as the case may be, on accounts
14 under Mr. Anderson's name and Social Security Number, and the occasions when
15 DE-Ohio transferred those unpaid bills to other accounts with like services under
16 Mr. Anderson's name and Social Security Number. This exhibit identifies the final
17 balance on the account at each property and what portion of that final balance was
18 transferred by DE-Ohio to Mr. Anderson's accounts at other properties.

19 **Q. I REALIZE THAT MR. ANDERSON HAS REFERRED IN HIS**
20 **COMPLAINT TO UNIDENTIFIED TRANSFERS OF UNPAID UTILITY**
21 **BILLS BETWEEN UNIDENTIFIED "TRUST PROPERTIES," BUT LET'S**
22 **FOCUS NOW ON THE REDBUD PROPERTY AND KEMPER LANE**
23 **PROPERTY SPECIFICALLY REFERENCED IN THE COMPLAINT.**

1 A. If you look at the top of page 2 of Exhibit MC-2, you will see that Mr. Anderson
2 previously had service in his name at 6259 Corbly. As authorized, DE-Ohio
3 disconnected Mr. Anderson's service at that address for non-payment of his bills.
4 Once that account went final, DE-Ohio transferred \$752.69 of the unpaid electric
5 charges to Mr. Anderson's account at the Redbud Property on May 29, 2014. Mr.
6 Anderson's account with DE-Ohio at the Redbud Property was an electric-only
7 account, which is why only the unpaid electric charges were transferred to that
8 account. Both of those accounts also are identified on Exhibit MC-1. If you now
9 look at the top of page 1 of Exhibit MC-2, you will see that Mr. Anderson's account
10 at the Redbud Property also was disconnected for non-payment. That account was
11 closed on August 7, 2014. On September 10, 2014, DE-Ohio transferred the unpaid
12 electric charges on Mr. Anderson's account at the Redbud Property to the account
13 in his name at 1889 Ashbrook, where Mr. Anderson had both gas and electric
14 service. Mr. Anderson's account at 1889 Ashbrook also is listed on Exhibit MC-1.

15 **Q. WHAT HAPPENED NEXT?**

16 A. The same process continued. In the second row of page 1 of Exhibit MC-2, you
17 will see a reference to Mr. Anderson's account at 1174 Ironstone Drive, where he
18 had both electric and gas service. As with his other accounts, DE-Ohio
19 disconnected both services for non-payment in the summer of 2014. On November
20 10, 2014, DE-Ohio transferred the entire unpaid balance of \$1,321.66 to the same
21 account in Mr. Anderson's name at 1889 Ashbrook. Next, if you go down one
22 more row to the middle of Exhibit MC-2, you will see information regarding Mr.
23 Anderson's account with DE-Ohio at 1889 Ashbrook. When Mr. Anderson failed

1 to pay his bills in a timely manner at 1889 Ashbrook, DE-Ohio was forced to
2 disconnect his electric and gas service for non-payment. On January 21, 2015, DE-
3 Ohio transferred the entire unpaid balance of \$2,490.79 from Mr. Anderson's
4 account at 1889 Ashbrook to his electric and gas account at 7111 Clovernoll, where
5 Mr. Anderson also had both electric and gas service.

6 **Q. DID DE-OHIO TRANSFER ANY OTHER UNPAID CHARGES TO MR.**
7 **ANDERSON'S ACCOUNT AT 7111 CLOVERNOLL?**

8 A. Yes, please look at the bottom of page 1 of Exhibit MC-2. There you will see a
9 reference to Mr. Anderson's account with DE-Ohio at 11534 Kenn Road, where he
10 had both electric and gas service. The unpaid gas and electric charges of \$116.48
11 on that account were transferred to Mr. Anderson's account at 7111 Clovernoll on
12 June 29, 2015.

13 **Q. IT SOUNDS LIKE WE ARE GETTING CLOSER TO THE TRANSFER OF**
14 **UNPAID CHARGES TO MR. ANDERSON'S ACCOUNT WITH DE-OHIO**
15 **AT THE KEMPER PROPERTY, CORRECT?**

16 A. Yes, we are getting there. In the very next row of Exhibit MC-2 you can see what
17 happened with Mr. Anderson's account at 7111 Clovernoll. Once again Mr.
18 Anderson failed to pay his bills in a timely manner, and DE-Ohio disconnected the
19 gas and electric service for non-payment, as authorized. Although DE-Ohio could
20 have transferred the entire balance for the unpaid gas and electric bills at 7111
21 Clovernoll to another account where Mr. Anderson had both gas and electric
22 service, DE-Ohio's system separated the charges and transferred the unpaid electric
23 charges of \$963.56 to Mr. Anderson's account at 2474 Douglas Drive and the

1 unpaid gas charges of \$2,494.34 to his account at the Kemper Property. All of these
2 accounts are identified on both Exhibits MC-1 and MC-2. And, to be clear, all of
3 this information also is found on the bills for each of these accounts, all of which
4 would have been mailed by DE-Ohio to Mr. Anderson each month.

5 **Q. DOES THAT EXPLAIN ALL OF THE TRANSFERS OF UNPAID**
6 **CHARGES TO MR. ANDERSON'S ACCOUNTS WITH DE-OHIO AT THE**
7 **REDBUD PROPERTY AND KEMPER PROPERTY?**

8 A. Yes. The information that I just described, and which is further set forth within
9 Exhibit MC-2, fully accounts for DE-Ohio's transfer of unpaid gas and electric
10 charges to Mr. Anderson's accounts at both the Kemper Property and Redbud
11 Property through the filing of his complaint on February 1, 2016.

12 **Q. DID THE CREDIT THAT YOU PREVIOUSLY MENTIONED HAPPEN**
13 **AFTER MR. ANDERSON FILED HIS COMPLAINT IN THIS CASE?**

14 A. Yes. DE-Ohio previously had trouble accessing the meters at 6259 Corbly. As
15 such, the company was forced to include estimated meter reads in the monthly bills
16 when Mr. Anderson had service at that address. After Mr. Anderson filed his
17 complaint, he finally arranged for the company to get actual meter reads on the gas
18 and electric meters at 6259 Corbly, which DE-Ohio did. Once those actual meter
19 reads were input into DE-Ohio's billing system, Mr. Anderson's account at 6259
20 Corbly went from a past due balance to a credit of \$1,011.60. Since Mr. Anderson
21 had filed his complaint in this case in connection with the unpaid charges at the
22 Kemper Property, DE-Ohio transferred that credit balance of \$1,011.60 to Mr.
23 Anderson's account at the Kemper Property on May 4, 2016. The process that I

1 just described is found in the second row on page 2 of Exhibit MC-2, and also is
2 found in the monthly bills for both 6259 Corbly and the Kemper Property, which
3 were mailed to Mr. Anderson at the time and then produced again to him during
4 discovery in this case.

5 **Q. HAVE YOU NOW EXPLAINED ALL RELEVANT TRANSFERS OF**
6 **UNPAID GAS AND ELECTRIC CHARGES TO MR. ANDERSON'S**
7 **VARIOUS ACCOUNTS WITH DE-OHIO?**

8 A. I believe so. As I stated, Mr. Anderson's complaint only refers specifically to the
9 Kemper Property and Redbud Property, and his concerns or questions about DE-
10 Ohio's transfer of unpaid gas and electric charges to his accounts at those addresses.
11 To the extent Mr. Anderson is also complaining about other unidentified transfers
12 of unpaid gas and electric charges by DE-Ohio, that information also is found on
13 Exhibit MC-2 and Mr. Anderson's monthly bills.

14 **Q. LET'S TAKE A LOOK AT THE MONTHLY BILLS REFERENCED IN**
15 **EXHIBIT MC-2, STARTING AT THE TOP OF PAGE 1 OF THAT**
16 **DOCUMENT.**

17 A. Attached as Exhibit MC-3 is a copy of DE-Ohio's bill for Mr. Anderson's account
18 at 1889 Ashbrook, Account #2030-0539-46-8, with a "Due Date" of October 9,
19 2014. In the box entitled "Current Billing" toward the bottom of the first page of
20 that bill, there is a reference to the transferred charges totaling \$824.32 from
21 Account #13300399-36, which was Mr. Anderson's account with DE-Ohio at the
22 Redbud Property. In addition, at the top of the second page of that bill, DE-Ohio
23 includes a paragraph to provide the customer more information about the

1 transferred charges, including the address for the customer's account where the
2 charges originated. In this instance, that was the Redbud Property. This
3 information in Exhibit MC-3 matches the information set forth at the top of page 1
4 of Exhibit MC-2. And Exhibit MC-3 further shows that Donald Anderson was DE-
5 Ohio's customer of record on the account at 1889 Ashbrook.

6 **Q. WHAT IS THE NEXT MONTHLY BILL?**

7 A. The second row on page 1 of Exhibit MC-2 relates to the unpaid electric and gas
8 charges transferred from Mr. Anderson's account at 1174 Ironstone Drive to his
9 comparable account at 1889 Ashbrook. Attached as Exhibit MC-4 is a copy of DE-
10 Ohio's bill for Mr. Anderson's account at 1889 Ashbrook, Account #2030-0539-
11 46-8, with a "Due Date" of December 3, 2014. When you look at the box entitled
12 "Current Billing" toward the bottom of the first page of that bill, there is a reference
13 to the transferred charges totaling \$1,321.66 from Account #16300641-27, which
14 was Mr. Anderson's account with DE-Ohio at 1174 Ironstone Drive. Again, at the
15 top of the second page of that bill, DE-Ohio includes a paragraph to provide the
16 customer more information about the transferred charges, including the address
17 (1174 Ironstone) for the customer's account where the charges originated. As such,
18 the information in Exhibit MC-3 matches the information set forth on page 1 of
19 Exhibit MC-2 regarding those transferred charges.

20 **Q. NOW PLEASE IDENTIFY MR. ANDERSON'S MONTHLY BILL**
21 **RELATING TO THE UNPAID CHARGES TRANSFERRED FROM HIS**
22 **ACCOUNT AT 1889 ASHBROOK TO HIS ACCOUNT AT 7111**
23 **CLOVERNOLL.**

1 A. Attached as Exhibit MC-5 is a copy of DE-Ohio's bill for Mr. Anderson's account
2 at 7111 Clovernoll, Account #2970-0264-49-0, with a "Due Date" of March 4,
3 2015. Again, the transferred charges totaling \$2,490.79 from Account #20300539-
4 46, Mr. Anderson's account with DE-Ohio at 1889 Ashbrook, are found in the box
5 entitled "Current Billing" toward the bottom of the first page of that bill. Turning
6 to the second page of Exhibit MC-5, you will find the same narrative paragraph
7 advising the customer the street address (1889 Ashbrook) where the transferred
8 charges originated. This information is identical to the information found on page
9 1 of Exhibit MC-2 and further documents those transferred charges. Exhibit MC-
10 5 also demonstrates that Mr. Anderson was DE-Ohio's customer of record on that
11 account, just as he was on the other accounts that I've addressed in my testimony.

12 **Q. DO YOU HAVE MR. ANDERSON'S MONTHLY BILLS RELATING TO**
13 **THE TRANSFERRED CHARGES IDENTIFIED IN THE FOURTH ROW**
14 **ON PAGE 1 OF EXHIBIT MC-2?**

15 A. Yes. Please look at Exhibits MC-6 and MC-7. Exhibit MC-6 is a copy of DE-
16 Ohio's bill for Mr. Anderson's account at 2474 Sir Douglas Drive, Account #4220-
17 0432-21-0, with a "Due Date" of December 28, 2015. In that same box entitled
18 "Current Billing" you will find the transferred charges of \$963.56 from Account
19 #29700264-49, Mr. Anderson's account with DE-Ohio at 7111 Clovernoll. Those
20 were the unpaid electric charges from that account, as Mr. Anderson only had
21 electric service at 2474 Sir Douglas Drive. On this bill, the narrative language
22 advising the customer of the address (7111 Clovernoll Drive) where the transferred
23 charges originated is found at the bottom of the first page. The other transferred

1 charges listed in that fourth row on Exhibit MC-2 are found in Exhibit MC-7, which
2 is a copy of DE-Ohio's bill for Mr. Anderson's account at the Kemper Property,
3 Account #6050-0177-21-0, with a "Due Date" of December 15, 2015. Those were
4 the unpaid gas charges, which DE-Ohio was allowed to transfer to Mr. Anderson's
5 account at the Kemper Property because he had gas service at that account. On the
6 second page of that bill you will see the paragraph that provides the customer more
7 information about the transferred charges, including the address (71111 Clovernoll
8 Drive) for the customer's account where the charges originated. The information
9 found in Exhibits MC-6 and MC-7 mirror the information found in Exhibit MC-2
10 regarding those transferred charges. Those bills further demonstrate that Donald
11 Anderson was the company's customer of record on both accounts.

12 **Q. NOW TURN YOUR ATTENTION TO THE BOTTOM OF EXHIBIT MC-2**
13 **AND IDENTIFY THE RELEVANT MONTHLY BILL.**

14 A. Attached as Exhibit MC-8 is DE-Ohio's bill for that same account in Mr.
15 Anderson's name at 7111 Clovernoll, Account #2970-0264-49-0, with a "Due
16 Date" of July 31, 2015. The transferred charges of \$116.48 from Mr. Anderson's
17 account at 11534 Kenn Road (Account #64300206-34) are found in the box entitled
18 "Current Billing" toward the bottom of the first page of that bill. That address is
19 also referenced at the top of the second page of that bill, thereby advising the
20 customer where the transferred charges originated. This information matches the
21 information found at the bottom of page 1 of Exhibit MC-2.

1 **Q. TURNING TO THE TOP OF THE SECOND PAGE OF EXHIBIT MC-2,**
2 **PLEASE IDENTIFY THE MONTHLY BILLS CONTAINING THOSE**
3 **TRANSFERRED CHARGES.**

4 A. As I believe was mentioned already, Mr. Anderson had only electric service at the
5 Redbud Property. Therefore, DE-Ohio transferred only the unpaid electric charges
6 of \$752.69 from his account at 6259 Corbly, Account #82700140-38, to his account
7 at the Redbud Property, Account #1330-0399-36-8. Those transferred charges of
8 \$752.69 are found in that same box entitled "Current Billing" toward the bottom of
9 the first page of Exhibit MC-9. Exhibit MC-9 is a copy of DE-Ohio's bill for Mr.
10 Anderson's account at the Redbud Property with a "Due Date" of June 26, 2014.
11 At the bottom of the first page of that bill is the narrative information advising the
12 customer that the transferred charges originated at 6259 Corbly. As for the unpaid
13 gas charges that were transferred, attached is Exhibit MC-10, which is a copy of
14 DE-Ohio's bill for Mr. Anderson's account at 1174 Ironstone Drive, Account
15 #1630-0641-27-3, with a "Due Date" of June 24, 2014. Mr. Anderson had gas
16 service at 1174 Ironstone Drive, meaning DE-Ohio was authorized to transfer the
17 unpaid gas charges from Mr. Anderson's account at 6259 Corbly to the electric and
18 gas account at 1174 Ironstone Drive. As with the other transfers, these transferred
19 charges totaling \$970.10 are found in the "Current Billing" box toward the bottom
20 of the first page of Exhibit MC-9. And the fact that the transferred gas charges
21 originated at 6259 Corbly is noted at the bottom of the first page of Exhibit MC-
22 10. Notably, Exhibits MC-9 and MC-10 also reflect that Mr. Anderson was DE-
23 Ohio's customer of record on these accounts.

1 **Q. THE NEXT ROW ON THE SECOND PAGE OF EXHIBIT MC-2 RELATES**
2 **TO THE CREDIT WHICH YOU MENTIONED PREVIOUSLY. PLEASE**
3 **IDENTIFY THE MONTHLY BILL CONTAINING THAT TRANSFERRED**
4 **CREDIT.**

5 A. Attached as Exhibit MC-11 is DE-Ohio's bill for Mr. Anderson's account at the
6 Kemper Property with a "Due Date" of June 15, 2016. The transferred credit of
7 \$1,011.60 from Mr. Anderson's account at 6259 Corbly is found in the box entitled
8 "Current Billing" toward the bottom of the first page of that bill. The source of that
9 credit (6259 Corbly) is further referenced in the second paragraph at the top of the
10 second page of Exhibit MC-11. This information matches the information found
11 in the second row of page 2 of Exhibit MC-2. As you can see, DE-Ohio's transfer
12 of that credit significantly reduced the balance owed by Mr. Anderson on his
13 account at the Kemper Property. Even though this credit transfer took place after
14 Mr. Anderson filed his complaint in this case, I wanted to explain what happened
15 because Mr. Anderson has complained generally about the transfer of unpaid gas
16 and electric charges from one account in his name to another account in his name.
17 Accordingly, I wanted to highlight that DE-Ohio also transferred the credit from
18 Mr. Anderson's account at 6259 Corbly to his account at the Kemper Property.
19 Perhaps not surprisingly, Mr. Anderson has not taken issue with the transferred
20 credit, only the transferred charges that he has not paid on his various accounts.

21 **Q. THE LAST ENTRY ON EXHIBIT MC-2 RELATES TO ANOTHER**
22 **TRANSFER THAT HAS HAPPENED SINCE MR. ANDERSON FILED HIS**
23 **COMPLAINT IN THIS CASE. PLEASE EXPLAIN.**

1 A. I have not previously mentioned this transaction. Like the transferred credit that I
2 just described, this final transfer of unpaid charges occurred on September 29, 2016.
3 On August 21, 2016, DE-Ohio closed Mr. Anderson's account at the Kemper
4 Property when the new resident at that address contacted DE-Ohio to establish
5 service in her name. By October 2016, Mr. Anderson had four active accounts in
6 his name, as referenced on Exhibit MC-1. Included among those accounts was an
7 electric and gas account in Mr. Anderson's name at 696 McCormick Lane. When
8 his account at the Kemper Property went final, DE-Ohio's billing system
9 transferred the unpaid electric and gas charges of \$1,558.04 at that account to Mr.
10 Anderson's account at 696 McCormick Lane on September 29, 2016. Again, this
11 happened nearly eight months after Mr. Anderson filed his complaint in this case.
12 Therefore, that transfer may not be relevant to the claims in his complaint but,
13 because Mr. Anderson was not very specific in his complaint, I wanted to explain
14 what happened with his account at the Kemper Property since he filed that
15 complaint.

16 **Q. DO YOU HAVE THE MONTHLY BILL CORRESPONDING TO THOSE**
17 **TRANSFERRED CHARGES?**

18 A. Yes. Attached as Exhibit MC-12 is a copy of DE-Ohio's bill for the account in Mr.
19 Anderson's name at 696 McCormick Lane, Account #5900-0094-310, with a "Due
20 Date" of November 4, 2016. As you can see, Mr. Anderson is the company's
21 customer of record at 696 McCormick Lane. The transferred charges of \$1,558.04
22 from Mr. Anderson's account at the Kemper Property are found in the box entitled
23 "Current Billing," and the fact that those charges originated at the Kemper Property

1 is referenced in the paragraph below that box toward the bottom of the first page of
2 Exhibit MC-12. As with the other bills, this information matches the information
3 found at the end of Exhibit MC-2.

4 **Q. NOW THAT YOU'VE IDENTIFIED MR. ANDERSON'S BILLS WITH**
5 **THE TRANSFERRED CHARGES LISTED IN EXHIBIT MC-2, LET'S GET**
6 **BACK TO THE ALLEGATIONS OF MR. ANDERSON'S COMPLAINT.**
7 **WHAT IS YOUR RESPONSE TO MR. ANDERSON'S FAIRLY GENERAL**
8 **ALLEGATIONS REGARDING THE MISTREATMENT THAT HE**
9 **ALLEGEDLY HAS RECEIVED FROM DE-OHIO'S CUSTOMER**
10 **SERVICE DEPARTMENT?**

11 **A.** My initial reaction is the experience that he describes in the complaint is not what
12 I've seen and come to know working for DE-Ohio for the past ten years. DE-Ohio
13 has highly trained, courteous and professional employees in its Customer Service
14 Department and elsewhere. Do people make mistakes on occasion? Sure, we are
15 all human. But Mr. Anderson may be referring to events that happened years and
16 years ago. What I do know is that, since DE-Ohio notified Mr. Anderson in 2011
17 to contact the company only in writing unless he had a gas or electric emergency,
18 as I previously addressed, I have not found any evidence that Mr. Anderson
19 contacted DE-Ohio about alleged issues with the Customer Service Department.
20 Even when Mr. Anderson filed his informal complaint in December 2015, he did
21 not mention anything about negative encounters with the company's Customer
22 Service Department. Personally, I know that agents in DE-Ohio's Customer
23 Service Department are not trained or instructed to refuse to promote customer calls

1 to managers, as Mr. Anderson claims. I also have never seen or heard a manager
2 in the Customer Service Department use foul language toward Mr. Anderson or any
3 other customer.

4 **Q. WHAT ABOUT OTHER ALLEGATIONS IN MR. ANDERSON'S**
5 **COMPLAINT?**

6 A. As I briefly summarized at the beginning of my testimony, Mr. Anderson alleges
7 in his complaint that DE-Ohio put "an extremely high reading" (presumably
8 meaning estimated charge) on his account at the Redbud Property. He does not
9 specify the date of the bill or the specific billing charge in dispute, or otherwise
10 explain how or why the meter reading included in the unidentified bill was incorrect
11 or unreasonably "high."

12 **Q. YOU ARE FAMILIAR WITH MR. ANDERSON'S ACCOUNT WITH DE-**
13 **OHIO AT THE REDBUD PROPERTY, CORRECT?**

14 A. Yes, I have reviewed DE-Ohio's records regarding that account, Mr. Anderson's
15 bills and the notes on that account.

16 **Q. ARE YOU AWARE OF ANY EVIDENCE SUPPORTING THIS**
17 **ALLEGATION IN MR. ANDERSON'S COMPLAINT?**

18 A. None whatsoever. Mr. Anderson started electric-only service at the Redbud
19 Property prior to 2009. As I previously mentioned, DE-Ohio disconnected the
20 service at that address on August 7, 2014, for non-payment. Between late
21 September 2010 and August 2014, there was no usage of electric on Mr. Anderson's
22 account at the Redbud Property and, therefore, DE-Ohio did not bill him for any
23 estimated or actual usage of electric during that time period. Attached hereto as

1 Exhibit MC-13 is DE-Ohio's bill for Mr. Anderson's account at the Redbud
2 Property with a "Due Date" of October 21, 2010. That bill was prepared on
3 September 29, 2010, and has actual meter reads of 8573 (previous) and 9010
4 (current). As such, DE-Ohio billed Mr. Anderson for his electric usage of 437 kWh.
5 According to DE-Ohio's records, Mr. Anderson paid the entire amount due of
6 \$1,090.07 before the next bill was generated, and did so without complaint.
7 Thereafter, every bill generated by DE-Ohio over the following four years included
8 9010 as the previous and current meter reads on that account. Attached hereto as
9 Exhibit MC-14 is DE-Ohio's bill for Mr. Anderson's account at the Redbud
10 Property with a "Due Date" of September 4, 2014. This was Mr. Anderson's "Final
11 Bill" prepared on August 13, 2014. As you can see, the bill references the same
12 meter read of 9010 and does not include any electric usage charges. These two bills
13 demonstrate that DE-Ohio did not bill Mr. Anderson for any usage of electric for
14 four years at the Redbud Property.

15 **Q. WHAT THEN, TO YOUR KNOWLEDGE, IS MR. ANDERSON**
16 **COMPLAINING OF WITH RESPECT TO HIS ACCOUNT AT THE**
17 **REDBUD PROPERTY?**

18 A. It is difficult to say because Mr. Anderson's complaint does not provide any detail.
19 From what I can tell, Mr. Anderson appears to be confusing the unpaid electric
20 charges that DE-Ohio transferred from Mr. Anderson's account at 6259 Corbly to
21 his account at the Redbud Property, as reflected in both Exhibits MC-2 and MC-9.
22 Those charges, however, have nothing to do with usage of electric at the Redbud
23 Property or an estimated read at the Redbud Property, and certainly not an

1 “extremely high” estimated read at that account. In fact, the only “usage” on Mr.
2 Anderson’s account at the Redbud Property in 2014 came from his unpaid electric
3 bills at 6259 Corbly. I’ve already explained how and why those unpaid charges
4 were properly transferred to Mr. Anderson’s account at the Redbud Property in
5 May 2014. And, keep in mind that, to the extend Mr. Anderson is complaining
6 about the amount of the unpaid charges that were transferred from 6259 Corbly to
7 his account at the Redbud Property, DE-Ohio now has fully reconciled his account
8 at 6259 Corbly by getting an actual final read and then transferring the credit
9 balance of \$1,011.60 to Mr. Anderson’s then-active account at the Kemper Property
10 on May 4, 2016.

11 **Q. I THINK YOU’VE EXPLAINED THIS BUT, BASED ON YOUR**
12 **RESEARCH AND REVIEW OF DE-OHIO’S RECORDS FOR DONALD**
13 **ANDERSON’S ACCOUNTS, WHAT IS YOUR RESPONSE TO MR.**
14 **ANDERSON’S CLAIM THAT IMPROPER CHARGES WERE**
15 **TRANSFERRED TO HIS VARIOUS ACCOUNTS AT DIFFERENT**
16 **ADDRESSES?**

17 **A.** Simple: those claims are not remotely true, or at least not supported by any
18 evidence, DE-Ohio’s filed tariffs, or the Commission rules and regulations that
19 allow utilities such as DE-Ohio to transfer unpaid gas and electric charges from
20 one account in a customer’s name to another account in a customer’s name. That
21 is why I prepared Exhibits MC-1 and MC-2 based on information within DE-
22 Ohio’s records regarding Mr. Anderson’s various active and closed accounts with
23 the company. Because Mr. Anderson was the customer of record on every one of

1 those accounts listed in Exhibits MC-1 and MC-2, as further confirmed by the
2 actual bills marked as Exhibits MC-3 through MC-12, DE-Ohio properly
3 transferred the unpaid gas and electric charges from one account in his name to
4 another account in his name having similar service.

5 **Q. WHAT ABOUT MR. ANDERSON'S CLAIM THAT HE HAS NEVER**
6 **GIVEN HIS SOCIAL SECURITY NUMBER TO DE-OHIO FOR ANY OF**
7 **THE SO-CALLED "TRUST PROPERTIES"?**

8 A. As I previously explained, DE-Ohio's records for the various accounts listed in
9 Exhibit MC-1 reflect that Mr. Anderson is or was the customer of record. When
10 a person establishes service with DE-Ohio, that person typically is required to
11 provide his or her Social Security Number. DE-Ohio otherwise would not have
12 that information for a particular customer. Even if a person named "Donald
13 Anderson" contacted DE-Ohio to establish service at a particular address, DE-
14 Ohio would have no reason to know that it is the same person as the complainant
15 in this case, nor would DE-Ohio automatically search for other accounts under that
16 same name and unilaterally assign a Social Security Number to a new account.
17 All such information comes from the customer of record. Not only was Mr.
18 Anderson the company's customer of record on all of these accounts, but DE-Ohio
19 has no evidence, even to this day, that Mr. Anderson has ever contacted the
20 company to change the billing records on any of these accounts. Accordingly,
21 there are not legitimate grounds whatsoever to Mr. Anderson's complaint in this
22 regard.

1 Q. ARE YOU CONFIDENT THAT DE-OHIO COMPLIED WITH ITS FILED
2 TARIFFS AND OTHER RULES AND REGULATIONS OF THE
3 COMMISSION WITH RESPECT TO DONALD ANDERSON AND HIS
4 ACCOUNTS WITH DE-OHIO?

5 A. Absolutely. To date I have not seen a shred of evidence relating to or supporting
6 any of the claims in Mr. Anderson's complaint. In fact, all of the evidence proves
7 otherwise.

8 Q. WHERE DO THINGS STAND TODAY WITH RESPECT TO DONALD
9 ANDERSON AND DE-OHIO?

10 A. Mr. Anderson has active service with DE-Ohio at the four accounts listed on
11 Exhibit MC-1. Pending a resolution of this complaint case, DE-Ohio has suspended
12 disconnect notices on Mr. Anderson's accounts at 2474 Sir Douglas Drive and 696
13 McCormick Lane.

14 Q. DO YOU HAVE ANYTHING FURTHER TO ADD?

15 A. Not at this time, although I reserve the right to supplement this written testimony
16 based on evidence produced at the hearing, whether by Donald Anderson, any of
17 his witnesses or DE-Ohio.

18 IV. CONCLUSION

19 Q. DOES THIS CONCLUDE YOUR DIRECT TESTIMONY?

20 A. Yes

EXHIBIT MC-1

3-14-17

Donald Anderson active accounts

OHIO

5547 Kay Dr.	# 9100-0032-285
2474 Sir Douglas Dr.	# 4220-0432-210
696 McCormick Lane	# 5900-0094-310
4732 Kirby	# 8730-0083-313

Donald Anderson closed accounts

OHIO

8700 E. Kemper Rd	# 6050-0177-210
85 Redbud Lane	# 1330-0399-368
1174 Ironstone Dr.	#1630-0641-273
1889 Ashbrook Dr.	# 2030-0539-468
7111 Clovernoll Dr.	# 2970-0264-490
328 Marie Ct.	# 3380-0097-482
11534 Kenn Rd.	# 6430-0206-377
6259 Corbly	# 8270-0140-381

EXHIBIT MC-2

Donald Anderson
Balance transfers

	<u>CLOSE DATE</u>	<u>FINAL BALANCE</u>	<u>BALANCE TRANSFER DATE</u>	<u>REASON</u>
85 Redbud Lane Electric start date prior to 2009	8/7/2014	\$ 824.32	\$824.32 to 1889 Ashbrook Dr. 9/10/14	Disconnect non-pay
1174 Ironstone Dr. Elec & Gas start date prior to Feb 2008	7/31/14 for electric 8/29/14 for gas	\$ 1,321.66	\$1,321.66 to 1889 Ashbrook Dr 11/10/14	Disconnect non-pay
1889 Ashbrook Dr. Elec & Gas Start date prior to Feb 2008	11/24/14 for electric 12/17/14 for gas	\$ 2,490.79	\$2,490.79 to 7111 Clovernoll Dr. 1/21/15	Disconnect non-pay
7111 Clovernoll Elec & Gas Start date prior to Feb 2008	8/10/15 for electric 10/7/15 for gas	\$ 3,457.90	\$963.56 (elec charges) to 2474 Sir Douglas Dr 11/11/15 \$2,494.34 (gas charges) to 8700 E. Kemper Rd 11/12/15	Disconnect non-pay
11534 Kenn Rd. Elec & Gas Start date prior to 2008	5/29/2008	\$ 116.48	\$116.48 to 7111 Clovernoll Dr. 6/29/15	Customer request

	<u>CLOSE DATE</u>	<u>FINAL BALANCE</u>	<u>BALANCE TRANSFER DATE</u>	<u>REASON</u>
6259 Corbly Elec & Gas start date 1/21/2012	4/23/2014 for gas 12/18/12 for electric	\$ 1,722.79	\$752.69 (elec charges) to 85 Redbud Lane 5/29/14 \$970.10 (gas charges) to 1174 Ironstone Dr. 5/29/14	Disconnect non-pay
6259 Corbly		\$1,011.60 (credit)	\$1,011.60 (credit) to 8700 E. Kemper Rd 5/4/16	Acct adjmnt upon actual final read
8700 E. Kemper Rd Elec & Gas Start date prior to 2009	8/31/16 for gas & electric	\$1,558.04	\$1,558.04 (elec & gas charges) to 696 McCormick Lane 9/29/16	Customer request

EXHIBIT MC-3

Account Number 2030-0539-46-8

10 09

REMINDER NOTICE

Due Date	Amount Due
Oct 9, 2014	\$ 875.59

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

Donald Anderson
 PO Box 342
 Loveland OH 45140-0342

PO Box 1326
 Charlotte NC 28201-1326

400 00000875597 20300539468 100920140 00000888729

REMINDER NOTICE

Page 1 of 3

Name / Service Address	For inquiries Call	Account Number
Donald Anderson 1889 Ashbrook Dr Cincinnati OH 45238	Duke Energy 1-800-544-6900 Duke Energy Retail 1-877-331-3045 FirstEnergy Solutions 1-888-254-9227	2030-0539-46-8 123070008256361 132282403

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Sep 17 not included Last payment received Sep 09 Bill prepared on Sep 17, 2014 Next meter reading Oct 10, 2014

REMINDER - Did you overlook paying last month's bill? Unless you paid your bill recently, please give this your prompt attention.

Urgent Message - We have been unable to read your meter(s) for at least 5 months because we have not had access to your meter(s). Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Gas	000451452	Aug 12	Sep 11	30	1136 E	1138 E	2
Elec	100660737	Aug 12	Sep 11	30	00000	00000	0

Gas - Residential	Current Billing
Usage - 2 CCF	Amt Due - Previous Bill \$ 51.24
Duke Energy - Rate FTRT \$ 38.38	Payment(s) Received 51.24cr
Duke - Rate DG01 1.93	Balance Forward 0.00
Energy Retail	Current Gas Charges 40.31
Current Gas Charges \$ 40.31	Current Electric Charges 10.83
	Transfer From 13300399-36 824.32
	Taxes 0.13
	Current Amount Due \$ 875.59

Electric - Residential
Usage - 0 kWh
Duke Energy - Rate RS \$ 10.83
FirstEnergy - Rate F070 Solutions 0.00
Current Electric Charges \$ 10.83

REMINDER NOTICE

Due Date	Amount Due	After
Oct 9, 2014	\$ 875.59	Oct 9, 2014 \$ 888.72

REMINDER NOTICE

Page 2 of 3

Name	Service Address	Account Number
Donald Anderson	1889 Ashbrook Dr Cincinnati OH 45238	2030-0539-46-8

Taxes	
Taxes	\$ 0.13

For your convenience, we have included your final charges for service at 85 REDBUD LN. If your previous account was gas and electric, and your current account does not have both services - only the charges for like services have been transferred. The charges not transferred will remain on your previous account. If your final bill has been paid, please disregard the final charges included above.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5961948 per CCF, which includes a base GCR of \$0.5684000 and Ohio excise tax of \$0.0277948.

To view an apples to apples comparison of competitive gas offers, visit <http://www.energychoice.ohio.gov/> or call 800.299.7271.

The more you know, the less you spend. Get bill-lowering tips at duke-energy.com/energytips.

Is your insulation doing its job? Better insulation and air sealing can make your home more comfortable all year. Duke Energy offers up to \$425 to help with improvements. Get started at duke-energy.com/425.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.33 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

If you have any questions about electric supplier service received from FirstEnergy Solutions, please call them at 1-888-254-9227 or write to: 341 White Pond Dr Suite B2 Akron, OH 44320

If you have any questions about gas supplier service received from Duke Energy Retail, please call them at 1-877-331-3045 or write to: 139 E. Fourth Street, EX 320 Cincinnati, OH 45202 Akron, OH 44320

Explanation of Current Charges			
Gas			
Meter -	000451452	Duke Energy	
CCF Usage -	2	Rate FTRT - Res Transportation	
Aug 12 - Sep 11		Fixed Delivery Service Charge	\$ 33.03
30 Days		Usage-Based Charge	
		2 CCF @ \$ 0.03272800	0.07
		Gas Delivery Riders	5.28
		Applicable Surcharge	
		2 CCF @ \$ 0.00130890cr	0.00
			\$ 38.38
		Duke Energy Retail	
		Rate DG01 - Duke Energy Retail	
		Gas Supplier Customer Chg	\$ 0.90
		Gas Supplier Energy Chg	
		2 CCF @ \$ 0.51620000	1.03
			1.93
		Total Current Gas Charges	\$ 40.31

REMINDER NOTICE

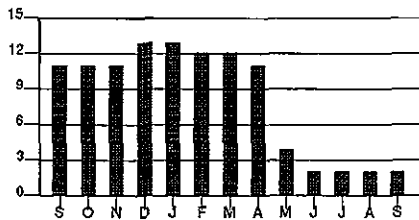
Page 3 of 3

Name		Service Address	Account Number
Donald Anderson		1889 Ashbrook Dr Cincinnati OH 45238	2030-0539-46-8
Electric			
Meter -	100660737	Duke Energy	
kWh Usage -	0	Rate RS - Residential Svc-Summer	
Aug 12 - Sep 11		Distribution-Customer Chg	\$ 6.00
30 Days		Delivery Charges	
		Delivery Riders	4.83
		Total Delivery Charges	\$ 4.83
		Generation Riders	
			10.83
		Generation Charge	
		FirstEnergy Solutions	
		Rate F070 - FES 7% Discount Rate	0.00
		Total Current Electric Charges	\$ 10.83

Explanation of Taxes		
Taxes		
	Tax on Gas Supplier Energy Chg	\$ 0.13
		\$ 0.13
	Total Taxes	\$ 0.13

CCF

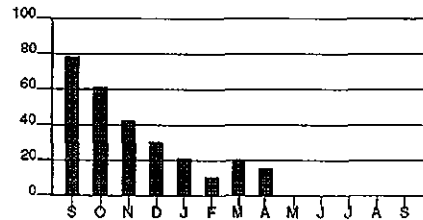
Gas Usage



Calculations based on most recent 12 month history
 Total Usage 95
 Average Usage 8

kWh

Electric Usage



Calculations based on most recent 12 month history
 Total Usage 199
 Average Usage 17

	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
Gas	11	11	11	13	13	12	12	11	4	2	2	2	2
Electric	78	61	42	30	21	10	20	15	0	0	0	0	0

EXHIBIT MC-4

DISCONNECT NOTICE

Account Number 2030-0539-46-8

10 09

Due Date	Amount Due
Dec 3, 2014	\$ 2,358.25

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

410 00002358255 20300539468 120320149 00002393620

DISCONNECT NOTICE

Page 1 of 3

Name/Service Address	For Inquiries Call	Account Number
Donald Anderson 1889 Ashbrook Dr Cincinnati OH 45238	Duke Energy 1-800-544-6900 Duke Energy Retail 1-877-331-3045 FirstEnergy Solutions 1-888-254-9227	2030-0539-46-8 123070008256361 132282403

Mail Payments to	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Nov 11 not included Bill prepared on Nov 11, 2014 Next meter reading Dec 11, 2014

IMPORTANT: If your service has not yet been disconnected, please pay \$2,268.12 immediately to avoid disconnection.

If your service is disconnected for non payment, in addition to a reconnection charge, you may be required to pay a deposit in the amount of \$70.00 before service is restored.

You also have the option to retain or have reconnected one of your services, either gas or electric. Please contact us at the number shown above to discuss this option.

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Gas	000451452	Oct 10	Nov 10	31	357	368	11
Elec	100660737	Oct 10	Nov 10	31	00000	00000	0

Gas - Residential	
Usage -	11 CCF
Duke Energy - Rate FTRT	\$ 39.13
Duke - Rate DG01	5.76
Energy Retail	
Current Gas Charges	\$ 44.89

Current Billing	
Amt Due - Previous Bill	\$ 965.99
Late Payment Charge(s)	14.49
Balance Forward	980.48
Current Gas Charges	44.89
Current Electric Charges	10.83
Transfer From 16300641-27	1,321.66
Taxes	0.39
Current Amount Due	\$ 2,358.25

DISCONNECT NOTICE

Due Date	Amount Due	After Dec 3, 2014
Dec 3, 2014	\$ 2,358.25	\$ 2,393.62

DISCONNECT NOTICE

Page 2 of 3

Name	Service Address	Account Number
Donald Anderson	1889 Ashbrook Dr Cincinnati OH 45238	2030-0539-46-8

Electric - Residential	
Usage -	0 kWh
Duke Energy - Rate RS	\$ 10.83
FirstEnergy - Rate F070 Solutions	0.00
Current Electric Charges	\$ 10.83

Taxes	
Taxes	\$ 0.39

For your convenience, we have included your final charges for service at 1174 IRONSTONE DR. If your previous account was gas and electric, and your current account does not have both services - only the charges for like services have been transferred. The charges not transferred will remain on your previous account. If your final bill has been paid, please disregard the final charges included above.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.6028028 per CCF, which includes a base GCR of \$0.5747 and Ohio excise tax of \$0.0281028.

Save time. Save money. Get FREE CFL bulbs or deeply discounted CFLs and LEDs. Go online to duke-energy.com/SaveOnBulbs or check your FREE CFL eligibility by calling 800.943.7585 and choose option 1. Either way, we'll deliver your bulbs right to your door.

If you have any questions about electric supplier service received from FirstEnergy Solutions, please call them at 1-888-254-9227 or write to: 341 White Pond Dr Suite B2 Akron, OH 44320

If you have any questions about gas supplier service received from Duke Energy Retail, please call them at 1-877-331-3045 or write to: 139 E. Fourth Street, EX 320 Cincinnati, OH 45202 Akron, OH 44320

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.25 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges			
Gas			
Meter -	000451452	Duke Energy	
CCF Usage -	11	Rate FTRT - Res Transportation	
Oct 10 - Nov 10		Fixed Delivery Service Charge	\$ 33.03
31 Days		Usage-Based Charge	
		11 CCF @ \$ 0.03272800	0.36
		Gas Delivery Riders	5.75
		Applicable Surcharge	
		11 CCF @ \$ 0.00130890cr	0.01cr
			\$ 39.13
		Duke Energy Retail	
		Rate DG01 - Duke Energy Retail	
		Gas Supplier Customer Chg	\$ 0.90
		Gas Supplier Energy Chg	
		11 CCF @ \$ 0.44141000	4.86
			5.76
		Total Current Gas Charges	\$ 44.89

DISCONNECT NOTICE

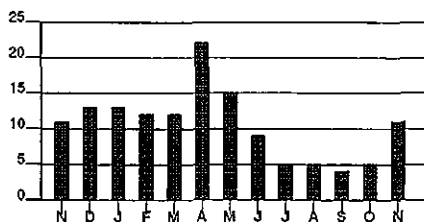
Page 3 of 3

Name		Service Address	Account Number
Donald Anderson		1889 Ashbrook Dr Cincinnati OH 45238	2030-0539-46-8
Electric			
Meter -	100660737	Duke Energy	
kWh Usage -	0	Rate RS - Residential Svc-Winter	
Oct 10 - Nov 10		Distribution-Customer Chg	\$ 6.00
31 Days		Delivery Charges	
		Delivery Riders	4.83
		Total Delivery Charges	\$ 4.83
		Generation Riders	
			10.83
		Generation Charge	
		FirstEnergy Solutions	
		Rate F070 - FES 7% Discount Rate	0.00
Total Current Electric Charges			\$ 10.83

Explanation of Taxes		
Taxes		
	Tax on Gas Supplier Energy Chg	\$ 0.39
		\$ 0.39
	Total Taxes	\$ 0.39

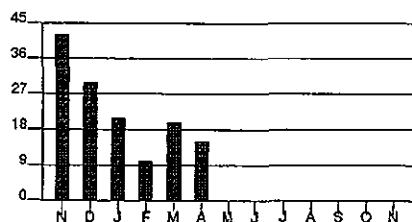
CCF

Gas Usage



kWh

Electric Usage



Calculations based on most recent 12 month history

Total Usage 126
Average Usage 11

Calculations based on most recent 12 month history

Total Usage 96
Average Usage 8

	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Gas	11	13	13	12	12	22	15	9	5	5	4	5	11
Electric	42	30	21	16	20	15	0	0	0	0	0	0	0

EXHIBIT MC-5

DISCONNECT NOTICE

Account Number 2970-0264-49-0

10 05

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

☐

Due Date	Amount Due
Mar 4, 2015	\$ 2,541.53

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

Donald Anderson
PO Box 342
Loveland OH 45140

PO Box 1327
Charlotte NC 28201-1327

410 00002541530 29700264490 030420152 00002579650

DISCONNECT NOTICE

Page 1 of 3

Name/Service Address	For Inquiries Call	Account Number
Donald Anderson 7111 Clovermoll Dr Cincinnati OH 45231	Duke Energy 1-800-544-6900	2970-0264-49-0

Mail Payments To	Account Information
PO Box 1327 Charlotte NC 28201-1327	Payments after Feb 10 not included Last payment received Feb 03 Bill prepared on Feb 10, 2015 Next meter reading Mar 09, 2015

If your service is disconnected for non payment, in addition to a reconnection charge, you may be required to pay a deposit in the amount of \$75.00 before service is restored.

IMPORTANT: Your service may be disconnected if your past due amount of \$2,453.98 is not paid before 03/06/2015. A reconnection charge will be required. In addition, a service deposit may be required; if so, payment arrangements may be available. For questions, please call the number shown above.

You also have the option to retain or have reconnected one of your services, either gas or electric. Please contact us at the number shown above to discuss this option.

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas	001007263	Jan 08 Feb 06	29	1089	1089	0
Elec	108014272	Jan 08 Feb 06	29	8755	8755	0

Gas - Residential		
Usage -	0 CCF	
Duke Energy - Rate RS		\$ 39.91
Current Gas Charges		\$ 39.91

Electric - Residential		
Usage -	0 kWh	
Duke Energy - Rate RS		\$ 10.83
Current Electric Charges		\$ 10.83

Current Billing	
Amt Due - Previous Bill	\$ 49.04
Payment(s) Received	49.04cr
Balance Forward	0.00
Current Gas Charges	39.91
Current Electric Charges	10.83
Transfer From 20300539-46	2,490.79
Current Amount Due	\$ 2,541.53

DISCONNECT NOTICE

Due Date	Amount Due	After Mar 4, 2015
Mar 4, 2015	\$ 2,541.53	\$ 2,579.65

DISCONNECT NOTICE

Page 2 of 3

Name	Service Address	Account Number
Donald Anderson	7111 Clovernoll Dr Cincinnati OH 45231	2970-0264-49-0

For your convenience, we have included your final charges for service at 1889 ASHBROOK DR. If your previous account was gas and electric, and your current account does not have both services - only the charges for like services have been transferred. The charges not transferred will remain on your previous account. If your final bill has been paid, please disregard the final charges included above.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5767901 per CCF, which includes a base GCR of \$0.5499000 and Ohio excise tax of \$0.0268901.

Colder weather increases the demand for energy. Visit duke-energy.com for billing and payment options, as well as tips to lower your energy bill.

We make it easy to get \$30 and get rid of your old unwanted fridge. Schedule your FREE pickup at duke-energy.com/Fridge or by calling 855.398.6200.

HoM Energy Manager enables remote control your HVAC system from your Smartphone or connected PC, anytime and anywhere. You can better manage your energy use, comfort and get personalized energy information too. Learn more at duke-energy.com/HoMEnergyMgr.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.04 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges			
Gas		Duke Energy	
Meter - 001007263		Rate RS - Residential Service	
CCF Usage - 0		Fixed Delivery Service Charge	\$ 33.03
Jan 08 - Feb 06		Gas Delivery Riders	6.88
29 Days			\$ 39.91
		Total Current Gas Charges	\$ 39.91
Electric		Duke Energy	
Meter - 108014272		Rate RS - Residential Svc-Winter	
kWh Usage - 0		Distribution-Customer Chg	\$ 6.00
Jan 08 - Feb 06		Delivery Charges	
29 Days		Delivery Riders	4.83
		Total Delivery Charges	\$ 4.83
		Generation Riders	
			10.83
		Total Current Electric Charges	\$ 10.83

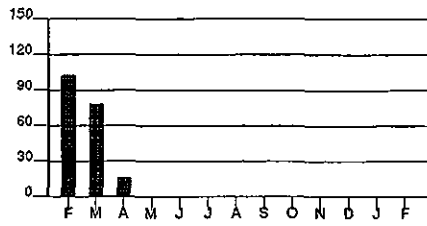
DISCONNECT NOTICE

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Name	Service Address	Account Number
Donald Anderson	7111 Clovernoll Dr Cincinnati OH 45231	2970-0264-49-0

CCF

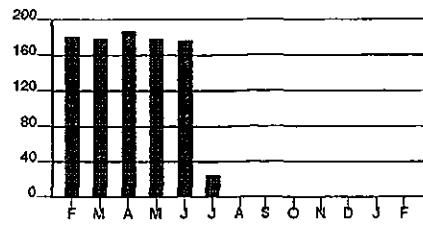
Gas Usage



Calculations based on most recent 12 month history
 Total Usage 95
 Average Usage 8

kWh

Electric Usage



Calculations based on most recent 12 month history
 Total Usage 745
 Average Usage 62

	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB
Gas	103	78	16	1	0	0	0	0	0	0	0	0	0
Electric	180	179	187	178	177	24	0	0	0	0	0	0	0

EXHIBIT MC-6

REMINDER NOTICE

Account Number 4220-0432-21-0

50 21

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

☐

Due Date	Amount Due
Dec 28, 2015	\$ 985.64

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

Donald Anderson
Carolyn Anderson MD
5161 Pleasant Ave
Fairfield OH 45014-2639

PO Box 1326
Charlotte NC 28201-1326

400 00000985643 42200432210 122820157 00001000420

REMINDER NOTICE

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
------------------------	--------------------	----------------

Donald Anderson Duke Energy 1-800-544-6900 4220-0432-21-0
2474 Sir Douglas Dr
Hamilton OH 45013

Mail Payments To	Account Information
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PO Box 1326 Payments after Dec 02 not included Bill prepared on Dec 02, 2015
Charlotte NC 28201-1326 Last payment received Nov 19 Next meter reading Dec 31, 2015

REMINDER - Did you overlook paying last month's bill? Unless you paid your bill recently, please give this your prompt attention.

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Elec	100463830	Oct 28 Nov 30	33	46882	47154	272

Electric - Residential	Current Billing
Usage - 272 kWh	Amt Due - Previous Bill \$ 68.39
Duke Energy - Rate RS \$ 43.11	Payment(s) Received 89.42cr
Current Electric Charges \$ 43.11	Balance Forward 21.03cr
	Current Electric Charges 43.11
	Transfer From 29700264-49 963.56
	Current Amount Due \$ 985.64

In Case No.15-1072-EL-UEx, the PUCO approved an adjustment to Rider UE-ED, Uncollectible Expense - Electric Distribution (part of the Delivery Riders). In Case No.15-1071-EL-UEx, the PUCO approved an adjustment to Rider UE-GEN, Uncollectible Expense - Electric Generation (part of the Generation Riders). Overall, a typical residential customer using 1,000 kWh per month will see an increase of approximately \$0.44 or 0.4 %.

For your convenience, we have included your final charges for service at 7111 CLOVERNOLL DR. If your previous account was gas and electric, and your current account does not have both services - only the charges for like services have been transferred. The charges not transferred will remain on your previous account. If your final bill has been paid, please disregard the final charges included above.

REMINDER NOTICE

Due Date	Amount Due	After Dec 28, 2015
Dec 28, 2015	\$ 985.64	\$ 1,000.42

REMINDER NOTICE

Page 2 of 2

Name	Service Address	Account Number
Donald Anderson	2474 Sir Douglas Dr Hamilton OH 45013	4220-0432-21-0

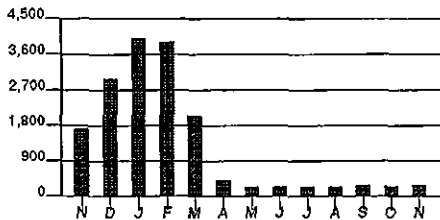
Time to get rid of your old fridge? You could lift it. But do you want to? We'll remove your old fridge for FREE and give you \$30. Visit duke-energy.com/Fridge or call 800.228.6195.

Help those less fortunate 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 7.03 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.

Explanation of Current Charges			
Electric		Duke Energy	
Meter -	100463830	Rate RS - Residential Svc-Winter	
kWh Usage -	272	Distribution-Customer Chg	\$ 6.00
Oct 28 - Nov 30		Delivery Charges	
33 Days		Distribution-Energy Chg	
		272 kWh @ \$ 0.02534200	6.89
		Delivery Riders	11.01
		Total Delivery Charges	\$ 17.90
		Generation Riders	0.08
		Generation Charges	
		Rider RC	4.39
		Rider RE	14.26
		Rider AERR	0.13
		Rider SCR	0.35
		Total Generation Charges	\$ 19.13
			\$ 43.11
		Total Current Electric Charges	\$ 43.11

kWh Electric Usage



Calculations based on most recent 12 month history

 Total Usage 15,270
 Average Usage 1,273

	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Electric	1,731	3,013	4,049	3,940	2,025	432	267	256	263	244	274	233	272

EXHIBIT MC-7

DISCONNECT NOTICE

Account Number 6050-0177-21-0

10 16

Due Date	Amount Due
Dec 15, 2015	\$ 2,614.30

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

Donald Anderson
8700 Kemper Rd E
Cincinnati OH 45249

PO Box 1327
Charlotte NC 28201-1327

410 00002614308 60500177210 121520150 00002653516

DISCONNECT NOTICE

Page 1 of 3

Name/Service Address	For Inquiries Call	Account Number
Donald Anderson 8700 Kemper Rd E Cincinnati OH 45249	Duke Energy Constellation Nat Gas Constellation	1-800-544-6900 1-888-367-4493 1-800-397-8072
		6050-0177-21-0 1138018 3099873

Mail Payments To	Account Information
PO Box 1327 Charlotte NC 28201-1327	Payments after Nov 23 not included Last payment received Nov 16 Bill prepared on Nov 23, 2015 Next meter reading Dec 22, 2015

If your service is disconnected for non payment, in addition to a reconnection charge, you may be required to pay a deposit in the amount of \$140.00 before service is restored.

IMPORTANT: Your service may be disconnected if your past due amount of \$2,457.48 is not paid before 12/17/2015. A reconnection charge will be required. In addition, a service deposit may be required; if so, payment arrangements may be available. For questions, please call the number shown above.

You also have the option to retain or have reconnected one of your services, either gas or electric. Please contact us at the number shown above to discuss this option.

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas	000440823	Oct 21 Nov 19	29	4914	4938	24
Elec	108211764	Oct 21 Nov 19	29	4204	4767	563

Gas - Residential		
Usage -	24 CCF	
Duke Energy - Rate FTRT		\$ 42.91
Constellation - Rate FS23		10.18
Nat Gas		
Current Gas Charges		\$ 53.09

Current Billing	
Amt Due - Previous Bill	\$ 99.93
Payment(s) Received	99.93cr
Balance Forward	0.00
Current Gas Charges	53.09
Current Electric Charges	66.16
Transfer From 29700264-49	2,494.34
Taxes	0.71
Current Amount Due	\$ 2,614.30

DISCONNECT NOTICE

Due Date	Amount Due	After Dec 15, 2015
Dec 15, 2015	\$ 2,614.30	\$ 2,653.51

DISCONNECT NOTICE

Page 2 of 3

Name	Service Address	Account Number
Donald Anderson	8700 Kemper Rd E Cincinnati OH 45249	6050-0177-21-0

Electric - Residential		
Usage -	563 kWh	
Duke Energy - Rate RS		\$ 36.38
Constellation - Rate IR07		29.78
Current Electric Charges		\$ 66.16

Taxes	
Taxes	\$ 0.71

In Case No.15-1072-EL-UEx, the PUCO approved an adjustment to Rider UE-ED, Uncollectible Expense - Electric Distribution (part of the Delivery Riders). In Case No.15-1071-EL-UEx, the PUCO approved an adjustment to Rider UE-GEN, Uncollectible Expense - Electric Generation (part of the Generation Riders). Overall, a typical residential customer using 1,000 kWh per month will see an increase of approximately \$0.44 or 0.4 %.

For your convenience, we have included your final charges for service at 7111 CLOVERNOLL DR. If your previous account was gas and electric, and your current account does not have both services - only the charges for like services have been transferred. The charges not transferred will remain on your previous account. If your final bill has been paid, please disregard the final charges included above.

Help those less fortunate 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.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.4258534 per CCF, which includes a base GCR of \$0.4060 and Ohio excise tax of \$0.0198534.

Time to get rid of your old fridge? You could lift it. But do you want to? We'll remove your old fridge for FREE and give you \$30. Visit duke-energy.com/Fridge or call 800.228.6195.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 7.03 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.

If you have any questions about electric supplier service received from Constellation, please call them at 1-800-397-8072 or write to: 2211 Old Earhart Road Suite 175 Ann Arbor, MI 48105

If you have any questions about gas supplier service received from Constellation Nat Gas, please call them at 1-888-367-4493 or write to: 1716 Lawrence Dr De Pere, WI 54115 Ann Arbor, MI 48105

Explanation of Current Charges				
Gas				
Meter -	000440823	Duke Energy		
CCF Usage -	24	Rate FTRT - Res Transportation		
Oct 21 - Nov 19		Fixed Delivery Service Charge	\$ 33.03	
29 Days		Usage-Based Charge		
		24 CCF @ \$ 0.03272800	0.79	
		Gas Delivery Riders	9.18	
		Applicable Surcharge		
		24 CCF @ \$ 0.00382630cr	0.09cr	\$ 42.91
		Constellation Nat Gas		
		Rate FS23 - Constellation Nat Gas		
		Gas Supplier Energy Chg		
		24 CCF @ \$ 0.42400000	\$ 10.18	10.18
		Total Current Gas Charges		\$ 53.09

DISCONNECT NOTICE

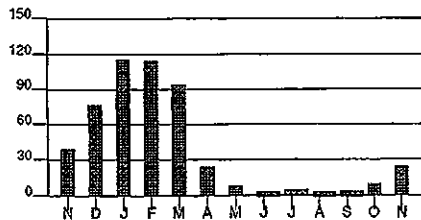
Page 3 of 3

Name		Service Address	Account Number
Donald Anderson		8700 Kemper Rd E Cincinnati OH 45249	6050-0177-21-0
Electric			
Meter -	108211764	Duke Energy	
kWh Usage -	563	Rate RS - Residential Svc-Winter	
Oct 21 - Nov 19		Distribution-Customer Chg	\$ 6.00
29 Days		Delivery Charges	
		Distribution-Energy Chg	
		563 kWh @ \$ 0.02534200	14.27
		Delivery Riders	15.94
		Total Delivery Charges	\$ 30.21
		Generation Riders	0.17
			36.38
		Generation Charge	
		Constellation	
		Rate IR07 - Constellation	
		Supplier Energy Charge	
		563 kWh @ \$ 0.05290000	\$ 29.78
			29.78
		Total Current Electric Charges	\$ 66.16

Explanation of Taxes		
Taxes		
	Tax on Gas Supplier Energy Chg	\$ 0.71
		\$ 0.71
	Total Taxes	\$ 0.71

CCF

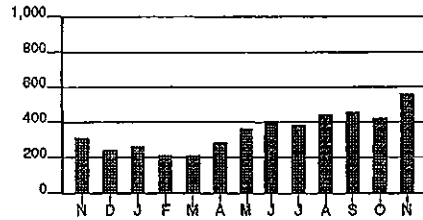
Gas Usage



Calculations based on most recent 12 month history
 Total Usage 483
 Average Usage 40

kWh

Electric Usage



Calculations based on most recent 12 month history
 Total Usage 4,263
 Average Usage 355

	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Gas	40	77	116	114	94	25	8	3	5	4	3	10	24
Electric	319	246	280	219	210	287	364	406	384	442	452	429	563

EXHIBIT MC-8

Account Number 2970-0264-49-0 10 05

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

☐

DISCONNECT NOTICE	
Due Date	Amount Due
Jul 31, 2015	\$ 3,124.68
\$ _____	\$ _____
HeatShare Contribution (for Customer Assistance)	Amount Enclosed

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

410 00003124681 29700264490 073120152 00003171558

DISCONNECT NOTICE

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 7111 Clovermoll Dr Cincinnati OH 45231	Duke Energy 1-800-544-6900	2970-0264-49-0

Mail Payments To	Account Information	
PO Box 1326 Charlotte NC 28201-1326	Payments after Jul 09 not included	Bill prepared on Jul 09, 2015 Next meter reading Aug 06, 2015

IMPORTANT: If your service has not yet been disconnected, please pay \$3,025.90 immediately to avoid disconnection.

If your service is disconnected for non payment, in addition to a reconnection charge, you may be required to pay a deposit in the amount of \$65.00 before service is restored.

You also have the option to retain or have reconnected one of your services, either gas or electric. Please contact us at the number shown above to discuss this option.

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Gas	001007263	Jun 08	Jul 08	30	1089	1089	0
Elec	108014272	Jun 08	Jul 08	30	8755	8755	0

Gas - Residential		
Usage -	0 CCF	
Duke Energy - Rate RS		\$ 41.02
Current Gas Charges		\$ 41.02

Electric - Residential		
Usage -	0 kWh	
Duke Energy - Rate RS		\$ 12.37
Current Electric Charges		\$ 12.37

Current Billing	
Amt Due - Previous Bill	\$ 2,911.14
Late Payment Charge(s)	43.67
Balance Forward	2,954.81
Current Gas Charges	41.02
Current Electric Charges	12.37
Transfer From 64300206-34	116.48
Current Amount Due	\$ 3,124.68

DISCONNECT NOTICE

Due Date	Amount Due	After Jul 31, 2015
Jul 31, 2015	\$ 3,124.68	\$ 3,171.55

DISCONNECT NOTICE

Page 2 of 2

Name	Service Address	Account Number
Donald Anderson	7111 Clovernoll Dr Cincinnati OH 45231	2970-0264-49-0

The PUCO approved adjustments to Rider DCI (Distribution Capital Investment - part of the Delivery Riders) in Case No. 14-841-EL-SSO and Rider DDR (Distribution Decoupling - part of the Delivery Riders) in Case No. 11-5905-EL-RDR. The PUCO also approved adjustments to Rider AER-R (Alternative Energy Recovery) in Case No. 14-2143-EL-RDR and Rider SCR (Supplier Cost Reconciliation) in Case No. 15-6001-EL-RDR effective July 1, 2015. A typical residential customer using 1,000 kWh per month will see an increase of approximately \$1.23 or 0.9%.

For your convenience, we have included your final charges for service at 11534 KENN RD. If your previous account was gas and electric, and your current account does not have both services - only the charges for like services have been transferred. The charges not transferred will remain on your previous account. If your final bill has been paid, please disregard the final charges included above.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.4642431 per CCF, which includes a base GCR of \$0.4426000 and Ohio excise tax of \$0.0216431.

Protect yourself from scams and fraudulent activity. Learn how at duke-energy.com/stopfraud.

The PUCO approved adjustments to Rider DCI (Distribution Capital Investment - part of the Delivery Riders) in Case No. 14-841-EL-SSO and Rider DDR (Distribution Decoupling - part of the Delivery Riders) in Case No. 11-5905-EL-RDR. The PUCO also approved adjustments to Rider AER-R (Alternative Energy Recovery) in Case No. 14-2143-EL-RDR and Rider SCR (Supplier Cost Reconciliation) in Case No. 15-6001-EL-RDR effective July 1, 2015.

Time to get rid of your old fridge? You could lift it. But do you want to? We'll remove your old fridge for FREE and give you \$30. Visit duke-energy.com/Fridge or call 800.228.6195.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.88 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges			
Gas Meter - 001007263 CCF Usage - 0 Jun 08 - Jul 08 30 Days	Duke Energy Rate RS - Residential Service		
	Fixed Delivery Service Charge	\$ 33.03	
	Gas Delivery Riders	7.99	\$ 41.02
	Total Current Gas Charges		\$ 41.02
Electric Meter - 108014272 kWh Usage - 0 Jun 08 - Jul 08 30 Days	Duke Energy Rate RS - Residential Svc-Summer		
	Distribution-Customer Chg	\$ 6.00	
	Delivery Charges		
	Delivery Riders	6.37	
	Total Delivery Charges	\$ 6.37	
	Generation Riders		12.37
	Total Current Electric Charges		\$ 12.37

EXHIBIT MC-9

Account Number 1330-0399-36-8

50 20

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

REMINDER NOTICE

Due Date	Amount Due
Jun 26, 2014	\$ 763.87

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

400 00000763870 13300399368 062620145 00000775339

REMINDER NOTICE

Page 1 of 2

Name (Service Address)	For Inquiries Call	Account Number
Donald Anderson 85 Redbud Ln Hamilton OH 45013	Duke Energy 1-800-544-6900	1330-0399-36-8

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Jun 04 not included Last payment received May 28 Bill prepared on Jun 04, 2014 Next meter reading Jun 27, 2014

Urgent Message - Your bill has been estimated for at least 9 months because we have not had access to your meter(s). Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

REMINDER - Did you overlook paying last month's bill? Unless you paid your bill recently, please give this your prompt attention.

Meter Number	Reading Date From To	Days	Meter Reading Previous	Meter Reading Present	Usage
Elec 108011549	Apr 29 May 29	30	9010 E	9010 E	0

Electric - Residential	Current Billing
Usage - 0 kWh	Amt Due - Previous Bill \$ 11.18
Duke Energy - Rate RS \$ 11.18	Payment(s) Received 11.18cr
Current Electric Charges \$ 11.18	Balance Forward 0.00
	Current Electric Charges 11.18
	Transfer From 82700140-38 752.69
	Current Amount Due \$ 763.87

For your convenience, we have included your final charges for service at 6259 CORBY. If your previous account was gas and electric, and your current account does not have both services - only the charges for like services have been transferred. The charges not transferred will remain on your previous account. If your final bill has been paid, please disregard the final charges included above.

Will your attic insulation keep your cool air inside this summer? Make your home more comfortable by upgrading your insulation and sealing air leaks. We have rebates up to \$350 to help. Learn more at duke-energy.com/keepcool.

REMINDER NOTICE

Due Date	Amount Due	After Jun 26, 2014
Jun 26, 2014	\$ 763.87	\$ 775.33

REMINDER NOTICE

Page 2 of 2

Name	Service Address	Account Number
Donald Anderson	85 Redbud Ln Hamilton OH 45013	1330-0399-36-8

Save big on bulbs. Get the latest energy-saving bulbs at the greatest prices - now with low-cost shipping deals through July 15, 2014. Go to duke-energy.com/SaveOnBulbs to check your eligibility.

HoM Energy Manager enables you to remotely control your HVAC system from your connected PC or mobile device. Better manage usage with manual and automated energy controls. Get relevant, personalized energy information, plus connect and control, anytime, anywhere. Learn more at duke-energy.com/HoMEnergyMgr.

In Case No. 11-3549-EL-SSO, the PUCO approved Duke's Electric Security Plan, which requires Duke to hold auctions to determine the rates for electric generation. As a result of the auctions, generation rates will change effective June 1, 2014. Also, Rider DR-IKE (part of the Delivery Riders) will change effective June 1, 2014. A typical residential customer using 1,000 kWh per month will see an increase of approximately \$1.03 or 0.85 % per month.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.34 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges		
Electric	Duke Energy	
Meter - 108011549	Rate RS - Residential Svc-Winter	
kWh Usage - 0	Distribution-Customer Chg	\$ 6.00
Apr 29 - May 29	Delivery Charges	
30 Days	Delivery Riders	5.18
	Total Delivery Charges	\$ 5.18
	Generation Riders	
		\$ 11.18
	Total Current Electric Charges	\$ 11.18

EXHIBIT MC-10

REMINDER NOTICE

Account Number 1630-0641-27-3

10 20

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

☐

Due Date	Amount Due
Jun 24, 2014	\$ 1,090.51

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

400 00001090518 16300641273 062420146 00001106872

REMINDER NOTICE

Page 1 of 3

Name/Service Address	For Inquiries Call	Account Number
Donald Anderson 1174 Ironstone Dr Cincinnati OH 45240	Duke Energy 1-800-544-6900	1630-0641-27-3

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Jun 02 not included Bill prepared on Jun 02, 2014 Next meter reading Jun 27, 2014

REMINDER - Did you overlook paying last month's bill? Unless you paid your bill recently, please give this your prompt attention.

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Gas	000493017	Apr 29 May 29	30	1732	1742	10
Elec	100358730	Apr 29 May 29	30	557	565	8

Gas - Residential	
Usage - 10 CCF	
Duke Energy - Rate RS	\$ 46.20
Current Gas Charges	\$ 46.20
Gas Cost Recovery \$0.56525220/CCF	

Current Billing	
Amt Due - Previous Bill	\$ 61.22
Late Payment Charge(s)	0.92
Balance Forward	62.14
Current Gas Charges	46.20
Current Electric Charges	12.07
Transfer From 82700140-38	970.10
Current Amount Due	\$ 1,090.51

Electric - Residential	
Usage - 8 kWh	
Duke Energy - Rate RS	\$ 12.07
Current Electric Charges	\$ 12.07

For your convenience, we have included your final charges for service at 6259 CORBLY. If your previous account was gas and electric, and your current account does not have both services - only the charges for like services have been transferred. The charges not transferred will remain on your previous account. If your final bill has been paid, please disregard the final charges included above.

REMINDER NOTICE

Due Date	Amount Due	After Jun 24, 2014
Jun 24, 2014	\$ 1,090.51	\$ 1,106.87

REMINDER NOTICE

Page 2 of 3

Name	Service Address	Account Number
Donald Anderson	1174 Ironstone Dr Cincinnati OH 45240	1630-0641-27-3

The PUCO approved an increase in Rider AMRP, Accelerated Main Replacement Program Rider to fund improvements in the reliability and safety of Duke Energy's gas system. The rider results in an increase of \$1.00 per month to your bill.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5652522 per CCF, which includes a base GCR of \$0.5389000 and Ohio excise tax of \$0.0263522.

The PUCO approved adjustments to Rider EE-PDRR, Energy Efficiency and Peak Demand Reduction Rider and Rider ECF, Economic Competitiveness Fund Rider (part of the Delivery Riders) effective May 1, 2014. A typical residential customer using 1,000 kWh per month will see an increase of approximately \$1.05 or 0.9%.

Save big on bulbs. Get the latest energy-saving bulbs at the greatest prices - now with low-cost shipping deals through June 16, 2014. Go to duke-energy.com/SaveOnBulbs to check your eligibility.

Is your insulation doing its job? Better attic insulation and air sealing can make your home more comfortable all year. Duke Energy offers up to \$425 to help with improvements. Get started at duke-energy.com/comfy.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.21 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges			
Gas		Duke Energy	
Meter - 000493017		Rate RS - Residential Service	
CCF Usage - 10		Fixed Delivery Service Charge	\$ 33.03
Apr 29 - May 29		Usage-Based Charge	
30 Days		10 CCF @ \$ 0.03272800	0.33
		Gas Delivery Riders	7.19
		Gas Cost Recovery	
		10 CCF @ \$ 0.56525220	5.65
			\$ 46.20
		Total Current Gas Charges	\$ 46.20
Electric		Duke Energy	
Meter - 100358730		Rate RS - Residential Svc-Winter	
kWh Usage - 8		Distribution-Customer Chg	\$ 6.00
Apr 29 - May 29		Delivery Charges	
30 Days		Distribution-Energy Chg	
		8 kWh @ \$ 0.02534200	0.20
		Delivery Riders	5.31
		Total Delivery Charges	\$ 5.51
		Generation Riders	0.06
		Generation Charges	
		Rider RC	0.02
		Rider RE	0.45
		Rider AERR	0.01
		Rider SCR	0.02
		Total Generation Charges	\$ 0.50
			12.07
		Total Current Electric Charges	\$ 12.07

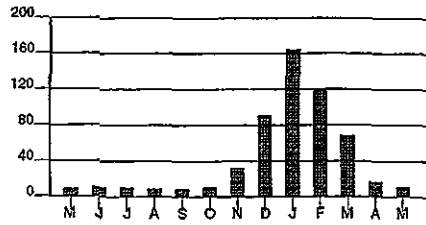
REMINDER NOTICE

Page 3 of 3

Name	Service Address	Account Number
Donald Anderson	1174 Ironstone Dr Cincinnati OH 45240	1630-0641-27-3

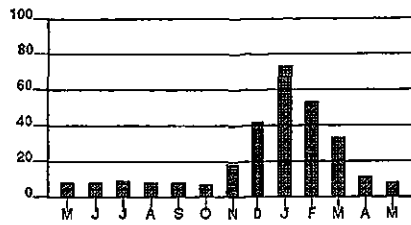
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Gas Usage



kWh

Electric Usage



Calculations based on most recent 12 month history

Total Usage 548
Average Usage 46

Calculations based on most recent 12 month history

Total Usage 278
Average Usage 23

	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY
Gas	9	10	10	9	9	10	32	91	184	118	68	16	10
Electric	8	8	9	8	8	7	18	42	73	53	33	11	8

EXHIBIT MC-11

Account Number 6050-0177-21-0

10 16

DISCONNECT NOTICE

Due Date	Amount Due
Jun 15, 2016	\$ 1,642.59

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

Donald Anderson
 8700 Kemper Rd E
 Cincinnati OH 45249

PO Box 1327
 Charlotte NC 28201-1327

410 00001642596 60500177210 061520163 00001667238

DISCONNECT NOTICE

Page 1 of 3

Name/Service Address	For Inquiries Call	Account Number
Donald Anderson 8700 Kemper Rd E Cincinnati OH 45249	Duke Energy Constellation Nat Gas Constellation	1-800-544-6900 1-888-367-4493 1-800-397-8072
		6050-0177-21-0 1138018 3099873

Mail Payments To	Account Information
PO Box 1327 Charlotte NC 28201-1327	Payments after May 24 not included Last payment received May 17 Bill prepared on May 24, 2016 Next meter reading Jun 22, 2016

IMPORTANT: Your service may be disconnected if your past due amount of \$1,558.04 is not paid before 06/17/2016. A reconnection charge will be required. In addition, a service deposit may be required; if so, payment arrangements may be available. For questions, please call the number shown above. THIS WILL BE YOUR ONLY NOTICE.

If your service is disconnected for non payment, in addition to a reconnection charge, you may be required to pay a deposit in the amount of \$135.00 before service is restored.

You also have the option to retain or have reconnected one of your services, either gas or electric. Please contact us at the number shown above to discuss this option.

Meter	Number	Reading - Date From To	Days	Meter Reading Previous	Present	Usage
Gas	000440823	Apr 22 May 23	31	5396	5418	22
Elec	108211764	Apr 22 May 23	31	6189	6392	203

Gas - Residential	Current Billing
Usage - 22 CCF	Amt Due - Previous Bill \$ 2,668.59
Duke Energy - Rate FTFT \$ 43.43	Payment(s) Received 98.95cr
Constellation - Rate FS23 8.62	Balance Forward 2,569.64
Nat Gas	Current Gas Charges 52.05
Current Gas Charges \$ 52.05	Current Electric Charges 31.90
	Transfer From 82700140-38 1,011.60cr
	Taxes 0.60
	Current Amount Due \$ 1,642.59

DISCONNECT NOTICE

Due Date	Amount Due	After Jun 15, 2016
Jun 15, 2016	\$ 1,642.59	\$ 1,667.23

DISCONNECT NOTICE

Page 2 of 3

Name	Service Address	Account Number
Donald Anderson	8700 Kemper Rd E Cincinnati OH 45249	6050-0177-21-0

Electric - Residential	
Usage - 203 kWh	
Duke Energy - Rate RS	\$ 21.16
Constellation - Rate IR07	10.74
Current Electric Charges	\$ 31.90

Taxes	
Taxes	\$ 0.60

In Case No.15-6001-EL-RDR, the PUCO approved an adjustment to Rider ECF, Economic Competitiveness Fund (part of the Delivery Riders) effective May 2, 2016. A typical residential customer using 1,000 kWh per month will see a decrease of approximately \$0.26 or (0.2)%.

For your convenience, we have included your final charges for service at 6259 CORBLY. If your previous account was gas and electric, and your current account does not have both services - only the charges for like services have been transferred. The charges not transferred will remain on your previous account. If your final bill has been paid, please disregard the final charges included above.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.3566260 per CCF, which includes a base GCR of \$0.3400000 and Ohio excise tax of \$0.016626.

In Case No. 15-1904-GA-RDR, the PUCO approved a change to Rider AMRP, Accelerated Main Replacement Program. This change results in an increase of \$0.80 per month to your bill.

Energy theft affects all of us - driving up energy costs and increasing the risk to public safety. You can help by reporting suspicious activity. Call 800.544.6900 or complete an energy theft form at duke-energy.com, under the customer service link.

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 or 855-739-9114.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 6.90 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.


If you have any questions about electric supplier service received from Constellation, please call them at 1-800-397-8072 or write to: 2211 Old Earhart Road Suite 175 Ann Arbor, MI 48105

If you have any questions about gas supplier service received from Constellation Nat Gas, please call them at 1-888-367-4493 or write to: 1716 Lawrence Dr De Pere, WI 54115 Ann Arbor, MI 48105

Explanation of Current Charges			
Gas			
Meter - 000440823	Duke Energy		
CCF Usage - 22	Rate FTRT - Res Transportation		
Apr 22 - May 23	Fixed Delivery Service Charge	\$ 33.03	
31 Days	Usage-Based Charge		
	22 CCF @ \$ 0.03272800	0.72	
	Gas Delivery Riders	9.76	
	Applicable Surcharge		
	22 CCF @ \$ 0.00382630cr	0.08cr	\$ 43.43
	Constellation Nat Gas		
	Rate FS23 - Constellation Nat Gas		
	Gas Supplier Energy Chg		
	22 CCF @ \$ 0.39200000	\$ 8.62	8.62
	Total Current Gas Charges		\$ 52.05

DISCONNECT NOTICE

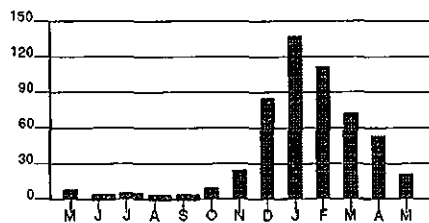
Page 3 of 3

Name		Service Address	Account Number
Donald Anderson		8700 Kemper Rd E Cincinnati OH 45249	6050-0177-21-0
Electric			
Meter -	108211764	Duke Energy	
kWh Usage -	203	Rate RS - Residential Svc-Winter	
Apr 22 - May 23		Distribution-Customer Chg	\$ 6.00
31 Days		Delivery Charges	
		Distribution-Energy Chg	
		203 kWh @ \$ 0.02534200	5.14
		Delivery Riders	9.96
		Total Delivery Charges	\$ 15.10
		Generation Riders	0.06
			21.16
		Generation Charge	
		 Constellation	
		Constellation	
		Rate IR07 - Constellation	
		Supplier Energy Charge	
		203 kWh @ \$ 0.05290000	\$ 10.74
			10.74
		Total Current Electric Charges	\$ 31.90

Explanation of Taxes		
Taxes		
	Tax on Gas Supplier Energy Chg	\$ 0.60
		\$ 0.60
	Total Taxes	\$ 0.60

CCF

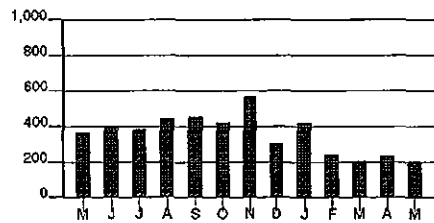
Gas Usage



Calculations based on most recent 12 month history
 Total Usage 529
 Average Usage 44

kWh

Electric Usage



Calculations based on most recent 12 month history
 Total Usage 4,300
 Average Usage 358

	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY
Gas	8	3	5	4	3	10	24	84	137	112	72	53	22
Electric	364	405	384	442	452	429	563	307	428	244	205	238	203

EXHIBIT MC-12

Account Number 5900-0094-31-0

30 09

Due Date	Amount Due
Nov 4, 2016	\$ 1,536.19

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

Donald Anderson
 PO Box 342
 Loveland OH 45140-0342

PO Box 1326
 Charlotte NC 28201-1326

400 00001536192 59000094310 110420161 00001559230

Page 1 of 3

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 696 McCormick Ln Cincinnati OH 45245	Duke Energy 1-800-544-6900 Dynergy Energy Services 1-877-331-3045	5900-0094-31-0 A0B1500000NDV5J EAA

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Oct 13 not included Last payment received Oct 05 Bill prepared on Oct 13, 2016 Next meter reading Nov 09, 2016

Meter Number	Reading Date From To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas 000572288	Sep 12 Oct 11	29	3308	3308	0
Elec 100440305	Sep 12 Oct 11	29	550	553	3

Gas - Residential
Usage - 0 CCF
Duke Energy - Rate RS \$ 41.69
Current Gas Charges \$ 41.69

Electric - Residential
Usage - 3 kWh
Duke Energy - Rate RS \$ 12.88
Dynergy - Rate DE67 0.16
Energy Services
Current Electric Charges \$ 13.04

Current Billing
Amt Due - Previous Bill \$ 133.06
Payment(s) Received 209.64cr
Balance Forward 76.58cr
Current Gas Charges 41.69
Current Electric Charges 13.04
Transfer From 60500177-21 1,558.04
Current Amount Due \$ 1,536.19

For your convenience, we have included your final charges for service at 8700 KEMPER RD E. If your previous account was gas and electric, and your current account does not have both services - only the charges for like services have been transferred. The charges not transferred will remain on your previous account. If your final bill has been paid, please disregard the final charges included above.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5054649 per CCF, which includes a base GCR of \$0.4819 and Ohio excise tax of \$0.0235649.

Due Date	Amount Due	After Nov 4, 2016
Nov 4, 2016	\$ 1,536.19	\$ 1,559.23

Name	Service Address	Account Number
Donald Anderson	696 McCormick Ln Cincinnati OH 45245	5900-0094-31-0

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.

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 = \$0.01, Peak Demand Reduction = \$0.00, and Renewable Energy = \$0.00.

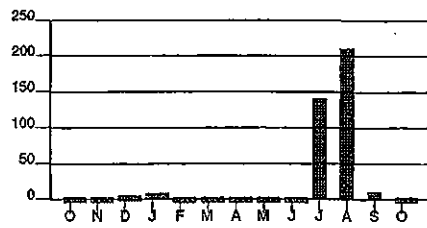
PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 6.33 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website 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.

If you have any questions about electric supplier service received from Dynegy Energy Services, please call them at 1-877-331-3045 or write to: 105 East Fourth Street Suite 100C Cincinnati, OH 45202

Explanation of Current Charges			
Gas		Duke Energy	
Meter - 000572288		Rate RS - Residential Service	
CCF Usage - 0		Fixed Delivery Service Charge	\$ 33.03
Sep 12 - Oct 11		Gas Delivery Riders	8.66
29 Days			\$ 41.69
		Total Current Gas Charge	\$ 41.69
Electric		Duke Energy	
Meter - 100440305		Rate RS - Residential Svc-Winter	
kWh Usage - 3		Distribution-Customer Chg	\$ 6.00
Sep 12 - Oct 11		Delivery Charges	
29 Days		Distribution-Energy Chg	
		3 kWh @ \$ 0.02534200	0.08
		Delivery Riders	6.80
		Total Delivery Charges	\$ 6.88
		Generation Riders	
			12.88
		Generation Charge	
		 DYNEGY	
		Dynegy Energy Services	
		Rate DE67 - Dynegy Energy Services	
		Supplier Energy Charge	
		3 kWh @ \$ 0.05190000	\$ 0.16
			0.16
		Total Current Electric Charges	\$ 13.04

Name	Service Address	Account Number
Donald Anderson	696 McCormick Ln Cincinnati OH 45245	5900-0094-31-0

kWh Electric Usage



Calculations based on most recent 12 month history

Total Usage 400
Average Usage 33

	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT
Electric	3	4	5	8	4	3	4	3	4	142	210	10	3

EXHIBIT MC-13

Account Number 1330-0399-36-8

50 20

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

Due Date	Amount Due
Oct 21, 2010	\$ 1,090.07

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



Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 9001076
Louisville KY 40290-1076

400 00001090070 13300399368 102120108 00001106422

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 85 Redbud Ln Hamilton OH 45013	Duke Energy 513-421-9500 1-800-544-6900	1330-0399-36-8

Mail Payments To	Account Information
PO Box 9001076 Louisville KY 40290-1076	Payments after Sep 29 not included Bill prepared on Sep 29, 2010 Next meter reading Oct 27, 2010

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Elec	108011549	Aug 27	Sep 28	32	8573	9010	437

Electric - Residential	Current Billing
Usage - 437 kWh	Amt Due - Previous Bill \$ 1,027.99
Duke Energy - Rate RS \$ 62.08	Balance Forward 1,027.99
Current Electric Charges \$ 62.08	Current Electric Charges 62.08
	Current Amount Due \$ 1,090.07

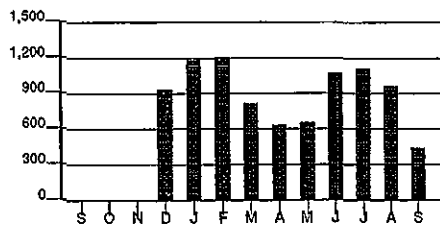
PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 9.43 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Due Date	Amount Due	After Oct 21, 2010
Oct 21, 2010	\$ 1,090.07	\$ 1,106.42

Name	Service Address	Account Number
Donald Anderson	85 Redbud Ln Hamilton OH 45013	1330-0399-36-8

Explanation of Current Charges		
Electric	Duke Energy	
Meter - 108011549	Rate RS - Residential Svc-Summer	
kWh Usage - 437		
Aug 27 - Sep 28		
32 Days		
	Distribution-Customer Chg	\$ 5.50
	Delivery Charges	
	Distribution-Energy Chg	
	437 kWh @ \$ 0.02212600	9.67
	Delivery Riders	5.33
	Total Delivery Charges	\$ 15.00
	Generation Charges	
	Generation Energy Chg	
	437 kWh @ \$ 0.04234500	18.50
	Rider FPP	16.92
	Rider AAC	3.92
	Rider TCR	2.24
	Total Generation Charges	\$ 41.58
		\$ 62.08
	Total Current Electric Charges	\$ 62.08

kWh Electric Usage



Calculations based on most recent 12 month history
 Total Usage 9,010
 Average Usage 901

	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
Electric	0	0	0	935	1,185	1,211	810	636	645	1,072	1,113	962	437

EXHIBIT MC-14

**** FINAL BILL ****

Account Number 1330-0399-36-8

50 20

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

Due Date	Amount Due
Sep 4, 2014	\$ 812.14

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

410 00000812145 13300399368 090420143 00000824321

**** FINAL BILL ****

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 85 Redbud Ln Hamilton OH 45013	Duke Energy 1-800-544-6900	1330-0399-36-8

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Aug 13 not included Bill prepared on Aug 13, 2014

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Elec	108011549	Jul 29	Aug 07	9	9010 E	9010	0

Electric - Residential	Current Billing
Usage - 0 kWh	Amt Due - Previous Bill \$ 808.78
Duke Energy - Rate RS \$ 3.36	Balance Forward 808.78
Current Electric Charges \$ 3.36	Current Electric Charges 3.36
	Current Amount Due \$ 812.14

PLEASE NOTE: This is your final bill for electric service at 85 REDBUD LN.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.33 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

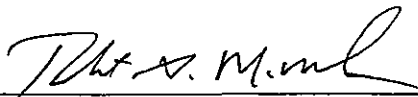
**** FINAL BILL ****

Due Date	Amount Due	After Sep 4, 2014
Sep 4, 2014	\$ 812.14	\$ 824.32

CERTIFICATE OF SERVICE

The undersigned hereby certifies that a copy of the foregoing document was served on Complainant by first class U.S. Mail, postage prepaid, on this 17th day of March, 2017:

Donald Anderson
P.O. Box 342
Loveland, OH 45140


Robert A. McMahon

This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

3/17/2017 12:47:41 PM

in

Case No(s). 16-0256-EL-CSS

Summary: Testimony Direct Testimony of Melissa Coffman on Behalf of Duke Energy Ohio, Inc. electronically filed by Mr. Robert A. McMahon on behalf of Duke Energy Ohio, Inc.

DISCONNECT NOTICE

Account Number 8270-0140-38-1

10 13

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

Due Date	Amount Due
Feb 14, 2013	\$ 860.42

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

410 00000860425 82700140381 021420131 00000873330

DISCONNECT NOTICE

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 6259 Corbly Cincinnati OH 45230	Duke Energy 513-651-5100	8270-0140-38-1

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Jan 23 not included Bill prepared on Jan 23, 2013 Next meter reading Feb 18, 2013

IMPORTANT: If your service has not yet been disconnected, please pay \$809.38 immediately to avoid disconnection.

If your service is disconnected for non payment, in addition to a reconnection charge, you will be required to pay a deposit in the amount of \$155.00 before service is restored.

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Gas	000449263	Dec 17	Jan 18	32	1718 E	1725 E	7

Gas - Residential	Current Billing
Usage - 7 CCF	Amt Due - Previous Bill \$ 809.38
Duke Energy - Rate RS \$ 38.90	Late Payment Charge(s) 12.14
Current Gas Charges \$ 38.90	Balance Forward 821.52
Gas Cost Recovery \$0.53168740/CCF	Current Gas Charges 38.90
	Current Amount Due \$ 860.42

Attention: Existing accounts without satisfactory security, and carry a past due balance or have been disconnected for nonpayment, may be charged a deposit.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5316874 per CCF, which includes a base GCR of \$0.5069000 and Ohio excise tax of \$0.0247874.

Stamps aren't cheap. Paperless Billing is, because it's free! You can pay your bill right now in just a few clicks. It's simple, convenient, and secure. www.duke-energy.com/GoPaperless

DISCONNECT NOTICE

Due Date	Amount Due	After Feb 14, 2013
Feb 14, 2013	\$ 860.42	\$ 873.33

*Added
Anderson Ex. 1*

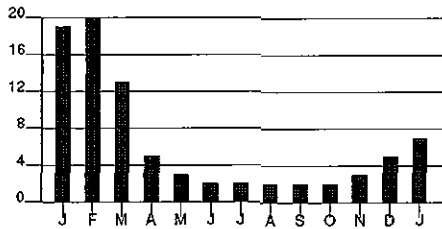
*5-12-16
Electric
80354
2156*

Name	Service Address	Account Number
Donald Anderson	6259 Corbly - Cincinnati OH 45230	8270-0140-38-1

Get your free Home Energy House Call (valued at \$150!). It's a free in-home assessment to help you learn about your home's energy use and save on your monthly bills. You'll also get a free Energy Efficiency Starter Kit! Sign up at duke-energy.com/house-call.

Explanation of Current Charges		
Gas Meter - 000449263	Duke Energy Rate RS - Residential Service	
CCF Usage - 7	Fixed Delivery Service Charge	\$ 25.33
Dec 17 - Jan 18 32 Days	Usage-Based Charge	
	7 CCF @ \$ 0.03272800	0.23
	Gas Delivery Riders	9.62
	Gas Cost Recovery	
	7 CCF @ \$ 0.53168740	3.72
		\$ 38.90
	Total Current Gas Charges	\$ 38.90

CCF Gas Usage



Calculations based on most recent 12 month history
 Total Usage 66
 Average Usage 6

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN
Gas	19	20	13	5	3	2	2	2	2	2	3	5	7

DISCONNECT NOTICE

Due Date	Amount Due
Mar 15, 2013	\$ 912.75

Account Number 8270-0140-38-1

10 13

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

☐

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

410 00000912751 82700140381 031520134 00000926442

DISCONNECT NOTICE

Page 1 of 2

Name/Service Address	For Inquiries Call	Account Number
Donald Anderson 6259 Corbly Cincinnati OH 45230	Duke Energy 513-651-5100	8270-0140-38-1

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Feb 21 not included Bill prepared on Feb 21, 2013 Next meter reading Mar 19, 2013

Urgent Message - Your bill has been estimated for at least 9 months because we have not had access to your meter(s). Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

IMPORTANT: If your service has not yet been disconnected, please pay \$860.42 immediately to avoid disconnection.

If your service is disconnected for non payment, in addition to a reconnection charge, you will be required to pay a deposit in the amount of \$145.00 before service is restored.

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Gas	000449263	Jan 18	Feb 18	31	1725 E	1733 E	8

Gas - Residential	Current Billing
Usage - 8 CCF	Amt Due - Previous Bill \$ 860.42
Duke Energy - Rate RS \$ 39.42	Late Payment Charge(s) 12.91
Current Gas Charges \$ 39.42	Balance Forward 873.33
Gas Cost Recovery \$0.52046420/CCF	Current Gas Charges 39.42
	Current Amount Due \$ 912.75

Coming soon: A new look for Duke Energy. Our logo is changing, but all aspects of your service and account will remain the same. Questions? Visit duke-energy.com/newlogo.

Stamps aren't cheap. Paperless Billing is, because it's free! You can pay your bill right now in just a few clicks. It's simple, convenient, and secure. www.duke-energy.com/GoPaperless

DISCONNECT NOTICE

Due Date	Amount Due	After
Mar 15, 2013	\$ 912.75	Mar 15, 2013
		\$ 926.44

DISCONNECT NOTICE

Page 2 of 2

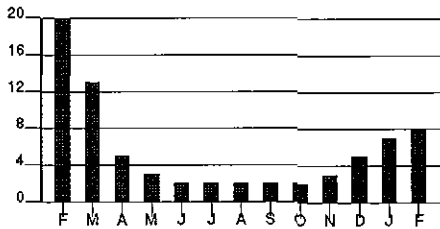
Name	Service Address	Account Number
Donald Anderson	6259 Corbly Cincinnati OH 45230	8270-0140-38-1

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5204642 per CCF, which includes a base GCR of \$0.4962000 and Ohio excise tax of \$0.0242642.

Explanation of Current Charges		
Gas	Duke Energy	
Meter - 000449263	Rate RS - Residential Service	
CCF Usage - 8	Fixed Delivery Service Charge	\$ 25.33
Jan 18 - Feb 18	Usage-Based Charge	
31 Days	8 CCF @ \$ 0.03272800	0.26
	Gas Delivery Riders	9.67
	Gas Cost Recovery	
	8 CCF @ \$ 0.52046420	4.16
		\$ 39.42
	Total Current Gas Charges	\$ 39.42

CCF

Gas Usage



Calculations based on most recent 12 month history

Total Usage

54

Average Usage

5

	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB
Gas	20	13	5	3	2	2	2	2	2	3	5	7	8

DISCONNECT NOTICE

Account Number 8270-0140-38-1

10 13

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

Due Date	Amount Due
Apr 15, 2013	\$ 965.14

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

Donald Anderson
P O Box 342
Loveland OH 45140

PO Box 1327
Charlotte NC 28201-1327

410 00000965146 82700140381 041520132 00000979627

DISCONNECT NOTICE

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 6259 Corbly Cincinnati OH 45230	Duke Energy 513-651-5100	8270-0140-38-1

Mail Payments To	Account Information
PO Box 1327 Charlotte NC 28201-1327	Payments after Mar 22 not included Bill prepared on Mar 22, 2013 Next meter reading Apr 18, 2013

Urgent Message - Your bill has been estimated for at least 9 months because we have not had access to your meter(s). Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

If your service is disconnected for non payment, in addition to a reconnection charge, you will be required to pay a deposit in the amount of \$135.00 before service is restored.

IMPORTANT: Your service may be disconnected if your past due amount of \$912.75 is not paid before 04/18/2013. A reconnection charge will be required. In addition, a service deposit may be required; if so, payment arrangements may be available. For questions, please call the number shown above.

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Gas	000449263	Feb 18 Mar 19	29	1733 E	1740 E	7

Gas - Residential	Current Billing
Usage - 7 CCF	Amt Due - Previous Bill \$ 912.75
Duke Energy - Rate RS \$ 38.70	Late Payment Charge(s) 13.69
Current Gas Charges \$ 38.70	Balance Forward 926.44
Gas Cost Recovery \$0.50347200/CCF	Current Gas Charges 38.70
	Current Amount Due \$ 965.14

Don't forget: Our new look is coming soon. We'll be changing our logo on all communications starting later this month. Your service and account remain the same. Questions? Visit duke-energy.com/newlogo.

DISCONNECT NOTICE

Due Date	Amount Due	After Apr 15, 2013
Apr 15, 2013	\$ 965.14	\$ 979.62

DISCONNECT NOTICE

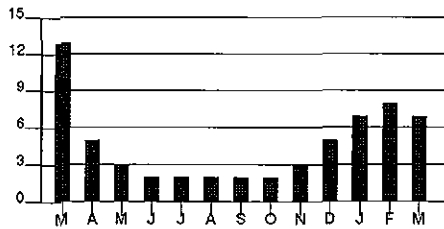
Page 2 of 2

Name	Service Address	Account Number
Donald Anderson	6259 Corbly Cincinnati OH 45230	8270-0140-38-1

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5034720 per CCF, which includes a base GCR of \$0.4800000 and Ohio excise tax of \$0.023472.

Explanation of Current Charges			
Gas		Duke Energy	
Meter - 000449263		Rate RS - Residential Service	
CCF Usage - 7		Fixed Delivery Service Charge	\$ 25.33
Feb 18 - Mar 19		Usage-Based Charge	
29 Days		7 CCF @ \$ 0.03272800	0.23
		Gas Delivery Riders	9.62
		Gas Cost Recovery	
		7 CCF @ \$ 0.50347200	3.52
			\$ 38.70
		Total Current Gas Charges	\$ 38.70

CCF Gas Usage



Calculations based on most recent 12 month history
 Total Usage 48
 Average Usage 4

	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
Gas	13	5	3	2	2	2	2	2	3	5	7	8	7

DISCONNECT NOTICE

Account Number 8270-0140-38-1

10 13

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

Due Date	Amount Due
May 15, 2013	\$ 1,151.99

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

410 00001151991 82700140381 051520130 00001167243

DISCONNECT NOTICE

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 6259 Corbly Cincinnati OH 45230	Duke Energy 513-651-5100	8270-0140-38-1

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Apr 23 not included Bill prepared on Apr 23, 2013 Next meter reading May 17, 2013

Urgent Message - Your bill has been estimated for at least 9 months because we have not had access to your meter(s). Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

IMPORTANT: If your service has not yet been disconnected, please pay \$965.14 immediately to avoid disconnection.

PLEASE NOTE: A service deposit has been charged to your account as a result of your current credit status. To avoid a potential interruption of service, please pay the stated deposit amount by the due date indicated or contact us at the number listed for payment arrangements.

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Gas	000449263	Mar 19 Apr 18	30	1740 E	1744 E	4

Gas - Residential	Current Billing
Usage - 4 CCF	Amt Due - Previous Bill \$ 965.14
Duke Energy - Rate RS \$ 37.37	Late Payment Charge(s) 14.48
Current Gas Charges \$ 37.37	Balance Forward 979.62
Gas Cost Recovery \$0.46550180/CCF	Current Gas Charges 37.37
	Deposit Amt Due 135.00
	Current Amount Due \$ 1,151.99

Your deposit and accrued interest will be credited to your account after you have paid your utility bill promptly each month for the required time period, or at the time you request to have your service terminated.

DISCONNECT NOTICE

Due Date	Amount Due	After May 15, 2013
May 15, 2013	\$ 1,151.99	\$ 1,167.24

DISCONNECT NOTICE

Page 2 of 2

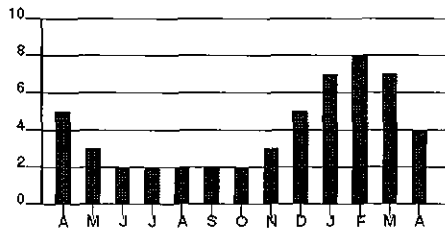
Name	Service Address	Account Number
Donald Anderson	6259 Corbly Cincinnati OH 45230	8270-0140-38-1

The PUCO approved an adjustment to Rider AU, Advanced Utility Rider. The rider results in an increase of \$0.53 per month to your bill.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.4655018 per CCF, which includes a base GCR of \$0.4438000 and Ohio excise tax of \$0.0217018.

Explanation of Current Charges			
Gas		Duke Energy	
Meter - 000449263		Rate RS - Residential Service	
CCF Usage - 4		Fixed Delivery Service Charge	\$ 25.33
Mar 19 - Apr 18		Usage-Based Charge	
30 Days		4 CCF @ \$ 0.03272800	0.13
		Gas Delivery Riders	10.05
		Gas Cost Recovery	
		4 CCF @ \$ 0.46550180	1.86
			\$ 37.37
		Total Current Gas Charges	\$ 37.37

CCF Gas Usage



Calculations based on most recent 12 month history
 Total Usage 47
 Average Usage 4

	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR
Gas	5	3	2	2	2	2	2	3	5	7	8	7	4

DISCONNECT NOTICE

Account Number 8270-0140-38-1

10 13

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

Due Date	Amount Due
Jun 13, 2013	\$ 1,204.23

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

410 00001204238 82700140381 061320130 00001220276

DISCONNECT NOTICE

Page 1 of 2

Name / Service Address	For inquiries Call	Account Number
Donald Anderson 6259 Corbly Cincinnati OH 45230	Duke Energy 1-800-544-6900	8270-0140-38-1

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after May 22 not included Bill prepared on May 22, 2013 Next meter reading Jun 18, 2013

Urgent Message - Your bill has been estimated for at least 9 months because we have not had access to your meter(s). Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

IMPORTANT- If your service has not yet been disconnected, please pay \$1,151.99 immediately to avoid disconnection. This amount includes your past due utility amount of \$1,016.99 and your past due Deposit amount of \$135.00.

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Gas	000449263	Apr 18	May 17	29	1744 E	1745 E	1

Gas - Residential	Current Billing
Usage - 1 CCF	Amt Due - Previous Bill \$ 1,151.99
Duke Energy - Rate RS \$ 36.99	Late Payment Charge(s) 15.25
Current Gas Charges \$ 36.99	Balance Forward 1,167.24
Gas Cost Recovery \$0.51375120/CCF	Current Gas Charges 36.99
	Current Amount Due \$ 1,204.23

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5137512 per CCF, which includes a base GCR of \$0.4898000 and Ohio excise tax of \$0.0239512.

The PUCO approved an increase in the AMRP Rider to fund improvements in the reliability and safety of Duke Energy's gas system. The rider results in an increase of \$1.15 per month to your bill.

DISCONNECT NOTICE

Due Date	Amount Due	After Jun 13, 2013
Jun 13, 2013	\$ 1,204.23	\$ 1,220.27

DISCONNECT NOTICE

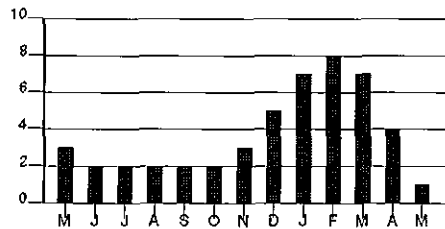
Page 2 of 2

Name	Service Address	Account Number
Donald Anderson	6259 Corbly Cincinnati OH 45230	8270-0140-38-1

Explanation of Current Charges		
Gas	Duke Energy	
Meter - 000449263	Rate RS - Residential Service	
CCF Usage - 1	Fixed Delivery Service Charge	\$ 25.33
Apr 18 - May 17	Usage-Based Charge	
29 Days	1 CCF @ \$ 0.03272800	0.03
	Gas Delivery Riders	11.12
	Gas Cost Recovery	
	1 CCF @ \$ 0.51375120	0.51
		\$ 36.99
	Total Current Gas Charges	\$ 36.99

CCF

Gas Usage



Calculations based on most recent 12 month history

Total Usage 45
Average Usage 4

	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY
Gas	3	2	2	2	2	2	3	5	7	8	7	4	1

DISCONNECT NOTICE

Account Number 8270-0140-38-1

10 13

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

Due Date	Amount Due
Jul 15, 2013	\$ 1,256.68

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

410 00001256688 82700140381 071520137 00001273515

DISCONNECT NOTICE

Page 1 of 2

Name / Service Address	For inquiries Call	Account Number
Donald Anderson 6259 Corbly Cincinnati OH 45230	Duke Energy 1-800-544-6900	8270-0140-38-1

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Jun 21 not included Bill prepared on Jun 21, 2013 Next meter reading Jul 18, 2013

Urgent Message - Your bill has been estimated for at least 9 months because we have not had access to your meter(s). Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

IMPORTANT- If your service has not yet been disconnected, please pay \$1,204.23 immediately to avoid disconnection. This amount includes your past due utility amount of \$1,069.23 and your past due Deposit amount of \$135.00.

Meter	Number	Reading Date From To	Days	Meter Reading Previous Present	Usage
Gas	000449263	May 17 Jun 18	32	1745 E 1745 E	0

Gas - Residential	Current Billing
Usage - 0 CCF	Amt Due - Previous Bill \$ 1,204.23
Duke Energy - Rate RS \$ 36.41	Late Payment Charge(s) 16.04
Current Gas Charges \$ 36.41	Balance Forward 1,220.27
	Current Gas Charges 36.41
	Current Amount Due \$ 1,256.68

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5497285 per CCF, which includes a base GCR of \$0.5241000 and Ohio excise tax of \$0.0256285.

DISCONNECT NOTICE

Due Date	Amount Due	After Jul 15, 2013
Jul 15, 2013	\$ 1,256.68	\$ 1,273.51

DISCONNECT NOTICE

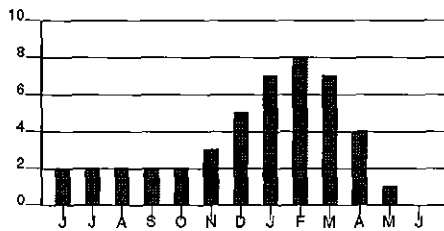
Page 2 of 2

Name	Service Address	Account Number
Donald Anderson	6259 Corbly Cincinnati OH 45230	8270-0140-38-1

Explanation of Current Charges			
Gas		Duke Energy	
Meter - 000449263		Rate RS - Residential Service	
CCF Usage - 0		Fixed Delivery Service Charge	\$ 25.33
May 17 - Jun 18		Gas Delivery Riders	11.08
32 Days			\$ 36.41
Total Current Gas Charges			\$ 36.41

CCF

Gas Usage



Calculations based on most recent 12 month history

Total Usage 43
Average Usage 4

	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
Gas	2	2	2	2	2	3	5	7	8	7	4	1	0

DISCONNECT NOTICE

Account Number 8270-0140-38-1

10 13

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

Due Date	Amount Due
Aug 14, 2013	\$ 1,309.92

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

410 00001309927 82700140381 081420130 00001327542

DISCONNECT NOTICE

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 6259 Corbly Cincinnati OH 45230	Duke Energy 1-800-544-6900	8270-0140-38-1

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Jul 23 not included Bill prepared on Jul 23, 2013 Next meter reading Aug 16, 2013

Urgent Message - Your bill has been estimated for at least 9 months because we have not had access to your meter(s). Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

IMPORTANT- If your service has not yet been disconnected, please pay \$1,256.68 immediately to avoid disconnection. This amount includes your past due utility amount of \$1,121.68 and your past due Deposit amount of \$135.00.

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Gas	000449263	Jun 18	Jul 18	30	1745 E	1745 E	0

Gas - Residential	Current Billing
Usage - 0 CCF	Amt Due - Previous Bill \$ 1,256.68
Duke Energy - Rate RS \$ 36.41	Late Payment Charge(s) 16.83
Current Gas Charges \$ 36.41	Balance Forward 1,273.51
	Current Gas Charges 36.41
	Current Amount Due \$ 1,309.92

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5728043 per CCF, which includes a base GCR of \$0.5461000 and Ohio excise tax of \$0.0267043.

DISCONNECT NOTICE

Due Date	Amount Due	After Aug 14, 2013
Aug 14, 2013	\$ 1,309.92	\$ 1,327.54

DISCONNECT NOTICE

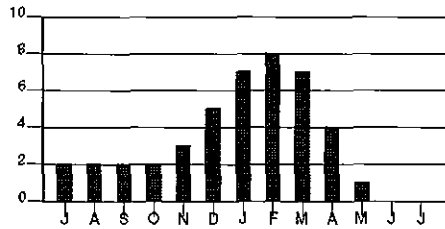
Page 2 of 2

Name	Service Address	Account Number
Donald Anderson	6259 Corbly Cincinnati OH 45230	8270-0140-38-1

Explanation of Current Charges			
Gas		Duke Energy	
Meter - 000449263		Rate RS - Residential Service	
CCF Usage - 0		Fixed Delivery Service Charge	\$ 25.33
Jun 18 - Jul 18		Gas Delivery Riders	11.08
30 Days			\$ 36.41
Total Current Gas Charges			\$ 36.41

CCF

Gas Usage



Calculations based on most recent 12 month history

Total Usage 41
Average Usage 3

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL
Gas	2	2	2	2	3	5	7	8	7	4	1	0	0

DISCONNECT NOTICE

Account Number 8270-0140-38-1

10 13

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

Due Date	Amount Due
Sep 12, 2013	\$ 1,363.95

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

410 00001363956 82700140381 091220130 00001382381

DISCONNECT NOTICE

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 6259 Corbly Cincinnati OH 45230	Duke Energy 1-800-544-6900	8270-0140-38-1

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Aug 21 not included Bill prepared on Aug 21, 2013 Next meter reading Sep 17, 2013

Urgent Message - Your bill has been estimated for at least 9 months because we have not had access to your meter(s). Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

IMPORTANT- If your service has not yet been disconnected, please pay \$1,309.92 immediately to avoid disconnection. This amount includes your past due utility amount of \$1,174.92 and your past due Deposit amount of \$135.00.

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Gas	000449263	Jul 18	Aug 16	29	1745 E	1745 E	0

Gas - Residential	Current Billing
Usage - 0 CCF	Amt Due - Previous Bill \$ 1,309.92
Duke Energy - Rate RS \$ 36.41	Late Payment Charge(s) 17.62
Current Gas Charges \$ 36.41	Balance Forward 1,327.54
	Current Gas Charges 36.41
	Current Amount Due \$ 1,363.95

In Case No. 13-1308-GA-PIP, the PUCO approved an adjustment to Rider PIPP, Percentage of Income Payment Plan Rider, effective July 31, 2013. A typical residential customer using 70 CCF per month will see a decrease of approximately \$1.09 or 1.3%.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5602175 per CCF, which includes a base GCR of \$0.5341000 and Ohio excise tax of \$0.0261175.

DISCONNECT NOTICE

Due Date	Amount Due	After Sep 12, 2013
Sep 12, 2013	\$ 1,363.95	\$ 1,382.38

DISCONNECT NOTICE

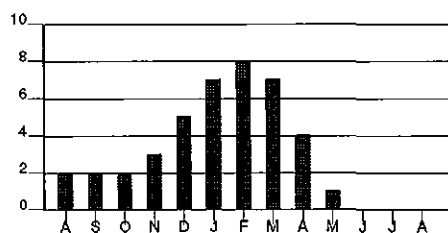
Page 2 of 2

Name	Service Address	Account Number
Donald Anderson	6259 Corbly Cincinnati OH 45230	8270-0140-38-1

Explanation of Current Charges			
Gas		Duke Energy	
Meter - 000449263		Rate RS - Residential Service	
CCF Usage - 0		Fixed Delivery Service Charge	\$ 25.33
Jul 18 - Aug 16		Gas Delivery Riders	11.08
29 Days			\$ 36.41
Total Current Gas Charges			\$ 36.41

CCF

Gas Usage



Calculations based on most recent 12 month history

Total Usage 39
Average Usage 3

	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
Gas	2	2	2	3	5	7	8	7	4	1	0	0	0

DISCONNECT NOTICE

Account Number 8270-0140-38-1

10 13

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

Due Date	Amount Due
Oct 14, 2013	\$ 1,418.79

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

410 00001418793 82700140381 101420132 00001438050

DISCONNECT NOTICE

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 6259 Corbly Cincinnati OH 45230	Duke Energy 1-800-544-6900	8270-0140-38-1

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Sep 20 not included Bill prepared on Sep 20, 2013 Next meter reading Oct 16, 2013

Urgent Message - Your bill has been estimated for at least 9 months because we have not had access to your meter(s). Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

IMPORTANT- If your service has not yet been disconnected, please pay \$1,363.95 immediately to avoid disconnection. This amount includes your past due utility amount of \$1,228.95 and your past due Deposit amount of \$135.00.

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Gas	000449263	Aug 16	Sep 17	32	1745 E	1745 E	0

Gas - Residential	Current Billing
Usage - 0 CCF	Amt Due - Previous Bill \$ 1,363.95
Duke Energy - Rate RS \$ 36.41	Late Payment Charge(s) 18.43
Current Gas Charges \$ 36.41	Balance Forward 1,382.38
	Current Gas Charges 36.41
	Current Amount Due \$ 1,418.79

Beware of recent fraudulent activity targeted at Duke Energy customers. Recent scams in Duke Energy service territories have left some customers out of money. Visit duke-energy.com to learn more and how to protect yourself.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5338901 per CCF, which includes a base GCR of \$0.5090000 and Ohio excise tax of \$0.0248901.

DISCONNECT NOTICE

Due Date	Amount Due	After Oct 14, 2013
Oct 14, 2013	\$ 1,418.79	\$ 1,438.05

DISCONNECT NOTICE

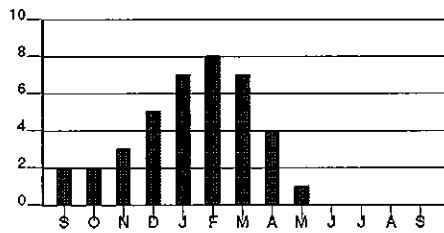
Page 2 of 2

Name	Service Address	Account Number
Donald Anderson	6259 Corbly Cincinnati OH 45230	8270-0140-38-1

Explanation of Current Charges		
Gas Meter - 000449263 CCF Usage - 0 Aug 16 - Sep 17 32 Days	Duke Energy Rate RS - Residential Service Fixed Delivery Service Charge \$ 25.33 Gas Delivery Riders 11.08	\$ 36.41
Total Current Gas Charges		\$ 36.41

CCF

Gas Usage



Calculations based on most recent 12 month history
 Total Usage 37
 Average Usage 3

	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
Gas	2	2	3	5	7	8	7	4	1	0	0	0	0

DISCONNECT NOTICE

Account Number 8270-0140-38-1

10 13

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

Due Date	Amount Due
Nov 12, 2013	\$ 1,474.46
\$ _____	\$ _____
HeatShare Contribution (for Customer Assistance)	Amount Enclosed

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

410 00001474464 82700140381 111220131 00001494554

DISCONNECT NOTICE

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 6259 Corbly Cincinnati OH 45230	Duke Energy 1-800-544-6900	8270-0140-38-1

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Oct 21 not included Bill prepared on Oct 21, 2013 Next meter reading Nov 15, 2013

Urgent Message - Your bill has been estimated for at least 9 months because we have not had access to your meter(s). Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

IMPORTANT- If your service has not yet been disconnected, please pay \$1,418.79 immediately to avoid disconnection. This amount includes your past due utility amount of \$1,283.79 and your past due Deposit amount of \$135.00.

Meter	Number	Reading Date From To	Days	Meter Reading Previous Present	Usage
Gas	000449263	Sep 17 Oct 16	29	1745 E 1745 E	0

Gas - Residential	Current Billing
Usage - 0 CCF	Amt Due - Previous Bill \$ 1,418.79
Duke Energy - Rate RS \$ 36.41	Late Payment Charge(s) 19.26
Current Gas Charges \$ 36.41	Balance Forward 1,438.05
	Current Gas Charges 36.41
	Current Amount Due \$ 1,474.46

Help those less fortunate stay warm this winter by contributing to Duke Energy's HeatShare program. Visit us online at duke-energy.com/heatshare for more information on how you can help.

In Case No. 13-318-GA-UEx, the PUCO approved an adjustment to Rider UE-G, Uncollectible Expense Rider, effective September 30, 2013. A typical residential customer using 70 CCF per month will see an increase of approximately \$0.16 or 0.2%.

DISCONNECT NOTICE

Due Date	Amount Due	After Nov 12, 2013
Nov 12, 2013	\$ 1,474.46	\$ 1,494.55

DISCONNECT NOTICE

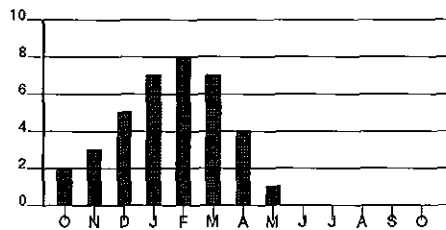
Page 2 of 2

Name	Service Address	Account Number
Donald Anderson	6259 Corbly Cincinnati OH 45230	8270-0140-38-1

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.559693 per CCF, which includes a base GCR of \$0.5336 and Ohio excise tax of \$0.026093.

Explanation of Current Charges			
Gas Meter -	000449263	Duke Energy Rate RS - Residential Service	
CCF Usage -	0	Fixed Delivery Service Charge	\$ 25.33
Sep 17 - Oct 16		Gas Delivery Riders	11.08
29 Days			\$ 36.41
Total Current Gas Charges			\$ 36.41

CCF Gas Usage



Calculations based on most recent 12 month history
 Total Usage 35
 Average Usage 3

	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT
Gas	2	3	5	7	8	7	4	1	0	0	0	0	0

DISCONNECT NOTICE

Account Number 8270-0140-38-1

10 13

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

☐

Due Date	Amount Due
Dec 12, 2013	\$ 1,530.96

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

410 00001530968 82700140381 121220130 00001551906

DISCONNECT NOTICE

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 6259 Corbly Cincinnati OH 45230	Duke Energy 1-800-544-6900	8270-0140-38-1

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Nov 20 not included Bill prepared on Nov 20, 2013 Next meter reading Dec 17, 2013

Urgent Message - Your bill has been estimated for at least 9 months because we have not had access to your meter(s). Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

IMPORTANT- If your service has not yet been disconnected, please pay \$1,474.46 immediately to avoid disconnection. This amount includes your past due utility amount of \$1,339.46 and your past due Deposit amount of \$135.00.

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Gas	000449263	Oct 16 Nov 15	30	1745 E	1745 E	0

Gas - Residential	Current Billing
Usage - 0 CCF	Amt Due - Previous Bill \$ 1,474.46
Duke Energy - Rate RS \$ 36.41	Late Payment Charge(s) 20.09
Current Gas Charges \$ 36.41	Balance Forward 1,494.55
	Current Gas Charges 36.41
	Current Amount Due \$ 1,530.96

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5400786 per CCF, which includes a base GCR of \$0.5149 and Ohio excise tax of \$0.0251786.

DISCONNECT NOTICE

Due Date	Amount Due	After Dec 12, 2013
Dec 12, 2013	\$ 1,530.96	\$ 1,551.90

DISCONNECT NOTICE

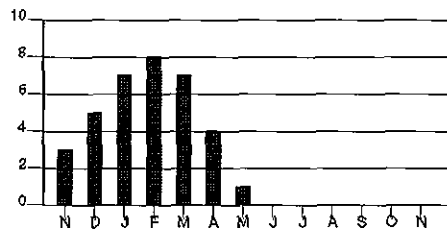
Page 2 of 2

Name	Service Address	Account Number
Donald Anderson	6259 Corbly Cincinnati OH 45230	8270-0140-38-1

Explanation of Current Charges			
Gas		Duke Energy	
Meter - 000449263		Rate RS - Residential Service	
CCF Usage - 0		Fixed Delivery Service Charge	\$ 25.33
Oct 16 - Nov 15		Gas Delivery Riders	11.08
30 Days			\$ 36.41
Total Current Gas Charges			\$ 36.41

CCF

Gas Usage



Calculations based on most recent 12 month history
 Total Usage 32
 Average Usage 3

	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Gas	3	5	7	8	7	4	1	0	0	0	0	0	0

DISCONNECT NOTICE

Account Number 8270-0140-38-1

10 13

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

Due Date	Amount Due
Jan 13, 2014	\$ 1,588.72

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

410 00001588729 82700140381 011320147 00001610538

DISCONNECT NOTICE

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 6259 Corbly Cincinnati OH 45230	Duke Energy 1-800-544-6900	8270-0140-38-1

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Dec 20 not included Bill prepared on Dec 20, 2013 Next meter reading Jan 20, 2014

Urgent Message - Your bill has been estimated for at least 9 months because we have not had access to your meter(s). Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

IMPORTANT- If your service has not yet been disconnected, please pay \$1,530.96 immediately to avoid disconnection. This amount includes your past due utility amount of \$1,395.96 and your past due Deposit amount of \$135.00.

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Gas	000449263	Nov 15	Dec 17	32	1745 E	1745 E	0

Gas - Residential	Current Billing
Usage - 0 CCF	Amt Due - Previous Bill \$ 1,530.96
Duke Energy - Rate RS \$ 36.82	Late Payment Charge(s) 20.94
Current Gas Charges \$ 36.82	Balance Forward 1,551.90
	Current Gas Charges 36.82
	Current Amount Due \$ 1,588.72

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5154295 per CCF, which includes a base GCR of \$0.4914 and Ohio excise tax of \$0.0240295.

DISCONNECT NOTICE

Due Date	Amount Due	After Jan 13, 2014
Jan 13, 2014	\$ 1,588.72	\$ 1,610.53

DISCONNECT NOTICE

Page 2 of 2

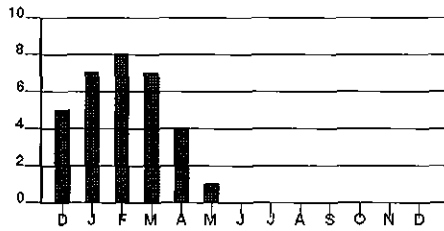
Name	Service Address	Account Number
Donald Anderson	6259 Corbly Cincinnati OH 45230	8270-0140-38-1

In Case No. 12-1685-GA-AIR, the PUCO approved new gas delivery rates effective December 2, 2013. The new gas delivery rates reflect costs that previously were recovered through Rider AMRP, Accelerated Main Replacement Program and Rider AU, Advanced Utility Rider. Rider AMRP and Rider AU rates were reset to recognize the recovery of the costs in gas delivery rates. A typical residential customer using 70 CCF in a month will see an increase of \$0.41 or 0.5%.

Help those less fortunate stay warm this winter by contributing to Duke Energy's HeatShare program. See this month's bill insert for more information on how you can help, or visit us online at duke-energy.com/heatshare.

Explanation of Current Charges			
Gas		Duke Energy	
Meter - 000449263		Rate RS - Residential Service	
CCF Usage - 0		Fixed Delivery Service Charge	\$ 33.03
Nov 15 - Dec 17		Gas Delivery Riders	3.79
32 Days			\$ 36.82
Total Current Gas Charges			\$ 36.82

CCF Gas Usage



Calculations based on most recent 12 month history
 Total Usage 27
 Average Usage 2

	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Gas	5	7	8	7	4	1	0	0	0	0	0	0	0

DISCONNECT NOTICE

Account Number 8270-0140-38-1

10 13

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

Due Date	Amount Due
Feb 14, 2014	\$ 1,647.35

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

410 00001647350 82700140381 021420140 00001670042

DISCONNECT NOTICE

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 6259 Corbly Cincinnati OH 45230	Duke Energy 1-800-544-6900	8270-0140-38-1

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Jan 23 not included Bill prepared on Jan 23, 2014 Next meter reading Feb 18, 2014

Urgent Message - Your bill has been estimated for at least 9 months because we have not had access to your meter(s). Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

IMPORTANT- If your service has not yet been disconnected, please pay \$1,588.72 immediately to avoid disconnection. This amount includes your past due utility amount of \$1,453.72 and your past due Deposit amount of \$135.00.

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Gas	000449263	Dec 17	Jan 20	34	1745 E	1745 E	0

Gas - Residential	Current Billing
Usage - 0 CCF	Amt Due - Previous Bill \$ 1,588.72
Duke Energy - Rate RS \$ 36.82	Late Payment Charge(s) 21.81
Current Gas Charges \$ 36.82	Balance Forward 1,610.53
	Current Gas Charges 36.82
	Current Amount Due \$ 1,647.35

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5668256 per CCF, which includes a base GCR of \$0.5404000 and Ohio excise tax of \$0.0264256.

DISCONNECT NOTICE

Due Date	Amount Due	After Feb 14, 2014
Feb 14, 2014	\$ 1,647.35	\$ 1,670.04

DISCONNECT NOTICE

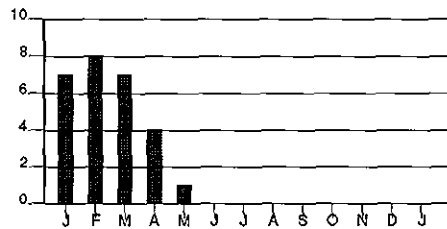
Page 2 of 2

Name	Service Address	Account Number
Donald Anderson	6259 Corbly Cincinnati OH 45230	8270-0140-38-1

Explanation of Current Charges			
Gas		Duke Energy	
Meter - 000449263		Rate RS - Residential Service	
CCF Usage - 0		Fixed Delivery Service Charge	\$ 33.03
Dec 17 - Jan 20		Gas Delivery Riders	3.79
34 Days			\$ 36.82
Total Current Gas Charges			\$ 36.82

CCF

Gas Usage



Calculations based on most recent 12 month history

Total Usage 20
Average Usage 2

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN
Gas	7	8	7	4	1	0	0	0	0	0	0	0	0

DISCONNECT NOTICE

Account Number 8270-0140-38-1

10 13

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

Due Date	Amount Due
Mar 17, 2014	\$ 1,706.86

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

410 00001706861 82700140381 031720141 00001730444

DISCONNECT NOTICE

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 6259 Corbly Cincinnati OH 45230	Duke Energy 1-800-544-6900	8270-0140-38-1

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Feb 21 not included Bill prepared on Feb 21, 2014 Next meter reading Mar 19, 2014

Urgent Message - Your bill has been estimated for at least 9 months because we have not had access to your meter(s). Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

IMPORTANT- If your service has not yet been disconnected, please pay \$1,647.35 immediately to avoid disconnection. This amount includes your past due utility amount of \$1,512.35 and your past due Deposit amount of \$135.00.

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Gas	000449263	Jan 20	Feb 18	29	1745 E	1745 E	0

Gas - Residential	Current Billing
Usage - 0 CCF	Amt Due - Previous Bill \$ 1,647.35
Duke Energy - Rate RS \$ 36.82	Late Payment Charge(s) 22.69
Current Gas Charges \$ 36.82	Balance Forward 1,670.04
	Current Gas Charges 36.82
	Current Amount Due \$ 1,706.86

Colder weather increases the demand for energy. We understand your bill may be higher and we'd like to help. Visit duke-energy.com for billing and payment options, as well as tips to lower your energy bill.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5299043 per CCF, which includes a base GCR of \$0.5052000 and Ohio excise tax of \$0.0247043.

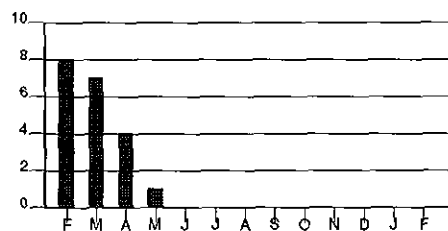
DISCONNECT NOTICE

Due Date	Amount Due	After Mar 17, 2014
Mar 17, 2014	\$ 1,706.86	\$ 1,730.44

Page 2 of 2

Explanation of Current Charges			
Gas Meter -	000449263	Duke Energy Rate RS - Residential Service	
CCF Usage -	0	Fixed Delivery Service Charge	\$ 33.03
Jan 20 - Feb 18 29 Days		Gas Delivery Riders	3.79
			\$ 36.82
Total Current Gas Charges			\$ 36.82

Gas Usage



Calculations based on most recent 12 month history

Total Usage	12
Average Usage	1

[illegible]

DISCONNECT NOTICE

Account Number 8270-0140-38-1

10 13

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

Due Date	Amount Due
Apr 15, 2014	\$ 1,768.96

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

410 00001768964 82700140381 041520140 00001793470

DISCONNECT NOTICE

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 6259 Corbly Cincinnati OH 45230	Duke Energy 1-800-544-6900	8270-0140-38-1

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Mar 24 not included Bill prepared on Mar 24, 2014 Next meter reading Apr 17, 2014

Urgent Message - Your bill has been estimated for at least 9 months because we have not had access to your meter(s). Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

IMPORTANT- If your service has not yet been disconnected, please pay \$1,706.86 immediately to avoid disconnection. This amount includes your past due utility amount of \$1,571.86 and your past due Deposit amount of \$135.00.

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Gas	000449263	Feb 18 Mar 19	29	1745 E	1745 E	0

Gas - Residential	Current Billing
Usage - 0 CCF	Amt Due - Previous Bill \$ 1,706.86
Duke Energy - Rate RS \$ 38.52	Late Payment Charge(s) 23.58
Current Gas Charges \$ 38.52	Balance Forward 1,730.44
	Current Gas Charges 38.52
	Current Amount Due \$ 1,768.96

In Case No. 12-1685-GA-AIR, the PUCO approved Rider MGP, Manufactured Gas Plant Rider effective March 3, 2014. A typical residential customer using 70 CCF in a month will see an increase of \$1.62 or 2.1%.

Important: For your safety, stay away from power lines. Do not work near overhead lines. Always assume that downed lines are energized and dangerous. Report downed power lines to Duke Energy immediately by calling 800.544.6900.

DISCONNECT NOTICE

Due Date	Amount Due	After Apr 15, 2014
Apr 15, 2014	\$ 1,768.96	\$ 1,793.47

Account Number 8270-0140-38-1

10 13

Due Date	Amount Due
May 15, 2014	\$ 1,793.47

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

Donald Anderson
 PO Box 342
 Loveland OH 45140-0342

PO Box 1326
 Charlotte NC 28201-1326

410 00001793470 82700140381 051520149 00001818350

Page 1 of 1

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 6259 Corbly Cincinnati OH 45230	Duke Energy 1-800-544-6900	8270-0140-38-1

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Apr 23 not included Bill prepared on Apr 23, 2014

Current Billing	
Amt Due - Previous Bill	\$ 1,768.96
Late Payment Charge(s)	24.51
Current Amount Due	\$ 1,793.47

Due Date	Amount Due	After May 15, 2014
May 15, 2014	\$ 1,793.47	\$ 1,818.35

**** FINAL BILL ****

Account Number 8270-0140-38-1

10 13

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

Due Date	Amount Due
May 21, 2014	\$ 1,697.33

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

410 00001697331 82700140381 052120144 00001722794

**** FINAL BILL ****

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 6259 Corbly Cincinnati OH 45230	Duke Energy 1-800-544-6900	8270-0140-38-1

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Apr 29 not included Bill prepared on Apr 29, 2014

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Gas	000449263	Mar 19 Apr 23	35	1745 E	1745	0

Gas - Residential	Current Billing
Usage - 0 CCF	Amt Due - Previous Bill \$ 1,793.47
Duke Energy - Rate RS \$ 38.86	Balance Forward 1,793.47
Current Gas Charges \$ 38.86	Current Gas Charges 38.86
	Cancel Deposit Amt Due 135.00cr
	Current Amount Due \$ 1,697.33

PLEASE NOTE: This is your final bill for gas service at 6259 CORBLY.

Explanation of Current Charges		
Gas Meter - 000449263 CCF Usage - 0 Mar 19 - Apr 23 35 Days	Duke Energy Rate RS - Residential Service Fixed Delivery Service Charge \$ 33.03 Gas Delivery Riders 5.83	\$ 38.86
Total Current Gas Charges		\$ 38.86

**** FINAL BILL ****

Due Date	Amount Due	After May 21, 2014
May 21, 2014	\$ 1,697.33	\$ 1,722.79

Anderson CK 2

In the Matter of Donald Anderson v. Duke Energy Case No. 16-256-EL-CSS					
<u>Record of Duke Energy</u>					
85 Redbud Lane:					
Employee name	Title	Date	Reason		
Michael Siler	Service Mechanic B	8/7/2014	Disconnected electric service		
6259 Corbly					
Employee name					
Greg Schalk	Customer Relations Representative	1/23/2014	Noted meter was off		
Susan Klump	Developmental Assignment	1/2/2014	Transferred work file to Greg Schalk		
Rhonda Bucher	Customer Relations Representative	4/23/2014	Noted that customer threatened company representative		
Deepak Mulchandani	Customer Support Representative	1/10/2015	Noted account that AMI meter needed to be installed when service is active		
Michael Bennie	Customer Relations Clerk	5/4/2016	Made account adjustment of \$1,011.60 after receiving meter read		
Greg Cunningham	Meter Reader	4/11/2016	Obtained electric and gas read on 4/11/16		
Walt Harpen	Meter Reading Supervisor	4/11/2016	Was on premise with meter reader and Mr. Anderson present		
Elmer Bullock	Meter Reading Supervisor	4/11/2016	Was on premise with meter reader and Mr. Anderson present		
Everett Greene Jr	Meter Reading Director	4/8/2016	Confirmed through email that employees would arrive on property on 4/11/16 to obtain meter reads		
Celeste Keeney	Meter Reader 1	4/8/2016	Scheduled meter read for account to take place 4/11/16		
Ryan Champness	Business Operations Supervisor	5/4/2016	Approved account adjustment of \$1,011.60		
1889 Ashbrook Dr.					
Employee name					
Donald Bailey	n/a	3/4/2014	Noted account that appt scheduled for 4/1/14 to install meter		
Kathy Reynolds	Contractor for AMI Dept.	5/14/2014	Noted account that door tag left to check gas meter, meter was out of sync		

Edwin Malinowski	n/a	6/12/2014	Work file generated for zero usage on active meter
Lauren Bosse	Revenue Analyst Associate	6/13/2014	Work file generated for zero usage on active meter
Susan McPeak	n/a	7/14/2014	Work file generated for zero usage on active meter
Gloria Schafer	Contractor for AMI Dept.	6/30/2015	Mailed letter to Mr. Anderson, advise need access to gas meter due to out of sync issues
7111 Clovernoll Dr.			
Employee name	Title	Date	Reason
Brian Maynard	Strategic Business Specialist	6/16/2014	Noted account that customer is on AMI refusal list
Roger McHugh	Customer Relations Representative	10/2/2014	Noted account that gas service was off at curb
Deepak Mulchandani	Customer Support Representative	1/9/2015	Noted account that AMI gas meter needed installed if customer ends service
Robert Mead	Contractor	1/29/2015	Noted account
Amanda Rauch	Gas Marketing Specialist	1/29/2015	Assigned a work file due to zero usage on active meter
Cody Underwood	Senior Customer Care Specialist	6/29/2015	Initiated transfer of unpaid balance \$116.48 from 11534 Kenn Rd to 7111 Clovernoll Dr account
Karen Davis	Senior Work Management Specialist	9/17/2015	Sent final disconnect notice
Chris Washington	Revenue Services Representative	10/7/2015	Noted on work file that electric was disconnected for non-payment
Madison Galloway	Revenue Services Representative	10/7/2015	Noted on work file that electric was disconnected for non-payment
8700 E. Kemper Rd.			
Employee Name			
Wittley Williams	Office Coordinator	11/12/2015	Initiated transfer of unpaid balance \$2,494.34 from 7111 Clovernoll account
Melissa Coffman	Consumer Affairs Specialist	2/22/2016	Noted account that account would not be disconnected due to PUCO complaint
Michael Bennie	Customer Relations Clerk	5/4/2016	Initiated transfer of credit \$1,011.60 from 6259 Corbly
Beth Hurst	Senior Customer Care Specialist	6/8/2016	Sent trouble ticket for power outage

2474 Sir Douglas Dr.					
<u>Employee name</u>					
Kelly Chambers	Senior Customer Care Specialist	2/1/2016	Spoke with Carol Anderson, noted account		
Kristi LaTulippe	Senior Customer Care Specialist	2/2/2016	Noted account after receiving email from Consumer Affairs to hold any disconnect activity		
Paula Medjeski	Senior Customer Care Specialist	1/27/2016	Spoke with Carol Anderson, advised verifiable proof was required to show Mr. Anderson was no longer at residence		
Sandy Neighbors	Senior Customer Care Specialist	2/1/2016	Spoke with Carol Anderson, noted account		

Account Number 1330-0399-36-8

50 20

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

Due Date	Amount Due
Feb 25, 2013	\$ 8.09

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

Anderson
Ex 3

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

400 00000008095 13300399368 022520130 00000008214

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 85 Redbud Ln Hamilton OH 45013	Duke Energy 513-421-9500 1-800-544-6900	1330-0399-36-8

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Feb 01 not included Last payment received Jan 09 Bill prepared on Feb 01, 2013 Next meter reading Feb 27, 2013

Urgent Message - Your bill has been estimated for at least 9 months because we have not had access to your meter(s). Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Elec	108011549	Dec 28	Jan 29	32	9010 E	9010 E	0

Electric - Residential	Current Billing
Usage - 0 kWh	Amt Due - Previous Bill \$ 8.09
Duke Energy - Rate RS \$ 8.09	Payment(s) Received 8.09cr
Current Electric Charges \$ 8.09	Balance Forward 0.00
	Current Electric Charges 8.09
	Current Amount Due \$ 8.09

Coming soon: A new look for Duke Energy. Our logo is changing, but all aspects of your service and account will remain the same. Questions? Visit duke-energy.com/newlogo.

Stamps aren't cheap. Paperless Billing is, because it's free! You can pay your bill right now in just a few clicks. It's simple, convenient, and secure. www.duke-energy.com/GoPaperless

GET \$30 FOR YOUR OLD REFRIDGERATOR OR FREEZER! Save up to \$150/yr on your energy bill. We'll pick it up for FREE and give you \$30. To schedule your pickup, call 855.398.6200 or visit duke-energy.com/recycle. Some restrictions apply.

Due Date	Amount Due	After Feb 25, 2013
Feb 25, 2013	\$ 8.09	\$ 8.21

Name	Service Address	Account Number
Donald Anderson	85 Redbud Ln Hamilton OH 45013	1330-0399-36-8

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.08 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges		
Electric Meter - 108011549	Duke Energy Rate RS - Residential Svc-Winter	
kWh Usage - 0	Distribution-Customer Chg	\$ 5.50
Dec 28 - Jan 29	Delivery Charges	
32 Days	Delivery Riders	2.59
	Total Delivery Charges	<u>\$ 2.59</u>
	Generation Riders	
		\$ 8.09
	Total Current Electric Charges	\$ 8.09

Account Number 1330-0399-36-8

50 20

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

Due Date	Amount Due
Mar 26, 2013	\$ 8.09

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

400 00000008095 13300399368 032620132 00000008214

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 85 Redbud Ln Hamilton OH 45013	Duke Energy 513-421-9500 1-800-544-6900	1330-0399-36-8

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Mar 04 not included Last payment received Feb 26 Bill prepared on Mar 04, 2013 Next meter reading Mar 28, 2013

Urgent Message - Your bill has been estimated for at least 9 months because we have not had access to your meter(s). Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

Meter	Number	Reading Date From To	Days	Meter Reading Previous Present	Usage
Elec	108011549	Jan 29 Feb 27	29	9010 E 9010 E	0

Electric - Residential	Current Billing
Usage - 0 kWh	Amt Due - Previous Bill \$ 8.09
Duke Energy - Rate RS \$ 8.09	Payment(s) Received 8.09cr
Current Electric Charges \$ 8.09	Balance Forward 0.00
	Current Electric Charges 8.09
	Current Amount Due \$ 8.09

Don't forget: Our new look is coming soon. We'll be changing our logo on all communications starting later this month. Your service and account remain the same. Questions? Visit duke-energy.com/newlogo.

Performance Tuning, HVAC-style. The Smart Saver Health Check evaluates your heat pump or central air conditioner to ensure it's at peak efficiency. That means optimal comfort & savings. Visit duke-energy.com/smartsaver and learn about the \$50 incentive.

FREE PICK UP OF YOUR OLD REFRIGERATOR OR FREEZER! Save up to \$150/yr on your energy bill. We'll pick it up for FREE and give you \$30. To schedule your pickup, call 855.398.6200 or visit duke-energy.com/recycle. Some restrictions apply.

Due Date	Amount Due	After Mar 26, 2013
Mar 26, 2013	\$ 8.09	\$ 8.21

Name	Service Address	Account Number
Donald Anderson	85 Redbud Ln Hamilton OH 45013	1330-0399-36-8

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.08 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges			
Electric		Duke Energy	
Meter -	108011549	Rate RS - Residential Svc-Winter	
kWh Usage -	0	Distribution-Customer Chg	\$ 5.50
Jan 29 - Feb 27		Delivery Charges	
29 Days		Delivery Riders	2.59
		Total Delivery Charges	\$ 2.59
		Generation Riders	
			\$ 8.09
		Total Current Electric Charges	\$ 8.09

Account Number 1330-0399-36-8

50 20

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

Due Date	Amount Due
Apr 25, 2013	\$ 8.09

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

400 00000008095 13300399368 042520136 00000008214

Page 1 of 2

Name/Service Address	For Inquiries Call	Account Number
Donald Anderson 85 Redbud Ln Hamilton OH 45013	Duke Energy 513-421-9500 1-800-544-6900	1330-0399-36-8

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Apr 03 not included Last payment received Mar 22 Bill prepared on Apr 03, 2013 Next meter reading Apr 29, 2013

Urgent Message - Your bill has been estimated for at least 9 months because we have not had access to your meter(s). Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Elec	108011549	Feb 27	Mar 28	29	9010 E	9010 E	0

Electric - Residential	Current Billing
Usage - 0 kWh	Amt Due - Previous Bill \$ 8.09
Duke Energy - Rate RS \$ 8.09	Payment(s) Received 8.09cr
Current Electric Charges \$ 8.09	Balance Forward 0.00
	Current Electric Charges 8.09
	Current Amount Due \$ 8.09

The PUCO approved adjustments to Rider DR-IM and Rider ECF (part of the Delivery Riders), Rider ESSC (part of the Generation Riders) and Riders SCR and AER-R effective April 2, 2013. A typical residential customer using 1,000 kWh per month will see an increase of approximately \$0.77 or 0.7%.

Save time! Save Money! Ordering your free CFLs only takes a few minutes and can save you money on your Duke Energy bill. Call 800-943-7585 and choose option 1, or visit www.duke-energy.com/EasyCFLs to see if you are eligible.

Due Date	Amount Due	After Apr 25, 2013
Apr 25, 2013	\$ 8.09	\$ 8.21

Name	Service Address	Account Number
Donald Anderson	85 Redbud Ln Hamilton OH 45013	1330-0399-36-8

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.07 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges		
Electric Meter - 108011549	Duke Energy Rate RS - Residential Svc-Winter	
kWh Usage - 0	Distribution-Customer Chg	\$ 5.50
Feb 27 - Mar 28	Delivery Charges	
29 Days	Delivery Riders	2.59
	Total Delivery Charges	\$ 2.59
	Generation Riders	
		\$ 8.09
	Total Current Electric Charges	\$ 8.09

Account Number 1330-0399-36-8

50 20

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

Due Date	Amount Due
May 24, 2013	\$ 9.16

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

400 00000009164 13300399368 052420130 00000009300

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 85 Redbud Ln Hamilton OH 45013	Duke Energy 1-800-544-6900	1330-0399-36-8

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after May 02 not included Last payment received Apr 23 Bill prepared on May 02, 2013 Next meter reading May 29, 2013

Urgent Message - Your bill has been estimated for at least 9 months because we have not had access to your meter(s). Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Elec	108011549	Mar 28	Apr 29	32	9010 E	9010 E	0

Electric - Residential			Current Billing	
Usage -	0 kWh		Am't Due - Previous Bill	\$ 8.09
Duke Energy - Rate RS		\$ 9.16	Payment(s) Received	8.09cr
Current Electric Charges		\$ 9.16	Balance Forward	0.00
			Current Electric Charges	9.16
			Current Amount Due	\$ 9.16

Duke Energy filed an application on 7-9-12 (Case No. 12-1682-EL-AIR) with the PUCO to increase distribution rates to recover increased costs incurred since 2009. On 5-1-13, the PUCO approved an agreement allowing Duke Energy to increase electric rates by \$49.0 million. This represents \$3.72 per month (3.3%) for residential customers using 1000 kWh, effective for usage on or after 5-6-13. The residential customer charge increases from \$5.50 to \$6.00 per month. The distribution rate is the component of the electric bill that recovers the cost of building, operating and maintaining the system that delivers electricity to customers' homes and businesses. You can obtain further information by contacting Duke Energy at 513-421-9500, 800-544-6900 or www.duke-energy.com.

Get up to 84% off retail prices on long-lasting, energy-saving light bulbs at Duke Energy Savings Store. Shop and buy seventeen different types and sizes of CFL and LED bulbs for fixtures around your home. Save at www.duke-energy.com/store1

Due Date	Amount Due	After May 24, 2013
May 24, 2013	\$ 9.16	\$ 9.30

Name	Service Address	Account Number
Donald Anderson	85 Redbud Ln Hamilton OH 45013	1330-0399-36-8

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.07 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges		
Electric		Duke Energy
Meter - 108011549		Rate RS - Residential Svc-Winter
kWh Usage - 0		Distribution-Customer Chg \$ 5.50
Mar 28 - Apr 29		Delivery Charges
32 Days		Delivery Riders 3.66
		Total Delivery Charges \$ 3.66
		Generation Riders
		\$ 9.16
		Total Current Electric Charges \$ 9.16

Account Number 1330-0399-36-8

50 20

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

Due Date	Amount Due
Jun 25, 2013	\$ 9.54

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

400 00000009547 13300399368 062520132 00000009687

Page 1 of 2

Name/Service Address	For Inquiries Call	Account Number
Donald Anderson 85 Redbud Ln Hamilton OH 45013	Duke Energy 1-800-544-6900	1330-0399-36-8

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Jun 03 not included Last payment received May 28 Bill prepared on Jun 03, 2013 Next meter reading Jun 27, 2013

Urgent Message - Your bill has been estimated for at least 9 months because we have not had access to your meter(s). Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Elec	108011549	Apr 29 May 29	30	9010 E	9010 E	0

Electric - Residential	Current Billing
Usage - 0 kWh	Amt Due - Previous Bill \$ 9.16
Duke Energy - Rate RS \$ 2.13	Payment(s) Received 9.16cr
Usage - 0 kWh	Balance Forward 0.00
Duke Energy - Rate RS 7.41	Current Electric Charges 9.54
Current Electric Charges \$ 9.54	Current Amount Due \$ 9.54
Old Rate Effective Apr 29 To May 06	
New Rate Effective May 06 To May 29	

Get up to 84% off retail prices on long-lasting, energy-saving light bulbs at Duke Energy Savings Store. Shop and buy seventeen different types and sizes of CFL and LED bulbs for fixtures around your home. Save at www.duke-energy.com/store1

Save time! Save Money! Ordering your free CFLs only takes a few minutes and can save you money on your Duke Energy bill. Call 800-943-7585 and choose option 1, or visit www.duke-energy.com/EasyCFLs to see if you are eligible.

Due Date	Amount Due	After Jun 25, 2013
Jun 25, 2013	\$ 9.54	\$ 9.68

Name	Service Address	Account Number
Donald Anderson	85 Redbud Ln Hamilton OH 45013	1330-0399-36-8

In Case No. 11-3549-EL-SSO, the PUCO approved Duke's Electric Security Plan, which requires Duke to hold auctions to determine the rates for electric generation. As a result of the auctions, generation rates will change effective May 31, 2013. A typical residential customer using 1,000 kWh per month will see a decrease of approximately \$0.31 or (0.3) % per month.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.04 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges		
Electric Meter -	108011549	Duke Energy Rate RS - Residential Svc-Winter
kWh Usage -	0	Old Rate Effective Apr 29 To May 06
Apr 29 - May 29		Distribution-Customer Chg \$ 1.28
30 Days		Delivery Charges
		Delivery Riders 0.85
		Total Delivery Charges \$ 0.85
		Generation Riders
		\$ 2.13
		Duke Energy Rate RS - Residential Svc-Winter
		New Rate Effective May 06 To May 29
		Distribution-Customer Chg \$ 4.60
		Delivery Charges
		Delivery Riders 2.81
		Total Delivery Charges \$ 2.81
		Generation Riders
		7.41
		Total Current Electric Charges \$ 9.54

Account Number 1330-0399-36-8

50 20

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

Due Date	Amount Due
Jul 24, 2013	\$ 9.66

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

400 00000009660 13300399368 072420136 00000009806

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 85 Redbud Ln Hamilton OH 45013	Duke Energy 1-800-544-6900	1330-0399-36-8

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Jul 02 not included Last payment received Jun 26 Bill prepared on Jul 02, 2013 Next meter reading Jul 29, 2013

Urgent Message - Your bill has been estimated for at least 9 months because we have not had access to your meter(s). Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Elec	108011549	May 29 Jun 27	29	9010 E	9010 E	0

Electric - Residential	Current Billing
Usage - 0 kWh	Amt Due - Previous Bill \$ 9.54
Duke Energy - Rate RS \$ 9.66	Payment(s) Received 9.54cr
Current Electric Charges \$ 9.66	Balance Forward 0.00
	Current Electric Charges 9.66
	Current Amount Due \$ 9.66

Save time. Save money. Get FREE or deeply discounted CFLs and LEDs from the Duke Energy Savings Store - delivered right to your door. Check your eligibility for FREE CFLs today. Call 800-943-7585 and choose option 4 or visit duke-energy.com/SaveOnBulbs.

FREE Energy Efficiency Kit - worth over \$30! Duke Energy customers can receive a customized in-home energy review along with a Free Energy Efficiency kit. Schedule your free Home Energy House Call today. Visit duke-energy.com/house-call or call 1-877-388-7676 to sign up.

In Case No. 11-5905-EL-RDR, the PUCO approved an adjustment to Rider DDR, Distribution Decoupling Rider, effective July 1, 2013. A typical residential customer using 1,000 kWh per month will see an increase of approximately \$0.72 or 0.61%.

Due Date	Amount Due	After Jul 24, 2013
Jul 24, 2013	\$ 9.66	\$ 9.80

Name	Service Address	Account Number
Donald Anderson	85 Redbud Ln Hamilton OH 45013	1330-0399-36-8

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.10 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges		
Electric Meter - 108011549	Duke Energy Rate RS - Residential Svc-Summer	
kWh Usage - 0	Distribution-Customer Chg	\$ 6.00
May 29 - Jun 27	Delivery Charges	
29 Days	Delivery Riders	3.66
	Total Delivery Charges	\$ 3.66
	Generation Riders	
		\$ 9.66
	Total Current Electric Charges	\$ 9.66

Account Number 1330-0399-36-8

50 20

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

Due Date	Amount Due
Aug 23, 2013	\$ 9.66

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

400 00000009660 13300399368 082320130 00000009806

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 85 Redbud Ln Hamilton OH 45013	Duke Energy 1-800-544-6900	1330-0399-36-8

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Aug 01 not included Last payment received Jul 23 Bill prepared on Aug 01, 2013 Next meter reading Aug 27, 2013

Urgent Message - Your bill has been estimated for at least 9 months because we have not had access to your meter(s). Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Elec	108011549	Jun 27 Jul 29	32	9010 E	9010 E	0

Electric - Residential	Current Billing
Usage - 0 kWh	Amt Due - Previous Bill \$ 9.66
Duke Energy - Rate RS \$ 9.66	Payment(s) Received 9.66cr
Current Electric Charges \$ 9.66	Balance Forward 0.00
	Current Electric Charges 9.66
	Current Amount Due \$ 9.66

FREE Energy Efficiency Kit - worth over \$30! Duke Energy customers can receive a customized in-home energy review along with a Free Energy Efficiency kit. Schedule your free Home Energy House Call today. Visit duke-energy.com/house-call or call 1-877-388-7676 to sign up.

Save time. Save money. Get FREE or deeply discounted CFLs and LEDs from the Duke Energy Savings Store - delivered right to your door. Check your eligibility for FREE CFLs today. Call 800-943-7585 and choose option 4 or visit duke-energy.com/SaveOnBulbs.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.10 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Due Date	Amount Due	After Aug 23, 2013
Aug 23, 2013	\$ 9.66	\$ 9.80

Name	Service Address	Account Number
Donald Anderson	85 Redbud Ln Hamilton OH 45013	1330-0399-36-8

Explanation of Current Charges			
Electric		Duke Energy	
Meter -	108011549	Rate RS - Residential Svc-Summer	
kWh Usage -	0	Distribution-Customer Chg	\$ 6.00
Jun 27 - Jul 29		Delivery Charges	
32 Days		Delivery Riders	3.66
		Total Delivery Charges	\$ 3.66
		Generation Riders	
			\$ 9.66
		Total Current Electric Charges	\$ 9.66

Account Number 1330-0399-36-8

50 20

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

Due Date	Amount Due
Sep 24, 2013	\$ 9.66

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

400 00000009660 13300399368 092420132 00000009806

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 85 Redbud Ln Hamilton OH 45013	Duke Energy 1-800-544-6900	1330-0399-36-8

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Aug 30 not included Last payment received Aug 26 Bill prepared on Aug 30, 2013 Next meter reading Sep 26, 2013

Urgent Message - Your bill has been estimated for at least 9 months because we have not had access to your meter(s). Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Elec	108011549	Jul 29	Aug 27	29	9010 E	9010 E	0

Electric - Residential	Current Billing
Usage - 0 kWh	Amt Due - Previous Bill \$ 9.66
Duke Energy - Rate RS \$ 9.66	Payment(s) Received 9.66cr
Current Electric Charges \$ 9.66	Balance Forward 0.00
	Current Electric Charges 9.66
	Current Amount Due \$ 9.66

Beware of recent fraudulent activity targeted at Duke Energy customers. Recent scams in Duke Energy service territories have left some customers out of money. Visit duke-energy.com to learn more and how to protect yourself.

Save time. Save money. Get FREE or deeply discounted CFLs and LEDs from the Duke Energy Savings Store - delivered right to your door. Check your eligibility for FREE CFLs today. Call 800-943-7585 and choose option 1 or visit duke-energy.com/SaveOnBulbs.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.10 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Due Date	Amount Due	After Sep 24, 2013
Sep 24, 2013	\$ 9.66	\$ 9.80

Name	Service Address	Account Number
Donald Anderson	85 Redbud Ln Hamilton OH 45013	1330-0399-36-8

Explanation of Current Charges			
Electric Meter -	108011549	Duke Energy Rate RS - Residential Svc-Summer	
kWh Usage -	0	Distribution-Customer Chg	\$ 6.00
Jul 29 - Aug 27		Delivery Charges	
29 Days		Delivery Riders	3.66
		Total Delivery Charges	\$ 3.66
		Generation Riders	
			\$ 9.66
		Total Current Electric Charges	\$ 9.66

Account Number 1330-0399-36-8

50 20

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

Due Date	Amount Due
Oct 23, 2013	\$ 9.66

\$ _____
HeatShare Contribution
(for Customer Assistance)\$ _____
Amount EnclosedDonald Anderson
PO Box 342
Loveland OH 45140-0342PO Box 1326
Charlotte NC 28201-1326

400 00000009660 13300399368 102320131 00000009806

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 85 Redbud Ln Hamilton OH 45013	Duke Energy 1-800-544-6900	1330-0399-36-8

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Oct 01 not included Last payment received Sep 25 Bill prepared on Oct 01, 2013 Next meter reading Oct 25, 2013

Urgent Message - Your bill has been estimated for at least 9 months because we have not had access to your meter(s). Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Elec	108011549	Aug 27	Sep 26	30	9010 E	9010 E	0

Electric - Residential	Current Billing
Usage - 0 kWh	Amt Due - Previous Bill \$ 9.66
Duke Energy - Rate RS \$ 9.66	Payment(s) Received 9.66cr
Current Electric Charges \$ 9.66	Balance Forward 0.00
	Current Electric Charges 9.66
	Current Amount Due \$ 9.66

Help those less fortunate stay warm this winter by contributing to Duke Energy's HeatShare program. See this month's bill insert for more information on how you can help, or visit us online at duke-energy.com/heatshare.

Save time. Save money. Get FREE or deeply discounted CFLs and LEDs from the Duke Energy Savings Store - delivered right to your door. Check your eligibility for FREE CFLs today. Call 800-943-7585 and choose option 1 or visit duke-energy.com/SaveOnBulbs.

Due Date	Amount Due	After Oct 23, 2013
Oct 23, 2013	\$ 9.66	\$ 9.80

Name	Service Address	Account Number
Donald Anderson	85 Redbud Ln Hamilton OH 45013	1330-0399-36-8

In Case No. 13-1524-EL-UEx, the PUCO approved an adjustment to Rider UE-ED, Uncollectible Expense Electric Distribution (part of the Delivery Riders). In Case No. 13-1510-EL-UEx, the PUCO approved an adjustment to Rider UE-GEN, Uncollectible Expense Electric Generation (part of the Generation Riders). A typical residential customer using 1,000 kWh per month will see a decrease of \$0.73 or (0.6) %. However, the PUCO also approved adjustments to Riders SCR, AER-R, BTR, and RTO. Overall, a typical residential customer using 1,000 kWh per month will see a decrease of approximately \$0.24 or (0.2) %.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.13 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges		
Electric	Duke Energy	
Meter - 108011549	Rate RS - Residential Svc-Summer	
kWh Usage - 0	Distribution-Customer Chg	\$ 6.00
Aug 27 - Sep 26	Delivery Charges	
30 Days	Delivery Riders	3.66
	Total Delivery Charges	\$ 3.66
	Generation Riders	
		\$ 9.66
	Total Current Electric Charges	\$ 9.66

Account Number 1330-0399-36-8

50 20

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

Due Date	Amount Due
Nov 21, 2013	\$ 9.66

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

400 00000009660 13300399368 112120130 00000009806

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 85 Redbud Ln Hamilton OH 45013	Duke Energy 1-800-544-6900	1330-0399-36-8

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Oct 30 not included Last payment received Oct 24 Bill prepared on Oct 30, 2013 Next meter reading Nov 26, 2013

Urgent Message - Your bill has been estimated for at least 9 months because we have not had access to your meter(s). Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Elec	108011549	Sep 26	Oct 25	29	9010 E	9010 E	0

Electric - Residential	Current Billing
Usage - 0 kWh	Amt Due - Previous Bill \$ 9.66
Duke Energy - Rate RS \$ 9.66	Payment(s) Received 9.66cr
Current Electric Charges \$ 9.66	Balance Forward 0.00
	Current Electric Charges 9.66
	Current Amount Due \$ 9.66

Make sure your home is comfortable for the holidays. Get up to \$425 in rebates to help upgrade your attic insulation and seal ducts. Find a certified contractor today at duke-energy.com/smarty

Help those less fortunate stay warm this winter by contributing to Duke Energy's HeatShare program. See this month's bill insert for more information on how you can help, or visit us online at duke-energy.com/heatshare.

Save time. Save money. Get FREE or deeply discounted CFLs and LEDs from the Duke Energy Savings Store - delivered right to your door. Check your eligibility for FREE CFLs today. Call 800-943-7585 and choose option 1 or visit duke-energy.com/SaveOnBulbs.

Due Date	Amount Due	After Nov 21, 2013
Nov 21, 2013	\$ 9.66	\$ 9.80

Name	Service Address	Account Number
Donald Anderson	85 Redbud Ln Hamilton OH 45013	1330-0399-36-8

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.13 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges		
Electric		Duke Energy
Meter - 108011549		Rate RS - Residential Svc-Winter
kWh Usage - 0		Distribution-Customer Chg \$ 6.00
Sep 26 - Oct 25		Delivery Charges
29 Days		Delivery Riders 3.66
		Total Delivery Charges \$ 3.66
		Generation Riders
		\$ 9.66
		Total Current Electric Charges \$ 9.66

Account Number 1330-0399-36-8

50 20

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

Due Date	Amount Due
Dec 26, 2013	\$ 9.66

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

400 00000009660 13300399368 122620131 00000009806

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 85 Redbud Ln Hamilton OH 45013	Duke Energy 1-800-544-6900	1330-0399-36-8

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Dec 03 not included Last payment received Nov 22 Bill prepared on Dec 03, 2013 Next meter reading Dec 30, 2013

Urgent Message - Your bill has been estimated for at least 9 months because we have not had access to your meter(s). Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Elec	108011549	Oct 25 Nov 26	32	9010 E	9010 E	0

Electric - Residential	Current Billing
Usage - 0 kWh	Amt Due - Previous Bill \$ 9.66
Duke Energy - Rate RS \$ 9.66	Payment(s) Received 9.66cr
Current Electric Charges \$ 9.66	Balance Forward 0.00
	Current Electric Charges 9.66
	Current Amount Due \$ 9.66

Get up to \$425 to make your home more comfortable. Now that's a joyful tidings. Learn more about our cash incentives for home insulation and duct sealing projects at duke-energy.com/smarty.

Help those less fortunate stay warm this winter by contributing to Duke Energy's HeatShare program. See this month's bill insert for more information on how you can help, or visit us online at duke-energy.com/heatshare.

Save time. Save money. Get FREE or deeply discounted CFLs and LEDs from the Duke Energy Savings Store - delivered right to your door. Check your eligibility for FREE CFLs today. Call 800-943-7585 and choose option 1 or visit duke-energy.com/SaveOnBulbs.

Due Date	Amount Due	After Dec 26, 2013
Dec 26, 2013	\$ 9.66	\$ 9.80

Name	Service Address	Account Number
Donald Anderson	85 Redbud Ln Hamilton OH 45013	1330-0399-36-8

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.13 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges		
Electric	Duke Energy	
Meter - 108011549	Rate RS - Residential Svc-Winter	
kWh Usage - 0	Distribution-Customer Chg	\$ 6.00
Oct 25 - Nov 26	Delivery Charges	
32 Days	Delivery Riders	3.66
	Total Delivery Charges	\$ 3.66
	Generation Riders	
		\$ 9.66
	Total Current Electric Charges	\$ 9.66

Account Number 1330-0399-36-8

50 20

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

Due Date	Amount Due
Jan 24, 2014	\$ 9.66

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

400 00000009660 13300399368 012420145 00000009806

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 85 Redbud Ln Hamilton OH 45013	Duke Energy 1-800-544-6900	1330-0399-36-8

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Jan 02 not included Last payment received Dec 31 Bill prepared on Jan 02, 2014 Next meter reading Jan 29, 2014

Urgent Message - Your bill has been estimated for at least 9 months because we have not had access to your meter(s). Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Elec	108011549	Nov 26	Dec 30	34	9010 E	9010 E	0

Electric - Residential	Current Billing
Usage - 0 kWh	Amt Due - Previous Bill \$ 9.66
Duke Energy - Rate RS \$ 9.66	Payment(s) Received 9.66cr
Current Electric Charges \$ 9.66	Balance Forward 0.00
	Current Electric Charges 9.66
	Current Amount Due \$ 9.66

Get up to \$425 to make your home more comfortable. Now that's a joyful tidings. Learn more about our cash incentives for home insulation and duct sealing projects at duke-energy.com/smarty.

Help those less fortunate stay warm this winter by contributing to Duke Energy's HeatShare program. See this month's bill insert for more information on how you can help, or visit us online at duke-energy.com/heatshare.

Save time. Save money. Get FREE or deeply discounted CFLs and LEDs from the Duke Energy Savings Store - delivered right to your door. Check your eligibility for FREE CFLs today. Call 800-943-7585 and choose option 1 or visit duke-energy.com/SaveOnBulbs.

Due Date	Amount Due	After Jan 24, 2014
Jan 24, 2014	\$ 9.66	\$ 9.80

Name	Service Address	Account Number
Donald Anderson	85 Redbud Ln Hamilton OH 45013	1330-0399-36-8

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.13 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges		
Electric Meter - 108011549	Duke Energy Rate RS - Residential Svc-Winter	
kWh Usage - 0	Distribution-Customer Chg	\$ 6.00
Nov 26 - Dec 30	Delivery Charges	
34 Days	Delivery Riders	3.66
	Total Delivery Charges	\$ 3.66
	Generation Riders	
		\$ 9.66
	Total Current Electric Charges	\$ 9.66

Account Number 1330-0399-36-8

50 20

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

Due Date	Amount Due
Feb 25, 2014	\$ 9.66

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

400 00000009660 13300399368 022520148 00000009806

Page 1 of 2

Name/Service Address	For Inquiries Call	Account Number
Donald Anderson 85 Redbud Ln Hamilton OH 45013	Duke Energy 1-800-544-6900	1330-0399-36-8

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Feb 03 not included Last payment received Jan 15 Bill prepared on Feb 03, 2014 Next meter reading Feb 27, 2014

Urgent Message - Your bill has been estimated for at least 9 months because we have not had access to your meter(s). Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Elec	108011549	Dec 30	Jan 29	30	9010 E	9010 E	0

Electric - Residential	Current Billing
Usage - 0 kWh	Amt Due - Previous Bill \$ 9.66
Duke Energy - Rate RS \$ 9.66	Payment(s) Received 9.66cr
Current Electric Charges \$ 9.66	Balance Forward 0.00
	Current Electric Charges 9.66
	Current Amount Due \$ 9.66

Does a short month leave you short on cash? Get \$30 for an eligible fridge and free pickup! Call 855.398.6200 or visit duke-energy.com/short to schedule.

Colder weather increases the demand for energy. We understand your bill may be higher and we'd like to help. Visit duke-energy.com for billing and payment options, as well as tips to lower your energy bill.

Save big on bulbs. Get the latest energy-saving bulbs at the greatest prices - now with low-cost shipping deals through March, 2014. Go to duke-energy.com/SaveOnBulbs to check your eligibility.

Due Date	Amount Due	After Feb 25, 2014
Feb 25, 2014	\$ 9.66	\$ 9.80

Name	Service Address	Account Number
Donald Anderson	85 Redbud Ln Hamilton OH 45013	1330-0399-36-8

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.15 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges		
Electric		Duke Energy
Meter - 108011549		Rate RS - Residential Svc-Winter
kWh Usage - 0		Distribution-Customer Chg \$ 6.00
Dec 30 - Jan 29		Delivery Charges
30 Days		Delivery Riders 3.66
		Total Delivery Charges \$ 3.66
		Generation Riders
		\$ 9.66
		Total Current Electric Charges \$ 9.66

Account Number 1330-0399-36-8

50 20

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

Due Date	Amount Due
Mar 26, 2014	\$ 9.66

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

400 00000009660 13300399368 032620140 00000009806

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 85 Redbud Ln Hamilton OH 45013	Duke Energy 1-800-544-6900	1330-0399-36-8

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Mar 04 not included Last payment received Feb 25 Bill prepared on Mar 04, 2014 Next meter reading Mar 28, 2014

Urgent Message - Your bill has been estimated for at least 9 months because we have not had access to your meter(s). Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Elec	108011549	Jan 29	Feb 27	29	9010 E	9010 E	0

Electric - Residential	Current Billing
Usage - 0 kWh	Amt Due - Previous Bill \$ 9.66
Duke Energy - Rate RS \$ 9.66	Payment(s) Received 9.66cr
Current Electric Charges \$ 9.66	Balance Forward 0.00
	Current Electric Charges 9.66
	Current Amount Due \$ 9.66

Out with the old, in with the new and get \$30 too. Save up to \$150/yr on your energy bill. We'll pick it up for FREE and give you \$30. To schedule your pickup, call 855.398.6200 or visit duke-energy.com/recycle. Some restrictions apply.

Save big on bulbs. Get the latest energy-saving bulbs at the greatest prices - now with low-cost shipping deals through April 15, 2014. Go to duke-energy.com/SaveOnBulbs to check your eligibility.

Important: For your safety, stay away from power lines. Do not work near overhead lines. Always assume that downed lines are energized and dangerous. Report downed power lines to Duke Energy immediately by calling 800.544.6900.

Due Date	Amount Due	After Mar 26, 2014
Mar 26, 2014	\$ 9.66	\$ 9.80

Name	Service Address	Account Number
Donald Anderson	85 Redbud Ln Hamilton OH 45013	1330-0399-36-8

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.15 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges		
Electric Meter -	108011549	Duke Energy Rate RS - Residential Svc-Winter
kWh Usage -	0	
Jan 29 - Feb 27		Distribution-Customer Chg \$ 6.00
29 Days		Delivery Charges
		Delivery Riders 3.66
		Total Delivery Charges \$ 3.66
		Generation Riders
		\$ 9.66
		Total Current Electric Charges \$ 9.66

Account Number 1330-0399-36-8

50 20

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

Due Date	Amount Due
Apr 24, 2014	\$ 9.66

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

400 00000009660 13300399368 042420140 00000009806

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 85 Redbud Ln Hamilton OH 45013	Duke Energy 1-800-544-6900	1330-0399-36-8

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Apr 02 not included Last payment received Mar 24 Bill prepared on Apr 02, 2014 Next meter reading Apr 29, 2014

Urgent Message - Your bill has been estimated for at least 9 months because we have not had access to your meter(s). Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

Meter Number	Reading Date From To	Days	Meter Reading Previous	Meter Reading Present	Usage
Elec 108011549	Feb 27 Mar 28	29	9010 E	9010 E	0

Electric - Residential	Current Billing
Usage - 0 kWh	Amt Due - Previous Bill \$ 9.66
Duke Energy - Rate RS \$ 9.66	Payment(s) Received 9.66cr
Current Electric Charges \$ 9.66	Balance Forward 0.00
	Current Electric Charges 9.66
	Current Amount Due \$ 9.66

Is the air inside your home aggravating your allergies? Our Smart \$aver Insulate and Seal program helps keep dust and allergens outside, as well as helping to lower your energy bill. Get up to \$425 to help make these improvements. Schedule now at duke-energy.com/spring. Results vary by home.

Save big on bulbs. Get the latest energy-saving bulbs at the greatest prices - now with low-cost shipping deals through May 15, 2014. Go to duke-energy.com/SaveOnBulbs to check your eligibility.

The PUCO approved adjustments to Rider ESSC (part of the Generation Riders) and Riders SCR and AER-R effective April 1, 2014. A typical residential customer using 1,000 kWh per month will see an increase of approximately \$1.17 or 1.0%.

Due Date	Amount Due	After Apr 24, 2014
Apr 24, 2014	\$ 9.66	\$ 9.80

Name	Service Address	Account Number
Donald Anderson	85 Redbud Ln Hamilton OH 45013	1330-0399-36-8

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.21 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges		
Electric	Duke Energy	
Meter - 108011549	Rate RS - Residential Svc-Winter	
kWh Usage - 0	Distribution-Customer Chg	\$ 6.00
Feb 27 - Mar 28	Delivery Charges	
29 Days	Delivery Riders	3.66
	Total Delivery Charges	\$ 3.66
	Generation Riders	
		\$ 9.66
	Total Current Electric Charges	\$ 9.66

Account Number 1330-0399-36-8

50 20

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

☐

Due Date	Amount Due
May 27, 2014	\$ 11.18

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

400 00000011185 13300399368 052720141 00000011355

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 85 Redbud Ln Hamilton OH 45013	Duke Energy 1-800-544-6900	1330-0399-36-8

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after May 02 not included Last payment received Apr 22 Bill prepared on May 02, 2014 Next meter reading May 29, 2014

Urgent Message - Your bill has been estimated for at least 9 months because we have not had access to your meter(s). Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Meter Reading Present	Usage
Elec	108011549	Mar 28 Apr 29	32	9010 E	9010 E	0

Electric - Residential	Current Billing
Usage - 0 kWh	Amt Due - Previous Bill \$ 9.66
Duke Energy - Rate RS \$ 11.18	Payment(s) Received 9.66cr
Current Electric Charges \$ 11.18	Balance Forward 0.00
	Current Electric Charges 11.18
	Current Amount Due \$ 11.18

The PUCO approved adjustments to Rider EE-PDRR, Energy Efficiency and Peak Demand Reduction Rider and Rider ECF, Economic Competitiveness Fund Rider (part of the Delivery Riders) effective May 1, 2014. A typical residential customer using 1,000 kWh per month will see an increase of approximately \$1.05 or 0.9%.

Save big on bulbs. Get the latest energy-saving bulbs at the greatest prices - now with low-cost shipping deals through June 16, 2014. Go to duke-energy.com/SaveOnBulbs to check your eligibility.

Is your insulation doing its job? Better attic insulation and air sealing can make your home more comfortable all year. Duke Energy offers up to \$425 to help with improvements. Get started at duke-energy.com/comfy.

Due Date	Amount Due	After May 27, 2014
May 27, 2014	\$ 11.18	\$ 11.35

Name	Service Address	Account Number
Donald Anderson	85 Redbud Ln Hamilton OH 45013	1330-0399-36-8

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.21 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges		
Electric	Duke Energy	
Meter - 108011549	Rate RS - Residential Svc-Winter	
kWh Usage - 0	Distribution-Customer Chg	\$ 6.00
Mar 28 - Apr 29	Delivery Charges	
32 Days	Delivery Riders	5.18
	Total Delivery Charges	\$ 5.18
	Generation Riders	
		\$ 11.18
	Total Current Electric Charges	\$ 11.18

REMINDER NOTICE

Account Number 1330-0399-36-8

50 20

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

Due Date	Amount Due
Jun 26, 2014	\$ 763.87

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

400 00000763870 13300399368 062620145 00000775339

REMINDER NOTICE

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 85 Redbud Ln Hamilton OH 45013	Duke Energy 1-800-544-6900	1330-0399-36-8

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Jun 04 not included Last payment received May 28 Bill prepared on Jun 04, 2014 Next meter reading Jun 27, 2014

Urgent Message - Your bill has been estimated for at least 9 months because we have not had access to your meter(s). Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

REMINDER - Did you overlook paying last month's bill? Unless you paid your bill recently, please give this your prompt attention.

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Meter Reading Present	Usage
Elec	108011549	Apr 29 May 29	30	9010 E	9010 E	0

Electric - Residential	Current Billing
Usage - 0 kWh	Amt Due - Previous Bill \$ 11.18
Duke Energy - Rate RS \$ 11.18	Payment(s) Received 11.18cr
Current Electric Charges \$ 11.18	Balance Forward 0.00
	Current Electric Charges 11.18
	Transfer From 82700140-38 752.69
	Current Amount Due \$ 763.87

For your convenience, we have included your final charges for service at 6259 CORBLY. If your previous account was gas and electric, and your current account does not have both services - only the charges for like services have been transferred. The charges not transferred will remain on your previous account. If your final bill has been paid, please disregard the final charges included above.

Will your attic insulation keep your cool air inside this summer? Make your home more comfortable by upgrading your insulation and sealing air leaks. We have rebates up to \$350 to help. Learn more at duke-energy.com/keepcool.

REMINDER NOTICE

Due Date	Amount Due	After Jun 26, 2014
Jun 26, 2014	\$ 763.87	\$ 775.33

REMINDER NOTICE

Page 2 of 2

Name	Service Address	Account Number
Donald Anderson	85 Redbud Ln Hamilton OH 45013	1330-0399-36-8

Save big on bulbs. Get the latest energy-saving bulbs at the greatest prices - now with low-cost shipping deals through July 15, 2014. Go to duke-energy.com/SaveOnBulbs to check your eligibility.

HoM Energy Manager enables you to remotely control your HVAC system from your connected PC or mobile device. Better manage usage with manual and automated energy controls. Get relevant, personalized energy information, plus connect and control, anytime, anywhere. Learn more at duke-energy.com/HoMEnergyMgr.

In Case No. 11-3549-EL-SSO, the PUCO approved Duke's Electric Security Plan, which requires Duke to hold auctions to determine the rates for electric generation. As a result of the auctions, generation rates will change effective June 1, 2014. Also, Rider DR-IKE (part of the Delivery Riders) will change effective June 1, 2014. A typical residential customer using 1,000 kWh per month will see an increase of approximately \$1.03 or 0.85 % per month.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.34 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges			
Electric		Duke Energy	
Meter -	108011549	Rate RS - Residential Svc-Winter	
kWh Usage -	0	Distribution-Customer Chg	\$ 6.00
Apr 29 - May 29		Delivery Charges	
30 Days		Delivery Riders	5.18
		Total Delivery Charges	\$ 5.18
		Generation Riders	
			\$ 11.18
		Total Current Electric Charges	\$ 11.18

DISCONNECT NOTICE

Account Number 1330-0399-36-8

50 20

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

Due Date	Amount Due
Jul 24, 2014	\$ 786.16

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

Donald Anderson
PO Box 342
Loveland OH 45140

PO Box 1327
Charlotte NC 28201-1327

410 00000786160 13300399368 072420144 00000797952

DISCONNECT NOTICE

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 85 Redbud Ln Hamilton OH 45013	Duke Energy 1-800-544-6900	1330-0399-36-8

Mail Payments To	Account Information
PO Box 1327 Charlotte NC 28201-1327	Payments after Jul 02 not included Bill prepared on Jul 02, 2014 Next meter reading Jul 29, 2014

Urgent Message - Your bill has been estimated for at least 9 months because we have not had access to your meter(s). Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

IMPORTANT: Your service may be disconnected if your past due amount of \$763.87 is not paid before 07/25/2014. A reconnection charge will be required. In addition, a service deposit may be required; if so, payment arrangements may be available. For questions, please call the number shown above. **THIS WILL BE YOUR ONLY NOTICE.**

If your service is disconnected for non payment, in addition to a reconnection charge, you will be required to pay a deposit in the amount of \$25.00 before service is restored.

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Elec	108011549	May 29 Jun 27	29	9010 E	9010 E	0

Electric - Residential	Current Billing
Usage - 0 kWh	Amt Due - Previous Bill \$ 763.87
Duke Energy - Rate RS \$ 10.83	Late Payment Charge(s) 11.46
Current Electric Charges \$ 10.83	Balance Forward 775.33
	Current Electric Charges 10.83
	Current Amount Due \$ 786.16

In Case No. 11-5905-EL-RDR, the PUCO approved an adjustment to Rider DDR, Distribution Decoupling Rider, effective July 1, 2014. The PUCO also approved adjustments to Rider SCR (Supplier Cost Reconciliation) and Rider AERR (Alternative Energy Recovery). A typical residential customer using 1,000 kWh per month will see a decrease of approximately \$0.65 or (0.53%).

DISCONNECT NOTICE

Due Date	Amount Due	After Jul 24, 2014
Jul 24, 2014	\$ 786.16	\$ 797.95

DISCONNECT NOTICE

Page 2 of 2

Name	Service Address	Account Number
Donald Anderson	85 Redbud Ln Hamilton OH 45013	1330-0399-36-8

The more you know, the less you spend. Get bill-lowering tips at duke-energy.com/energytips.

Save time. Save money. Get FREE CFL bulbs or deeply discounted CFLs and LEDs from Duke Energy. Go to the Saving Store at duke-energy.com/SaveOnBulbs or check your eligibility for FREE CFLs by calling 800.943.7585 and choose option 1. Either way, we'll deliver your bulbs right to your door.

Simple summer savings: Get \$30 for recycling your extra fridge. Schedule your FREE pickup at duke-energy.com/RecycleNow or by calling 855.398.6200.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.33 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges		
Electric Meter - 108011549	Duke Energy Rate RS - Residential Svc-Summer	
kWh Usage - 0	Distribution-Customer Chg	\$ 6.00
May 29 - Jun 27	Delivery Charges	
29 Days	Delivery Riders	4.83
	Total Delivery Charges	\$ 4.83
	Generation Riders	
		\$ 10.83
	Total Current Electric Charges	\$ 10.83

DISCONNECT NOTICE

Account Number 1330-0399-36-8

50 20

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

Due Date	Amount Due
Aug 25, 2014	\$ 808.78

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

410 00000808784 13300399368 082520147 00000820911

DISCONNECT NOTICE

Page 1 of 2

Name/Service Address	For Inquiries Call	Account Number
Donald Anderson 85 Redbud Ln Hamilton OH 45013	Duke Energy 1-800-544-6900	1330-0399-36-8

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Aug 01 not included Bill prepared on Aug 01, 2014 Next meter reading Aug 27, 2014

Urgent Message - Your bill has been estimated for at least 9 months because we have not had access to your meter(s). Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

IMPORTANT: If your service has not yet been disconnected, please pay \$786.16 immediately to avoid disconnection.

If your service is disconnected for non payment, in addition to a reconnection charge, you will be required to pay a deposit in the amount of \$25.00 before service is restored.

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Elec	108011549	Jun 27 Jul 29	32	9010 E	9010 E	0

Electric - Residential	Current Billing
Usage - 0 kWh	Amt Due - Previous Bill \$ 786.16
Duke Energy - Rate RS \$ 10.83	Late Payment Charge(s) 11.79
Current Electric Charges \$ 10.83	Balance Forward 797.95
	Current Electric Charges 10.83
	Current Amount Due \$ 808.78

The more you know, the less you spend. Get bill-lowering tips at duke-energy.com/energytips.

Save time. Save money. Get FREE CFL bulbs or deeply discounted CFLs and LEDs. Go to online to duke-energy.com/SaveOnBulbs or check your FREE CFL eligibility by calling 800.943.7585 and choose option 1. Either way, we'll deliver your bulbs right to your door.

DISCONNECT NOTICE

Due Date	Amount Due	After Aug 25, 2014
Aug 25, 2014	\$ 808.78	\$ 820.91

DISCONNECT NOTICE

Page 2 of 2

Name	Service Address	Account Number
Donald Anderson	85 Redbud Ln Hamilton OH 45013	1330-0399-36-8

Simple summer savings: Get \$30 for recycling your extra fridge. Schedule your FREE pickup at duke-energy.com/HaulAway or by calling 855.398.6200.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.33 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges		
Electric		Duke Energy
Meter - 108011549		Rate RS - Residential Svc-Summer
kWh Usage - 0		Distribution-Customer Chg \$ 6.00
Jun 27 - Jul 29		Delivery Charges
32 Days		Delivery Riders 4.83
		Total Delivery Charges \$ 4.83
		Generation Riders
		\$ 10.83
		Total Current Electric Charges \$ 10.83

**** FINAL BILL ****

Account Number 1330-0399-36-8

50 20

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

Due Date	Amount Due
Sep 4, 2014	\$ 812.14

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

410 00000812145 13300399368 090420143 00000824321

**** FINAL BILL ****

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 85 Redbud Ln Hamilton OH 45013	Duke Energy 1-800-544-6900	1330-0399-36-8

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Aug 13 not included Bill prepared on Aug 13, 2014

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Elec	108011549	Jul 29	Aug 07	9	9010 E	9010	0

Electric - Residential	Current Billing
Usage - 0 kWh	Amt Due - Previous Bill \$ 808.78
Duke Energy - Rate RS \$ 3.36	Balance Forward 808.78
Current Electric Charges \$ 3.36	Current Electric Charges 3.36
	Current Amount Due \$ 812.14

PLEASE NOTE: This is your final bill for electric service at 85 REDBUD LN.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.33 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

**** FINAL BILL ****

Due Date	Amount Due	After Sep 4, 2014
Sep 4, 2014	\$ 812.14	\$ 824.32

Name	Service Address	Account Number
Donald Anderson	85 Redbud Ln Hamilton OH 45013	1330-0399-36-8

Explanation of Current Charges		
Electric		
Meter -	108011549	
kWh Usage -	0	
Jul 29 - Aug 07		
9 Days		
	Duke Energy	
	Rate RS - Residential Svc-Summer	
	Distribution-Customer Chg	\$ 1.86
	Delivery Charges	
	Delivery Riders	1.50
	Total Delivery Charges	\$ 1.50
	Generation Riders	
		\$ 3.36
	Total Current Electric Charges	\$ 3.36

Account Number 2970-0264-49-0

10 05

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

Due Date	Amount Due
Jan 31, 2013	\$ 99.88

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

Anderson

Ex 4

400 00000099880 29700264490 013120137 00000101389

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 7111 Cloverhill Dr Cincinnati OH 45231	Duke Energy 513-421-9500	2970-0264-49-0

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Jan 09 not included Last payment received Dec 27 Bill prepared on Jan 09, 2013 Next meter reading Feb 06, 2013

Meter	Number	Reading From	Date To	Days	Meter Reading Previous	Present	Usage
Gas	001007263	Dec 05	Jan 08	34	567	624	57
Elec	108014272	Dec 05	Jan 08	34	5414	5627	213

Gas - Residential	Current Billing
Usage - 57 CCF	Amt Due - Previous Bill \$ 48.48
Duke Energy - Rate RS \$ 69.37	Payment(s) Received 48.48cr
Current Gas Charges \$ 69.37	Balance Forward 0.00
Gas Cost Recovery \$0.53168740/CCF	Current Gas Charges 69.37
	Current Electric Charges 30.51
	Current Amount Due \$ 99.88

Electric - Residential
Usage - 213 kWh
Duke Energy - Rate RS \$ 30.51
Current Electric Charges \$ 30.51

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5316874 per CCF, which includes a base GCR of \$0.5069000 and Ohio excise tax of \$0.0247874.

Stamps aren't cheap. Paperless Billing is, because it's free! You can pay your bill right now in just a few clicks. It's simple, convenient, and secure. www.duke-energy.com/GoPaperless

Get your free Home Energy House Call (valued at \$150!). It's a free in-home assessment to help you learn about your home's energy use and save on your monthly bills. You'll also get a free Energy Efficiency Starter Kit! Sign up at duke-energy.com/house-call.

Due Date	Amount Due	After Jan 31, 2013
Jan 31, 2013	\$ 99.88	\$ 101.38

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.08 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges				
Gas		Duke Energy		
Meter -	001007263	Rate RS - Residential Service		
CCF Usage -	57	Fixed Delivery Service Charge	\$ 25.33	
Dec 05 - Jan 08		Usage-Based Charge		
34 Days		57 CCF @ \$ 0.03272800	1.87	
		Gas Delivery Riders	11.86	
		Gas Cost Recovery		
		57 CCF @ \$ 0.53168740	30.31	\$ 69.37
		Total Current Gas Charges		\$ 69.37
Electric		Duke Energy		
Meter -	108014272	Rate RS - Residential Svc-Winter		
kWh Usage -	213	Distribution-Customer Chg	\$ 5.50	
Dec 05 - Jan 08		Delivery Charges		
34 Days		Distribution-Energy Chg		
		213 kWh @ \$ 0.02212600	4.71	
		Delivery Riders	5.53	
		Total Delivery Charges	\$ 10.24	
		Generation Riders	1.66	
		Generation Charges		
		Rider RC	0.99	
		Rider RE	11.76	
		Rider AERR	0.10	
		Rider RTO	0.08cr	
		Rider SCR	0.34	
		Total Generation Charges	\$ 13.11	30.51
		Total Current Electric Charges		\$ 30.51

Month	Number of Cases
J	8
F	50
M	40
A	0
M	0
J	0
J	0
A	0
S	0
O	0
N	0
D	2
J	55

Month	Number of Cases
J	25
F	175
M	170
A	145
M	0
J	0
J	0
A	0
S	0
O	0
N	0
D	30
J	210

Calculations based on most recent 12 month history

Total Usage	762
Average Usage	64

[illegible]

Account Number 2970-0264-49-0

10 05

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

Due Date	Amount Due
Mar 1, 2013	\$ 103.53

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

400 00000103535 29700264490 030120132 00000105082

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 7111 Clovernoll Dr Cincinnati OH 45231	Duke Energy 513-421-9500	2970-0264-49-0

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Feb 07 not included Last payment received Feb 01 Bill prepared on Feb 07, 2013 Next meter reading Mar 07, 2013

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Gas	001007263	Jan 08	Feb 06	29	624	694	70
Elec	108014272	Jan 08	Feb 06	29	5627	5807	180

Gas - Residential
Usage - 70 CCF
Duke Energy - Rate RS \$ 76.49
Current Gas Charges \$ 76.49
Gas Cost Recovery \$0.52046420/CCF

Current Billing
Amt Due - Previous Bill \$ 99.88
Payment(s) Received 99.88cr
Balance Forward 0.00
Current Gas Charges 76.49
Current Electric Charges 27.04
Current Amount Due \$ 103.53

Electric - Residential
Usage - 180 kWh
Duke Energy - Rate RS \$ 27.04
Current Electric Charges \$ 27.04

Coming soon: A new look for Duke Energy. Our logo is changing, but all aspects of your service and account will remain the same. Questions? Visit duke-energy.com/newlogo.

Stamps aren't cheap. Paperless Billing is, because it's free! You can pay your bill right now in just a few clicks. It's simple, convenient, and secure. www.duke-energy.com/GoPaperless

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5204642 per CCF, which includes a base GCR of \$0.4962000 and Ohio excise tax of \$0.0242642.

Due Date	Amount Due	After Mar 1, 2013
Mar 1, 2013	\$ 103.53	\$ 105.08

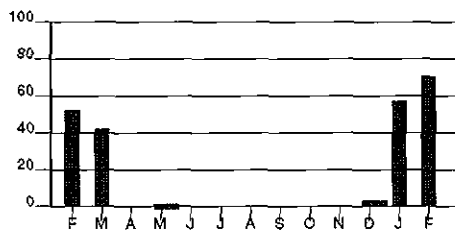
Name	Service Address	Account Number
Donald Anderson	7111 Clovermoll Dr Cincinnati OH 45231	2970-0264-49-0

GET \$30 FOR YOUR OLD REFRIDGERATOR OR FREEZER! Save up to \$150/yr on your energy bill. We'll pick it up for FREE and give you \$30. To schedule your pickup, call 855.398.6200 or visit duke-energy.com/recycle. Some restrictions apply.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.08 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

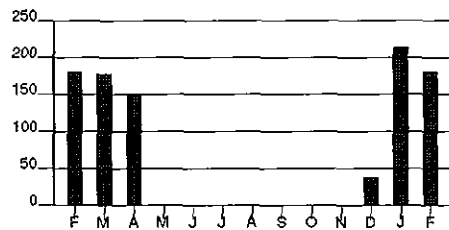
Explanation of Current Charges		
Gas	Duke Energy	
Meter - 001007263	Rate RS - Residential Service	
CCF Usage - 70	Fixed Delivery Service Charge	\$ 25.33
Jan 08 - Feb 06	Usage-Based Charge	
29 Days	70 CCF @ \$ 0.03272800	2.29
	Gas Delivery Riders	12.44
	Gas Cost Recovery	
	70 CCF @ \$ 0.52046420	36.43
		\$ 76.49
	Total Current Gas Charges	\$ 76.49
Electric	Duke Energy	
Meter - 108014272	Rate RS - Residential Svc-Winter	
kWh Usage - 180	Distribution-Customer Chg	\$ 5.50
Jan 08 - Feb 06	Delivery Charges	
29 Days	Distribution-Energy Chg	
	180 kWh @ \$ 0.02212600	3.98
	Delivery Riders	5.08
	Total Delivery Charges	\$ 9.06
	Generation Riders	1.41
	Generation Charges	
	Rider RC	0.84
	Rider RE	9.94
	Rider AERR	0.08
	Rider RTO	0.07 ^{cr}
	Rider SCR	0.28
	Total Generation Charges	\$ 11.07
		27.04
	Total Current Electric Charges	\$ 27.04

CCF Gas Usage



Calculations based on most recent 12 month history
 Total Usage 173
 Average Usage 14

kWh Electric Usage



Calculations based on most recent 12 month history
 Total Usage 761
 Average Usage 63

	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB
Gas	52	42	0	1	0	0	0	0	0	0	3	57	70
Electric	181	179	151	0	0	0	0	0	0	0	38	213	180

Account Number 2970-0264-49-0

10 05

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

Due Date	Amount Due
Apr 1, 2013	\$ 93.74

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

400 00000093742 29700264490 040120130 00000095150

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 7111 Clovernoll Dr Cincinnati OH 45231	Duke Energy 513-421-9500	2970-0264-49-0

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Mar 08 not included Last payment received Mar 04 Bill prepared on Mar 08, 2013 Next meter reading Apr 08, 2013

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Gas	001007263	Feb 06 Mar 07	29	694	749	55
Elec	108014272	Feb 06 Mar 07	29	5807	5988	181

Gas - Residential	Current Billing
Usage - 55 CCF	Amt Due - Previous Bill \$ 103.53
Duke Energy - Rate RS \$ 66.59	Payment(s) Received 103.53cr
Current Gas Charges \$ 66.59	Balance Forward 0.00
Gas Cost Recovery \$0.50347200/CCF	Current Gas Charges 66.59
	Current Electric Charges 27.15
	Current Amount Due \$ 93.74

Electric - Residential
Usage - 181 kWh
Duke Energy - Rate RS \$ 27.15
Current Electric Charges \$ 27.15

Don't forget: Our new look is coming soon. We'll be changing our logo on all communications starting later this month. Your service and account remain the same. Questions? Visit duke-energy.com/newlogo.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5034720 per CCF, which includes a base GCR of \$0.4800000 and Ohio excise tax of \$0.023472.

Performance Tuning, HVAC-style. The Smart Saver Health Check evaluates your heat pump or central air conditioner to ensure it's at peak efficiency. That means optimal comfort & savings. Visit duke-energy.com/smartsaver and learn about the \$50 incentive.

Due Date	Amount Due	After Apr 1, 2013
Apr 1, 2013	\$ 93.74	\$ 95.15

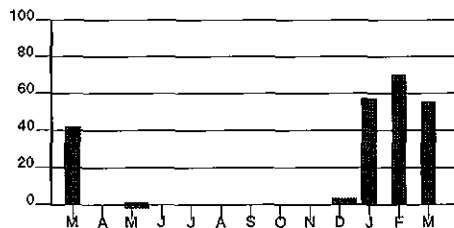
Name	Service Address	Account Number
Donald Anderson	7111 Clovernoll Dr Cincinnati OH 45231	2970-0264-49-0

FREE PICK UP OF YOUR OLD REFRIGERATOR OR FREEZER! Save up to \$150/yr on your energy bill. We'll pick it up for FREE and give you \$30. To schedule your pickup, call 855.398.6200 or visit duke-energy.com/recycle. Some restrictions apply.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.08 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

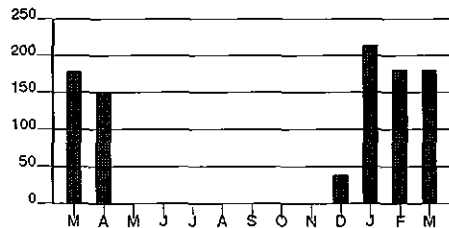
Explanation of Current Charges		
Gas	Duke Energy	
Meter - 001007263	Rate RS - Residential Service	
CCF Usage - 55	Fixed Delivery Service Charge	\$ 25.33
Feb 06 - Mar 07	Usage-Based Charge	
29 Days	55 CCF @ \$ 0.03272800	1.80
	Gas Delivery Riders	11.77
	Gas Cost Recovery	
	55 CCF @ \$ 0.50347200	27.69
		\$ 66.59
	Total Current Gas Charges	\$ 66.59
Electric	Duke Energy	
Meter - 108014272	Rate RS - Residential Svc-Winter	
kWh Usage - 181	Distribution-Customer Chg	\$ 5.50
Feb 06 - Mar 07	Delivery Charges	
29 Days	Distribution-Energy Chg	
	181 kWh @ \$ 0.02212600	4.00
	Delivery Riders	5.09
	Total Delivery Charges	\$ 9.09
	Generation Riders	1.42
	Generation Charges	
	Rider RC	0.84
	Rider RE	10.00
	Rider AERR	0.08
	Rider RTO	0.07cr
	Rider SCR	0.29
	Total Generation Charges	\$ 11.14
		27.15
	Total Current Electric Charges	\$ 27.15

CCF Gas Usage



Calculations based on most recent 12 month history
Total Usage 186
Average Usage 16

kWh Electric Usage



Calculations based on most recent 12 month history
Total Usage 763
Average Usage 64

	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
Gas	42	0	1	0	0	0	0	0	0	3	57	70	55
Electric	179	151	0	0	0	0	0	0	0	38	213	190	181

Account Number 2970-0264-49-0

10 05

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

Due Date

May 1, 2013

Amount Due

\$ 79.27

\$ _____ \$ _____
HeatShare Contribution Amount Enclosed
(for Customer Assistance)Donald Anderson
PO Box 342
Loveland OH 45140-0342PO Box 1326
Charlotte NC 28201-1326

400 00000079278 29700264490 050120139 00000080462

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 7111 Clovernoll Dr Cincinnati OH 45231	Duke Energy 513-421-9500	2970-0264-49-0

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Apr 09 not included Last payment received Mar 22 Bill prepared on Apr 09, 2013 Next meter reading May 07, 2013

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Gas	001007263	Mar 07 Apr 08	32	749	775	26
Elec	108014272	Mar 07 Apr 08	32	5988	6186	198

Gas - Residential	
Usage -	26 CCF
Duke Energy - Rate RS	\$ 49.31
Current Gas Charges	\$ 49.31
Gas Cost Recovery \$0.46550180/CCF	

Current Billing	
Amt Due - Previous Bill	\$ 93.74
Payment(s) Received	93.74cr
Balance Forward	0.00
Current Gas Charges	49.31
Current Electric Charges	29.96
Current Amount Due	\$ 79.27

Electric - Residential	
Usage -	198 kWh
Duke Energy - Rate RS	\$ 29.96
Current Electric Charges	\$ 29.96

The PUCO approved an adjustment to Rider AU, Advanced Utility Rider. The rider results in an increase of \$0.53 per month to your bill.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.4655018 per CCF, which includes a base GCR of \$0.4438000 and Ohio excise tax of \$0.0217018.

The PUCO approved adjustments to Rider DR-IM and Rider ECF (part of the Delivery Riders), Rider ESSC (part of the Generation Riders) and Riders SCR and AER-R effective April 2, 2013. A typical residential customer using 1,000 kWh per month will see an increase of approximately \$0.77 or 0.7%.

Due Date	Amount Due	After May 1, 2013
May 1, 2013	\$ 79.27	\$ 80.46

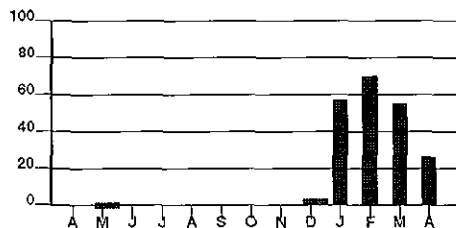
Name	Service Address	Account Number
Donald Anderson	7111 Clovernoll Dr Cincinnati OH 45231	2970-0264-49-0

Save time! Save Money! Ordering your free CFLs only takes a few minutes and can save you money on your Duke Energy bill. Call 800-943-7585 and choose option 1, or visit www.duke-energy.com/EasyCFLs to see if you are eligible.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.07 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

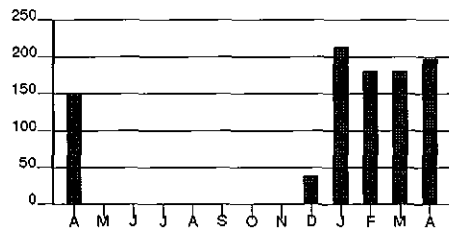
Explanation of Current Charges		
Gas	Duke Energy	
Meter - 001007263	Rate RS - Residential Service	
CCF Usage - 26	Fixed Delivery Service Charge	\$ 25.33
Mar 07 - Apr 08	Usage-Based Charge	
32 Days	26 CCF @ \$ 0.03272800	0.85
	Gas Delivery Riders	11.03
	Gas Cost Recovery	
	26 CCF @ \$ 0.46550180	12.10
		\$ 49.31
	Total Current Gas Charges	\$ 49.31
Electric	Duke Energy	
Meter - 108014272	Rate RS - Residential Svc-Winter	
kWh Usage - 198	Distribution-Customer Chg	\$ 5.50
Mar 07 - Apr 08	Delivery Charges	
32 Days	Distribution-Energy Chg	
	198 kWh @ \$ 0.02212600	4.38
	Delivery Riders	6.47
	Total Delivery Charges	\$ 10.85
	Generation Riders	1.45
	Generation Charges	
	Rider RC	0.92
	Rider RE	10.94
	Rider AERR	0.02cr
	Rider RTO	0.08cr
	Rider SCR	0.40
	Total Generation Charges	\$ 12.16
		29.96
	Total Current Electric Charges	\$ 29.96

CCF Gas Usage



Calculations based on most recent 12 month history
Total Usage 212
Average Usage 18

kWh Electric Usage



Calculations based on most recent 12 month history
Total Usage 810
Average Usage 68

	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR
Gas	0	1	0	0	0	0	0	0	3	57	70	55	26
Electric	151	0	0	0	0	0	0	0	38	213	180	181	198

Account Number 2970-0264-49-0

10 05

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

Due Date	Amount Due
May 30, 2013	\$ 63.96

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

400 00000063967 29700264490 053020135 00000064920

Page 1 of 3

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 7111 Clovernoll Dr Cincinnati OH 45231	Duke Energy 1-800-544-6900	2970-0264-49-0

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after May 08 not included Last payment received Apr 26 Bill prepared on May 08, 2013 Next meter reading Jun 06, 2013

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Gas	001007263	Apr 08	May 07	29	775	775	0
Elec	108014272	Apr 08	May 07	29	6186	6361	175

Gas - Residential
Usage - 0 CCF
Duke Energy - Rate RS \$ 36.41
Current Gas Charges \$ 36.41

Current Billing
Amt Due - Previous Bill \$ 79.27
Payment(s) Received 79.27cr
Balance Forward 0.00
Current Gas Charges 36.41
Current Electric Charges 27.55
Current Amount Due \$ 63.96

Electric - Residential
Usage - 169 kWh
Duke Energy - Rate RS \$ 26.60
Usage - 6 kWh
Duke Energy - Rate RS 0.95
Current Electric Charges \$ 27.55
Old Rate Effective Apr 08 To May 06
New Rate Effective May 06 To May 07

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5137512 per CCF, which includes a base GCR of \$0.4898000 and Ohio excise tax of \$0.0239512.

The PUCO approved an increase in the AMRP Rider to fund improvements in the reliability and safety of Duke Energy's gas system. The rider results in an increase of \$1.15 per month to your bill.

Due Date	Amount Due	After May 30, 2013
May 30, 2013	\$ 63.96	\$ 64.92

Name	Service Address	Account Number
Donald Anderson	7111 Clovernoll Dr Cincinnati OH 45231	2970-0264-49-0

Duke Energy filed an application on 7-9-12 (Case No. 12-1682-EL-AIR) with the PUCO to increase distribution rates to recover increased costs incurred since 2009. On 5-1-13, the PUCO approved an agreement allowing Duke Energy to increase electric rates by \$49.0 million. This represents \$3.72 per month (3.3%) for residential customers using 1000 kWh, effective for usage on or after 5-6-13. The residential customer charge increases from \$5.50 to \$6.00 per month. The distribution rate is the component of the electric bill that recovers the cost of building, operating and maintaining the system that delivers electricity to customers' homes and businesses. You can obtain further information by contacting Duke Energy at 513-421-9500, 800-544-6900 or www.duke-energy.com.

Get up to 84% off retail prices on long-lasting, energy-saving light bulbs at Duke Energy Savings Store. Shop and buy seventeen different types and sizes of CFL and LED bulbs for fixtures around your home. Save at www.duke-energy.com/store1

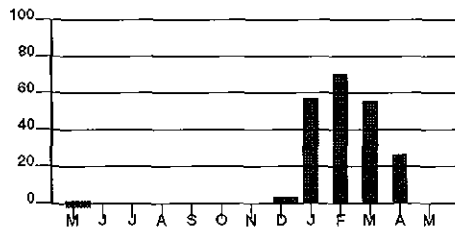
PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.07 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges			
Gas		Duke Energy	
Meter - 001007263		Rate RS - Residential Service	
CCF Usage - 0		Fixed Delivery Service Charge	\$ 25.33
Apr 08 - May 07 29 Days		Gas Delivery Riders	11.08
			\$ 36.41
		Total Current Gas Charges	\$ 36.41

Name		Service Address	Account Number	
Donald Anderson		7111 Clovermoll Dr Cincinnati OH 45231	2970-0264-49-0	
Electric		Duke Energy		
Meter -	108014272	Rate RS - Residential Svc-Winter		
kWh Usage -	175	Old Rate Effective Apr 08 To May 06		
Apr 08 - May 07		Distribution-Customer Chg	\$ 5.31	
29 Days		Delivery Charges		
		Distribution-Energy Chg		
		169 kWh @ \$ 0.02212600	3.74	
		Delivery Riders	5.94	
		Total Delivery Charges	\$ 9.68	
		Generation Riders	1.24	
		Generation Charges		
		Rider RC	0.79	
		Rider RE	9.33	
		Rider AERR	0.02cr	
		Rider RTO	0.07cr	
		Rider SCR	0.34	
		Total Generation Charges	\$ 10.37	26.60
<hr/>				
		Duke Energy		
		Rate RS - Residential Svc-Winter		
		New Rate Effective May 06 To May 07		
		Distribution-Customer Chg	\$ 0.20	
		Delivery Charges		
		Distribution-Energy Chg		
		6 kWh @ \$ 0.02534200	0.15	
		Delivery Riders	0.19	
		Total Delivery Charges	\$ 0.34	
		Generation Riders	0.04	
		Generation Charges		
		Rider RC	0.03	
		Rider RE	0.33	
		Rider SCR	0.01	
		Total Generation Charges	\$ 0.37	0.95
Total Current Electric Charges				\$ 27.55

CCF

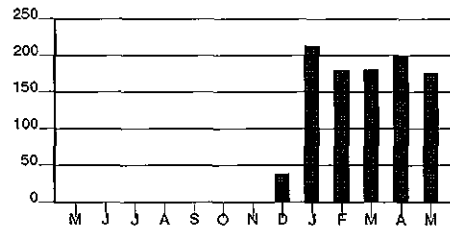
Gas Usage



Calculations based on most recent 12 month history
 Total Usage 211
 Average Usage 18

kWh

Electric Usage



Calculations based on most recent 12 month history
 Total Usage 985
 Average Usage 82

	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY
Gas	1	0	0	0	0	0	0	3	57	70	55	26	0
Electric	0	0	0	0	0	0	0	38	213	180	181	198	175

Account Number 2970-0264-49-0

10 05

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

Due Date	Amount Due
Jul 1, 2013	\$ 65.38

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

400 00000065382 29700264490 070120135 00000066362

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 7111 Clovernoll Dr Cincinnati OH 45231	Duke Energy 1-800-544-6900	2970-0264-49-0

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Jun 07 not included Last payment received May 30 Bill prepared on Jun 07, 2013 Next meter reading Jul 08, 2013

Meter	Number	Reading From	Date To	Days	Meter Reading Previous	Present	Usage
Gas	001007263	May 07	Jun 06	30	775	775	0
Elec	108014272	May 07	Jun 06	30	6361	6540	179

Gas - Residential
Usage - 0 CCF
Duke Energy - Rate RS \$ 36.41
Current Gas Charges \$ 36.41

Current Billing
Amt Due - Previous Bill \$ 63.96
Payment(s) Received 63.96cr
Balance Forward 0.00
Current Gas Charges 36.41
Current Electric Charges 28.97
Current Amount Due \$ 65.38

Electric - Residential
Usage - 179 kWh
Duke Energy - Rate RS \$ 28.97
Current Electric Charges \$ 28.97

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5497285 per CCF, which includes a base GCR of \$0.5241000 and Ohio excise tax of \$0.0256285.

Get up to 84% off retail prices on long-lasting, energy-saving light bulbs at Duke Energy Savings Store. Shop and buy seventeen different types and sizes of CFL and LED bulbs for fixtures around your home. Save at www.duke-energy.com/store1

Save time! Save Money! Ordering your free CFLs only takes a few minutes and can save you money on your Duke Energy bill. Call 800-943-7585 and choose option 1, or visit www.duke-energy.com/EasyCFLs to see if you are eligible.

Due Date	Amount Due	After Jul 1, 2013
Jul 1, 2013	\$ 65.38	\$ 66.36

Name	Service Address	Account Number
Donald Anderson	7111 Clovernoll Dr Cincinnati OH 45231	2970-0264-49-0

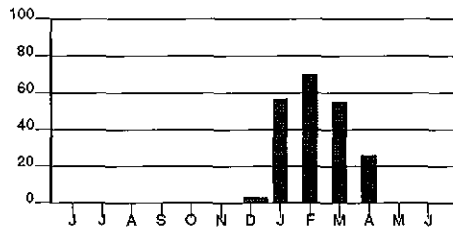
In Case No. 11-3549-EL-SSO, the PUCO approved Duke's Electric Security Plan, which requires Duke to hold auctions to determine the rates for electric generation. As a result of the auctions, generation rates will change effective May 31, 2013. A typical residential customer using 1,000 kWh per month will see a decrease of approximately \$0.31 or (0.3) % per month.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.04 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges		
Gas	Duke Energy	
Meter - 001007263	Rate RS - Residential Service	
CCF Usage - 0	Fixed Delivery Service Charge	\$ 25.33
May 07 - Jun 06	Gas Delivery Riders	11.08
30 Days		\$ 36.41
	Total Current Gas Charges	\$ 36.41
Electric	Duke Energy	
Meter - 108014272	Rate RS - Residential Svc-Summer	
kWh Usage - 179	Distribution-Customer Chg	\$ 6.00
May 07 - Jun 06	Delivery Charges	
30 Days	Distribution-Energy Chg	
	179 kWh @ \$ 0.02534200	4.54
	Delivery Riders	6.19
	Total Delivery Charges	\$ 10.73
	Generation Riders	1.31
	Generation Charges	
	Rider RC	0.51
	Rider RE	10.15
	Rider AERR	0.02cr
	Rider RTO	0.07cr
	Rider SCR	0.36
	Total Generation Charges	\$ 10.93
		28.97
	Total Current Electric Charges	\$ 28.97

CCF

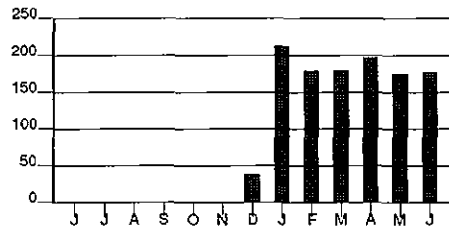
Gas Usage



Calculations based on most recent 12 month history
Total Usage 211
Average Usage 18

kWh

Electric Usage



Calculations based on most recent 12 month history
Total Usage 1,164
Average Usage 97

	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
Gas	0	0	0	0	0	0	3	57	70	55	26	0	0
Electric	0	0	0	0	0	0	38	213	180	181	198	175	179

Account Number 2970-0264-49-0

10 05

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

Due Date	Amount Due
Jul 31, 2013	\$ 67.27

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

400 00000067270 29700264490 073120136 00000068284

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 7111 Clovernoll Dr Cincinnati OH 45231	Duke Energy 1-800-544-6900	2970-0264-49-0

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Jul 09 not included Last payment received Jul 02 Bill prepared on Jul 09, 2013 Next meter reading Aug 06, 2013

Meter	Number	Reading From	Date To	Days	Meter Reading Previous	Present	Usage
Gas	001007263	Jun 06	Jul 08	32	775	776	1
Elec	108014272	Jun 06	Jul 08	32	6540	6728	188

Gas - Residential	Current Billing
Usage - 1 CCF	Amt Due - Previous Bill \$ 65.38
Duke Energy - Rate RS \$ 37.05	Payment(s) Received 65.38cr
Current Gas Charges \$ 37.05	Balance Forward 0.00
Gas Cost Recovery \$0.57280430/CCF	Current Gas Charges 37.05
	Current Electric Charges 30.22
	Current Amount Due \$ 67.27

Electric - Residential
Usage - 188 kWh
Duke Energy - Rate RS \$ 30.22
Current Electric Charges \$ 30.22

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5728043 per CCF, which includes a base GCR of \$0.5461000 and Ohio excise tax of \$0.0267043.

Save time. Save money. Get FREE or deeply discounted CFLs and LEDs from the Duke Energy Savings Store - delivered right to your door. Check your eligibility for FREE CFLs today. Call 800-943-7585 and choose option 4 or visit duke-energy.com/SaveOnBulbs.

FREE Energy Efficiency Kit - worth over \$30! Duke Energy customers can receive a customized in-home energy review along with a Free Energy Efficiency kit. Schedule your free Home Energy House Call today. Visit duke-energy.com/house-call or call 1-877-388-7676 to sign up.

Due Date	Amount Due	After Jul 31, 2013
Jul 31, 2013	\$ 67.27	\$ 68.28

Name	Service Address	Account Number
Donald Anderson	7111 Clovernoll Dr Cincinnati OH 45231	2970-0264-49-0

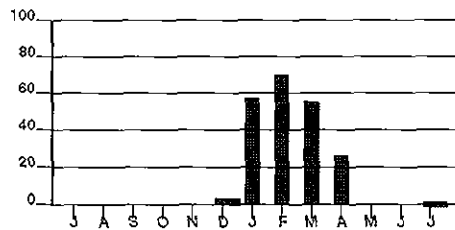
In Case No. 11-5905-EL-RDR, the PUCO approved an adjustment to Rider DDR, Distribution Decoupling Rider, effective July 1, 2013. A typical residential customer using 1,000 kWh per month will see an increase of approximately \$0.72 or 0.61%.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.10 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges		
Gas	Duke Energy	
Meter - 001007263	Rate RS - Residential Service	
CCF Usage - 1	Fixed Delivery Service Charge	\$ 25.33
Jun 06 - Jul 08	Usage-Based Charge	
32 Days	1 CCF @ \$ 0.03272800	0.03
	Gas Delivery Riders	11.12
	Gas Cost Recovery	
	1 CCF @ \$ 0.57280430	0.57
		\$ 37.05
	Total Current Gas Charges	\$ 37.05
Electric	Duke Energy	
Meter - 108014272	Rate RS - Residential Svc-Summer	
kWh Usage - 188	Distribution-Customer Chg	\$ 6.00
Jun 06 - Jul 08	Delivery Charges	
32 Days	Distribution-Energy Chg	
	188 kWh @ \$ 0.02534200	4.76
	Delivery Riders	6.47
	Total Delivery Charges	\$ 11.23
	Generation Riders	1.37
	Generation Charges	
	Rider RC	0.54
	Rider RE	10.66
	Rider RTO	0.07cr
	Rider SCR	0.49
	Total Generation Charges	\$ 11.62
		30.22
	Total Current Electric Charges	\$ 30.22

CCF

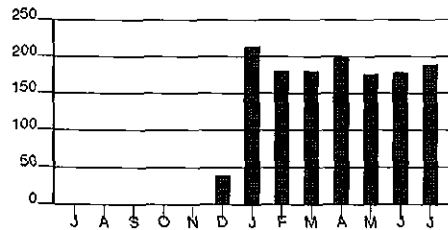
Gas Usage



Calculations based on most recent 12 month history
 Total Usage 212
 Average Usage 18

kWh

Electric Usage



Calculations based on most recent 12 month history
 Total Usage 1,352
 Average Usage 113

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL
Gas	0	0	0	0	0	3	57	70	55	26	0	0	1
Electric	0	0	0	0	0	38	213	180	181	198	175	179	188

Account Number 2970-0264-49-0

10 05

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

Due Date

Aug 29, 2013

Amount Due

\$ 64.54

\$ _____
HeatShare Contribution
(for Customer Assistance)\$ _____
Amount EnclosedDonald Anderson
PO Box 342
Loveland OH 45140-0342PO Box 1326
Charlotte NC 28201-1326

400 00000064548 29700264490 082920137 00000065510

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 7111 Clovernoll Dr Cincinnati OH 45231	Duke Energy 1-800-544-6900	2970-0264-49-0

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Aug 07 not included Last payment received Aug 01 Bill prepared on Aug 07, 2013 Next meter reading Sep 05, 2013

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Gas	001007263	Jul 08	Aug 06	29	776	776	0
Elec	108014272	Jul 08	Aug 06	29	6728	6897	169

Gas - Residential	
Usage -	0 CCF
Duke Energy - Rate RS	\$ 36.41
Current Gas Charges	\$ 36.41

Electric - Residential	
Usage -	169 kWh
Duke Energy - Rate RS	\$ 28.13
Current Electric Charges	\$ 28.13

Current Billing	
Amt Due - Previous Bill	\$ 67.27
Payment(s) Received	67.27cr
Balance Forward	0.00
Current Gas Charges	36.41
Current Electric Charges	28.13
Current Amount Due	\$ 64.54

In Case No. 13-1308-GA-PIP, the PUCO approved an adjustment to Rider PIPP, Percentage of Income Payment Plan Rider, effective July 31, 2013. A typical residential customer using 70 CCF per month will see a decrease of approximately \$1.09 or 1.3%.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5602175 per CCF, which includes a base GCR of \$0.5341000 and Ohio excise tax of \$0.0261175.

FREE Energy Efficiency Kit - worth over \$30! Duke Energy customers can receive a customized in-home energy review along with a Free Energy Efficiency kit. Schedule your free Home Energy House Call today. Visit duke-energy.com/house-call or call 1-877-388-7676 to sign up.

Due Date	Amount Due	After Aug 29, 2013
Aug 29, 2013	\$ 64.54	\$ 65.51

Name	Service Address	Account Number
Donald Anderson	7111 Clovernoll Dr Cincinnati OH 45231	2970-0264-49-0

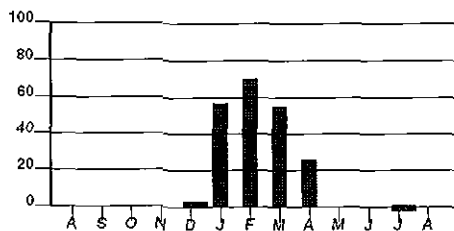
Save time. Save money. Get FREE or deeply discounted CFLs and LEDs from the Duke Energy Savings Store - delivered right to your door. Check your eligibility for FREE CFLs today. Call 800-943-7585 and choose option 4 or visit duke-energy.com/SaveOnBulbs.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.10 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges		
Gas		
Meter - 001007263	Duke Energy	
CCF Usage - 0	Rate RS - Residential Service	
Jul 08 - Aug 06	Fixed Delivery Service Charge \$ 25.33	
29 Days	Gas Delivery Riders 11.08	\$ 36.41
	Total Current Gas Charges	\$ 36.41
Electric		
Meter - 108014272	Duke Energy	
kWh Usage - 169	Rate RS - Residential Svc-Summer	
Jul 08 - Aug 06	Distribution-Customer Chg \$ 6.00	
29 Days	Delivery Charges	
	Distribution-Energy Chg	
	169 kWh @ \$ 0.02534200 4.28	
	Delivery Riders 6.18	
	Total Delivery Charges \$ 10.46	
	Generation Riders 1.24	
	Generation Charges	
	Rider RC 0.48	
	Rider RE 9.58	
	Rider RTO 0.07cr	
	Rider SCR 0.44	
	Total Generation Charges \$ 10.43	28.13
	Total Current Electric Charges	\$ 28.13

CCF

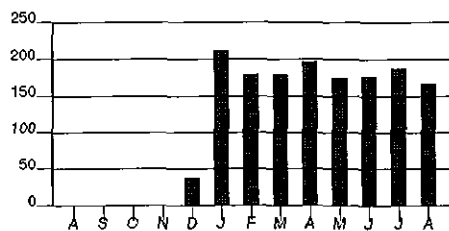
Gas Usage



Calculations based on most recent 12 month history
 Total Usage 212
 Average Usage 18

kWh

Electric Usage



Calculations based on most recent 12 month history
 Total Usage 1,521
 Average Usage 127

	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
Gas	0	0	0	0	3	57	70	55	26	0	0	1	0
Electric	0	0	0	0	38	213	180	181	198	175	179	188	169

Account Number 2970-0264-49-0

10 05

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

Due Date	Amount Due
Sep 30, 2013	\$ 65.32

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

400 00000065323 29700264490 093020138 00000066303

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 7111 Clovernoll Dr Cincinnati OH 45231	Duke Energy 1-800-544-6900	2970-0264-49-0

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Sep 06 not included Last payment received Aug 30 Bill prepared on Sep 06, 2013 Next meter reading Oct 04, 2013

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Gas	001007263	Aug 06	Sep 05	30	776	776	0
Elec	108014272	Aug 06	Sep 05	30	6897	7073	176

Gas - Residential
Usage - 0 CCF
Duke Energy - Rate RS \$ 36.41
Current Gas Charges \$ 36.41

Current Billing
Amt Due - Previous Bill \$ 64.54
Payment(s) Received 64.54cr
Balance Forward 0.00
Current Gas Charges 36.41
Current Electric Charges 28.91
Current Amount Due \$ 65.32

Electric - Residential
Usage - 176 kWh
Duke Energy - Rate RS \$ 28.91
Current Electric Charges \$ 28.91

Beware of recent fraudulent activity targeted at Duke Energy customers. Recent scams in Duke Energy service territories have left some customers out of money. Visit duke-energy.com to learn more and how to protect yourself.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5338901 per CCF, which includes a base GCR of \$0.5090000 and Ohio excise tax of \$0.0248901.

Save time. Save money. Get FREE or deeply discounted CFLs and LEDs from the Duke Energy Savings Store - delivered right to your door. Check your eligibility for FREE CFLs today. Call 800-943-7585 and choose option 1 or visit duke-energy.com/SaveOnBulbs.

Due Date	Amount Due	After Sep 30, 2013
Sep 30, 2013	\$ 65.32	\$ 66.30

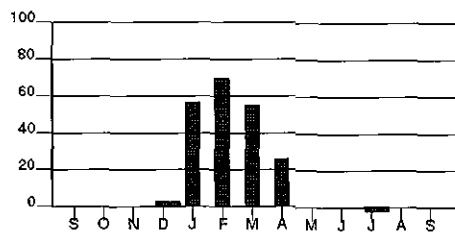
Name	Service Address	Account Number
Donald Anderson	7111 Clovernoll Dr Cincinnati OH 45231	2970-0264-49-0

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.10 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges		
Gas		
Meter - 001007263	Duke Energy	
CCF Usage - 0	Rate RS - Residential Service	
Aug 06 - Sep 05	Fixed Delivery Service Charge \$ 25.33	
30 Days	Gas Delivery Riders 11.08	\$ 36.41
	Total Current Gas Charges	\$ 36.41
Electric		
Meter - 108014272	Duke Energy	
kWh Usage - 176	Rate RS - Residential Svc-Summer	
Aug 06 - Sep 05	Distribution-Customer Chg \$ 6.00	
30 Days	Delivery Charges	
	Distribution-Energy Chg	
	176 kWh @ \$ 0.02534200 4.46	
	Delivery Riders 6.30	
	Total Delivery Charges \$ 10.76	
	Generation Riders 1.28	
	Generation Charges	
	Rider RC 0.50	
	Rider RE 9.98	
	Rider RTO 0.07cr	
	Rider SCR 0.46	
	Total Generation Charges \$ 10.87	28.91
	Total Current Electric Charges	\$ 28.91

CCF

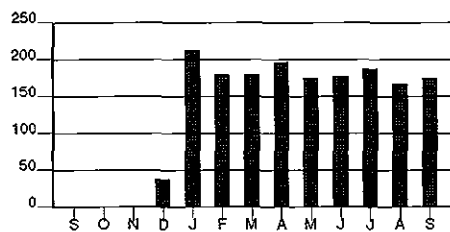
Gas Usage



Calculations based on most recent 12 month history
 Total Usage 212
 Average Usage 18

KWh

Electric Usage



Calculations based on most recent 12 month history
 Total Usage 1,697
 Average Usage 141

	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
Gas	0	0	0	3	57	70	55	26	0	0	1	0	0
Electric	0	0	0	38	213	180	181	198	175	179	188	169	176

Account Number 2970-0264-49-0

10 05

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

Due Date	Amount Due
Oct 29, 2013	\$ 64.62

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

400 00000064629 29700264490 102920139 00000065595

Page 1 of 3

Name/Service Address	For Inquiries Call	Account Number
Donald Anderson 7111 Clovernoll Dr Cincinnati OH 45231	Duke Energy 1-800-544-6900	2970-0264-49-0

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Oct 07 not included Last payment received Oct 01 Bill prepared on Oct 07, 2013 Next meter reading Nov 04, 2013

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Gas	001007263	Sep 05 Oct 04	29	776	776	0
Elec	108014272	Sep 05 Oct 04	29	7073	7243	170

Gas - Residential	
Usage - 0 CCF	
Duke Energy - Rate RS	\$ 36.41
Current Gas Charges	\$ 36.41

Current Billing	
Amt Due - Previous Bill	\$ 65.32
Payment(s) Received	65.32cr
Balance Forward	0.00
Current Gas Charges	36.41
Current Electric Charges	28.21
Current Amount Due	\$ 64.62

Electric - Residential	
Usage - 170 kWh	
Duke Energy - Rate RS	\$ 28.21
Current Electric Charges	\$ 28.21

Help those less fortunate stay warm this winter by contributing to Duke Energy's HeatShare program. Visit us online at duke-energy.com/heatshare for more information on how you can help.

In Case No. 13-318-GA-UEx, the PUCO approved an adjustment to Rider UE-G, Uncollectible Expense Rider, effective September 30, 2013. A typical residential customer using 70 CCF per month will see an increase of approximately \$0.16 or 0.2%.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.559693 per CCF, which includes a base GCR of \$0.5336 and Ohio excise tax of \$0.026093.

Due Date	Amount Due	After Oct 29, 2013
Oct 29, 2013	\$ 64.62	\$ 65.59

Name	Service Address	Account Number
Donald Anderson	7111 Clovernoll Dr Cincinnati OH 45231	2970-0264-49-0

Save time. Save money. Get FREE or deeply discounted CFLs and LEDs from the Duke Energy Savings Store - delivered right to your door. Check your eligibility for FREE CFLs today. Call 800-943-7585 and choose option 1 or visit duke-energy.com/SaveOnBulbs.

In Case No. 13-1524-EL-UEx, the PUCO approved an adjustment to Rider UE-ED, Uncollectible Expense - Electric Distribution (part of the Delivery Riders). In Case No. 13-1510-EL-UEx, the PUCO approved an adjustment to Rider UE-GEN, Uncollectible Expense - Electric Generation (part of the Generation Riders). A typical residential customer using 1,000 kWh per month will see a decrease of \$0.73 or (0.6) %. However, the PUCO also approved adjustments to Riders SCR, AER-R, BTR, and RTO. Overall, a typical residential customer using 1,000 kWh per month will see a decrease of approximately \$0.24 or (0.2) %.

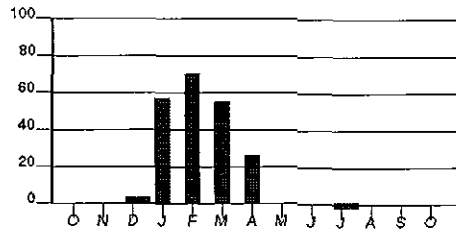
PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.13 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges			
Gas Meter - 001007263 CCF Usage - 0 Sep 05 - Oct 04 29 Days	Duke Energy		
	Rate RS - Residential Service		
	Fixed Delivery Service Charge	\$ 25.33	
	Gas Delivery Riders	11.08	\$ 36.41
Total Current Gas Charges			\$ 36.41
Electric Meter - 108014272 kWh Usage - 170 Sep 05 - Oct 04 29 Days	Duke Energy		
	Rate RS - Residential Svc-Winter		
	Distribution-Customer Chg	\$ 6.00	
	Delivery Charges		
	Distribution-Energy Chg		
	170 kWh @ \$ 0.02534200	4.31	
	Delivery Riders	6.17	
	Total Delivery Charges	\$ 10.48	
	Generation Riders	1.21	
	Generation Charges		
	Rider RC	0.49	
	Rider RE	9.64	
	Rider AERR	0.03	
	Rider RTO	0.07cr	
	Rider SCR	0.43	
	Total Generation Charges	\$ 10.52	28.21
Total Current Electric Charges			\$ 28.21

Name	Service Address	Account Number
Donald Anderson	7111 Clovernoll Dr Cincinnati OH 45231	2970-0264-49-0

CCF

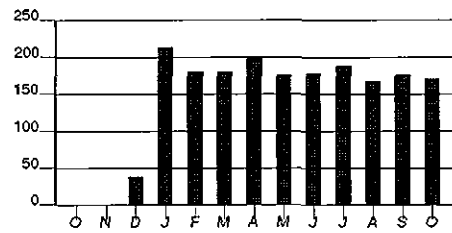
Gas Usage



Calculations based on most recent 12 month history
 Total Usage 212
 Average Usage 18

kWh

Electric Usage



Calculations based on most recent 12 month history
 Total Usage 1,867
 Average Usage 156

	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT
Gas	0	0	3	57	70	55	26	0	0	1	0	0	0
Electric	0	0	38	213	180	181	198	175	179	188	169	176	170

Account Number 2970-0264-49-0

10 05

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

Due Date	Amount Due
Nov 27, 2013	\$ 67.18

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

400 00000067180 29700264490 112720138 00000068195

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 7111 Clovernoll Dr Cincinnati OH 45231	Duke Energy 1-800-544-6900	2970-0264-49-0

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Nov 05 not included Last payment received Oct 30 Bill prepared on Nov 05, 2013 Next meter reading Dec 06, 2013

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Gas	001007263	Oct 04 Nov 04	31	776	777	1
Elec	108014272	Oct 04 Nov 04	31	7243	7431	188

Gas - Residential
Usage - 1 CCF
Duke Energy - Rate RS \$ 37.02
Current Gas Charges \$ 37.02
Gas Cost Recovery \$0.54007860/CCF

Current Billing
Amt Due - Previous Bill \$ 64.62
Payment(s) Received 64.62cr
Balance Forward 0.00
Current Gas Charges 37.02
Current Electric Charges 30.16
Current Amount Due \$ 67.18

Electric - Residential
Usage - 188 kWh
Duke Energy - Rate RS \$ 30.16
Current Electric Charges \$ 30.16

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5400786 per CCF, which includes a base GCR of \$0.5149 and Ohio excise tax of \$0.0251786.

Make sure your home is comfortable for the holidays. Get up to \$425 in rebates to help upgrade your attic insulation and seal ducts. Find a certified contractor today at duke-energy.com/smarty

Save time. Save money. Get FREE or deeply discounted CFLs and LEDs from the Duke Energy Savings Store - delivered right to your door. Check your eligibility for FREE CFLs today. Call 800-943-7585 and choose option 1 or visit duke-energy.com/SaveOnBulbs.

Due Date	Amount Due	After Nov 27, 2013
Nov 27, 2013	\$ 67.18	\$ 68.19

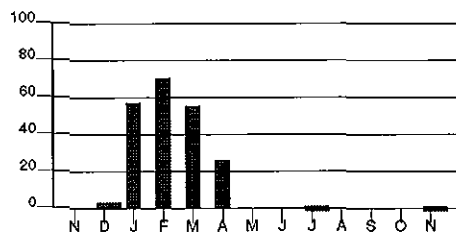
Name	Service Address	Account Number
Donald Anderson	7111 Clovernoll Dr Cincinnati OH 45231	2970-0264-49-0

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.13 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges		
Gas		
Meter - 001007263	Duke Energy	
CCF Usage - 1	Rate RS - Residential Service	
Oct 04 - Nov 04 31 Days	Fixed Delivery Service Charge	\$ 25.33
	Usage-Based Charge	
	1 CCF @ \$ 0.03272800	0.03
	Gas Delivery Riders	11.12
	Gas Cost Recovery	
	1 CCF @ \$ 0.54007860	0.54
		\$ 37.02
	Total Current Gas Charges	\$ 37.02
Electric		
Meter - 108014272	Duke Energy	
kWh Usage - 188	Rate RS - Residential Svc-Winter	
Oct 04 - Nov 04 31 Days	Distribution-Customer Chg	\$ 6.00
	Delivery Charges	
	Distribution-Energy Chg	
	188 kWh @ \$ 0.02534200	4.76
	Delivery Riders	6.44
	Total Delivery Charges	\$ 11.20
	Generation Riders	1.33
	Generation Charges	
	Rider RC	0.54
	Rider RE	10.66
	Rider AERR	0.03
	Rider RTO	0.07cr
	Rider SCR	0.47
	Total Generation Charges	\$ 11.63
		30.16
	Total Current Electric Charges	\$ 30.16

CCF

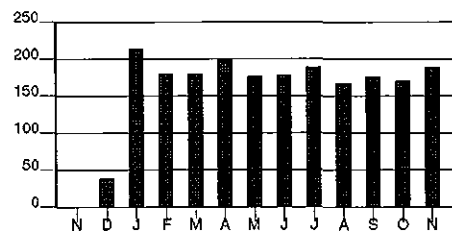
Gas Usage



Calculations based on most recent 12 month history
 Total Usage 213
 Average Usage 18

kWh

Electric Usage



Calculations based on most recent 12 month history
 Total Usage 2,055
 Average Usage 171

	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Gas	0	3	57	70	55	26	0	0	1	0	0	0	1
Electric	0	38	213	180	181	198	175	179	188	169	176	170	188

Account Number 2970-0264-49-0

10 05

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

Due Date

Dec 30, 2013

Amount Due

\$ 81.64

\$ _____
HeatShare Contribution
(for Customer Assistance)\$ _____
Amount EnclosedDonald Anderson
PO Box 342
Loveland OH 45140-0342PO Box 1326
Charlotte NC 28201-1326

400 00000081647 29700264490 123020138 00000082864

Page 1 of 3

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 7111 Clovernoll Dr Cincinnati OH 45231	Duke Energy 1-800-544-6900	2970-0264-49-0

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Dec 07 not included Last payment received Nov 25 Bill prepared on Dec 07, 2013 Next meter reading Jan 08, 2014

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Gas	001007263	Nov 04	Dec 06	32	777	801	24
Elec	108014272	Nov 04	Dec 06	32	7431	7626	195

Gas - Residential	
Usage -	24 CCF
Duke Energy - Rate RS	\$ 50.72
Current Gas Charges	\$ 50.72
Gas Cost Recovery \$0.51542950/CCF	

Current Billing	
Amt Due - Previous Bill	\$ 67.18
Payment(s) Received	67.18cr
Balance Forward	0.00
Current Gas Charges	50.72
Current Electric Charges	30.92
Current Amount Due	\$ 81.64

Electric - Residential	
Usage -	195 kWh
Duke Energy - Rate RS	\$ 30.92
Current Electric Charges	\$ 30.92

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5154295 per CCF, which includes a base GCR of \$0.4914 and Ohio excise tax of \$0.0240295.

In Case No. 12-1685-GA-AIR, the PUCO approved new gas delivery rates effective December 2, 2013. The new gas delivery rates reflect costs that previously were recovered through Rider AMRP, Accelerated Main Replacement Program and Rider AU, Advanced Utility Rider. Rider AMRP and Rider AU rates were reset to recognize the recovery of the costs in gas delivery rates. A typical residential customer using 70 CCF in a month will see an increase of \$0.41 or 0.5%.

Due Date	Amount Due	After Dec 30, 2013
Dec 30, 2013	\$ 81.64	\$ 82.86

Name	Service Address	Account Number
Donald Anderson	7111 Clovernoll Dr Cincinnati OH 45231	2970-0264-49-0

Help those less fortunate stay warm this winter by contributing to Duke Energy's HeatShare program. See this month's bill insert for more information on how you can help, or visit us online at duke-energy.com/heatshare.

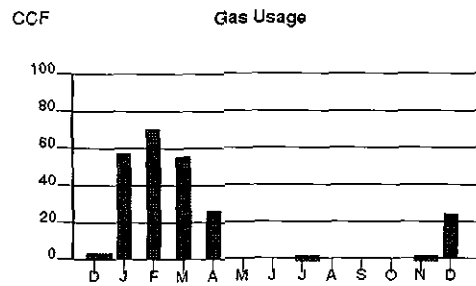
Get up to \$425 to make your home more comfortable. Now that's a joyful tidings. Learn more about our cash incentives for home insulation and duct sealing projects at duke-energy.com/smarty.

Save time. Save money. Get FREE or deeply discounted CFLs and LEDs from the Duke Energy Savings Store - delivered right to your door. Check your eligibility for FREE CFLs today. Call 800-943-7585 and choose option 1 or visit duke-energy.com/SaveOnBulbs.

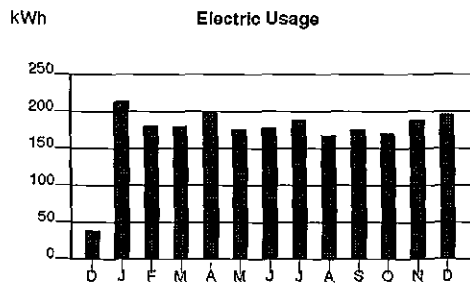
PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.13 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges			
Gas		Duke Energy	
Meter - 001007263		Rate RS - Residential Service	
CCF Usage - 24		Fixed Delivery Service Charge	\$ 33.03
Nov 04 - Dec 06		Usage-Based Charge	
32 Days		24 CCF @ \$ 0.03272800	0.79
		Gas Delivery Riders	4.53
		Gas Cost Recovery	
		24 CCF @ \$ 0.51542950	12.37
			\$ 50.72
		Total Current Gas Charges	\$ 50.72
Electric		Duke Energy	
Meter - 108014272		Rate RS - Residential Svc-Winter	
kWh Usage - 195		Distribution-Customer Chg	\$ 6.00
Nov 04 - Dec 06		Delivery Charges	
32 Days		Distribution-Energy Chg	
		195 kWh @ \$ 0.02534200	4.94
		Delivery Riders	6.53
		Total Delivery Charges	\$ 11.47
		Generation Riders	1.39
		Generation Charges	
		Rider RC	0.56
		Rider RE	11.06
		Rider AERR	0.03
		Rider RTO	0.08cr
		Rider SCR	0.49
		Total Generation Charges	\$ 12.06
			30.92
		Total Current Electric Charges	\$ 30.92

Name	Service Address	Account Number
Donald Anderson	7111 Clovernoll Dr Cincinnati OH 45231	2970-0264-49-0



Calculations based on most recent 12 month history
 Total Usage 234
 Average Usage 20



Calculations based on most recent 12 month history
 Total Usage 2,212
 Average Usage 184

	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Gas	3	57	70	55	26	0	0	1	0	0	0	1	24
Electric	38	213	180	181	198	175	179	188	169	178	170	188	195

Account Number 2970-0264-49-0

10 05

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

Due Date	Amount Due
Jan 31, 2014	\$ 207.94

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

400 00000207942 29700264490 013120145 00000211060

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 7111 Clovernoll Dr Cincinnati OH 45231	Duke Energy 1-800-544-6900	2970-0264-49-0

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Jan 09 not included Bill prepared on Jan 09, 2014 Next meter reading Feb 06, 2014

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Gas	001007263	Dec 06 Jan 08	33	801	891	90
Elec	108014272	Dec 06 Jan 08	33	7626	7830	204

Gas - Residential	Current Billing
Usage - 90 CCF	Amt Due - Previous Bill \$ 81.64
Duke Energy - Rate RS \$ 93.53	Late Payment Charge(s) 1.22
Current Gas Charges \$ 93.53	Balance Forward 82.86
Gas Cost Recovery \$0.56682560/CCF	Current Gas Charges 93.53
	Current Electric Charges 31.55
	Current Amount Due \$ 207.94

Electric - Residential
Usage - 204 kWh
Duke Energy - Rate RS \$ 31.55
Current Electric Charges \$ 31.55

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5668256 per CCF, which includes a base GCR of \$0.5404000 and Ohio excise tax of \$0.0264256.

Save time. Save money. Get FREE or deeply discounted CFLs and LEDs from the Duke Energy Savings Store - delivered right to your door. Check your eligibility for FREE CFLs today. Call 800-943-7585 and choose option 1 or visit duke-energy.com/SaveOnBulbs.

The PUCO approved changes to Rider USR, Rider AER-R, Rider SAW-R and Rider SCR. A typical residential customer using 1,000 kWh per month will see a decrease of approximately \$1.82 or (1.5%) per month effective January 2014.

Due Date	Amount Due	After Jan 31, 2014
Jan 31, 2014	\$ 207.94	\$ 211.06

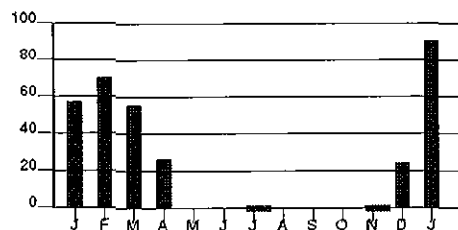
Name	Service Address	Account Number
Donald Anderson	7111 Clovernoll Dr Cincinnati OH 45231	2970-0264-49-0

FREE PICK UP OF YOUR OLD REFRIGERATOR OR FREEZER! Save up to \$150/yr on your energy bill. We'll pick it up for FREE and give you \$30. To schedule your pickup, call 855.398.6200 or visit duke-energy.com/recycle. Some restrictions apply.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.11 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

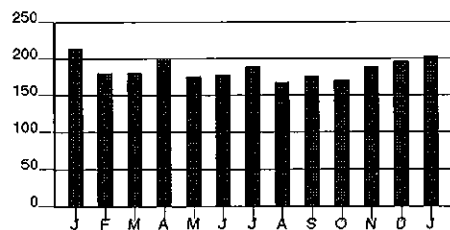
Explanation of Current Charges		
Gas	Duke Energy	
Meter - 001007263	Rate RS - Residential Service	
CCF Usage - 90	Fixed Delivery Service Charge	\$ 33.03
Dec 06 - Jan 08	Usage-Based Charge	
33 Days	90 CCF @ \$ 0.03272800	2.95
	Gas Delivery Riders	6.54
	Gas Cost Recovery	
	90 CCF @ \$ 0.56682560	51.01
		\$ 93.53
	Total Current Gas Charges	\$ 93.53
Electric	Duke Energy	
Meter - 108014272	Rate RS - Residential Svc-Winter	
kWh Usage - 204	Distribution-Customer Chg	\$ 6.00
Dec 06 - Jan 08	Delivery Charges	
33 Days	Distribution-Energy Chg	
	204 kWh @ \$ 0.02534200	5.17
	Delivery Riders	6.34
	Total Delivery Charges	\$ 11.51
	Generation Riders	1.45
	Generation Charges	
	Rider RC	0.58
	Rider RE	11.57
	Rider AERR	0.10
	Rider RTO	0.08cr
	Rider SCR	0.42
	Total Generation Charges	\$ 12.59
		31.55
	Total Current Electric Charges	\$ 31.55

CCF Gas Usage



Calculations based on most recent 12 month history
Total Usage 267
Average Usage 22

kWh Electric Usage



Calculations based on most recent 12 month history
Total Usage 2,203
Average Usage 184

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN
Gas	57	70	55	26	0	0	1	0	0	0	1	24	90
Electric	213	180	181	198	175	179	188	169	176	170	188	195	204

REMINDER NOTICE

Account Number 2970-0264-49-0

10 05

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

☐

Due Date	Amount Due
Mar 3, 2014	\$ 338.03

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

400 00000338036 29700264490 030320140 00000343102

REMINDER NOTICE

Page 1 of 3

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 7111 Clovernoll Dr Cincinnati OH 45231	Duke Energy 1-800-544-6900	2970-0264-49-0

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Feb 07 not included Bill prepared on Feb 07, 2014 Next meter reading Mar 07, 2014

REMINDER - Did you overlook paying last month's bill? Unless you paid your bill recently, please give this your prompt attention.

Meter	Number	Reading Date From To	Days	Meter Reading Previous Present	Usage
Gas	001007263	Jan 08 Feb 06	29	891 994	103
Elec	108014272	Jan 08 Feb 06	29	7830 8010	180

Gas - Residential	Current Billing
Usage - 103 CCF	Amt Due - Previous Bill \$ 207.94
Duke Energy - Rate RS \$ 97.93	Late Payment Charge(s) 3.12
Current Gas Charges \$ 97.93	Balance Forward 211.06
Gas Cost Recovery \$0.52990430/CCF	Current Gas Charges 97.93
	Current Electric Charges 29.04
	Current Amount Due \$ 338.03

Electric - Residential
Usage - 180 kWh
Duke Energy - Rate RS \$ 29.04
Current Electric Charges \$ 29.04

Colder weather increases the demand for energy. We understand your bill may be higher and we'd like to help. Visit duke-energy.com for billing and payment options, as well as tips to lower your energy bill.

REMINDER NOTICE

Due Date	Amount Due	After Mar 3, 2014
Mar 3, 2014	\$ 338.03	\$ 343.10

REMINDER NOTICE

Page 2 of 3

Name	Service Address	Account Number
Donald Anderson	7111 Clovernoll Dr Cincinnati OH 45231	2970-0264-49-0

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5299043 per CCF, which includes a base GCR of \$0.5052000 and Ohio excise tax of \$0.0247043.

Does a short month leave you short on cash? Get \$30 for an eligible fridge and free pickup! Call 855.398.6200 or visit duke-energy.com/short to schedule.

Save big on bulbs. Get the latest energy-saving bulbs at the greatest prices - now with low-cost shipping deals through March, 2014. Go to duke-energy.com/SaveOnBulbs to check your eligibility.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.15 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges			
Gas Meter - 001007263 CCF Usage - 103 Jan 08 - Feb 06 29 Days	Duke Energy		
	Rate RS - Residential Service		
	Fixed Delivery Service Charge	\$ 33.03	
	Usage-Based Charge		
	103 CCF @ \$ 0.03272800	3.37	
	Gas Delivery Riders	6.95	
	Gas Cost Recovery		
	103 CCF @ \$ 0.52990430	54.58	\$ 97.93
	Total Current Gas Charges		\$ 97.93
Electric Meter - 108014272 kWh Usage - 180 Jan 08 - Feb 06 29 Days	Duke Energy		
	Rate RS - Residential Svc-Winter		
	Distribution-Customer Chg	\$ 6.00	
	Delivery Charges		
	Distribution-Energy Chg		
	180 kWh @ \$ 0.02534200	4.56	
	Delivery Riders	6.02	
	Total Delivery Charges	\$ 10.58	
	Generation Riders	1.28	
	Generation Charges		
	Rider RC	0.51	
	Rider RE	10.21	
	Rider AERR	0.09	
	Rider SCR	0.37	
	Total Generation Charges	\$ 11.18	29.04
	Total Current Electric Charges		\$ 29.04

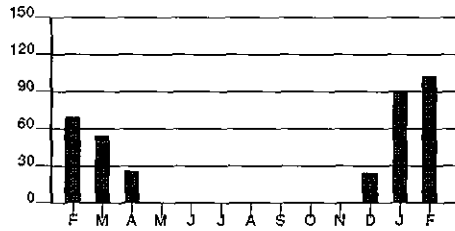
REMINDER NOTICE

Page 3 of 3

Name	Service Address	Account Number
Donald Anderson	7111 Clovernoll Dr Cincinnati OH 45231	2970-0264-49-0

CCF

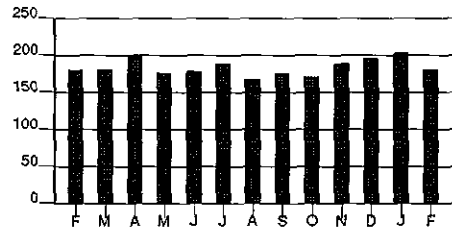
Gas Usage



Calculations based on most recent 12 month history
Total Usage 300
Average Usage 25

kWh

Electric Usage



Calculations based on most recent 12 month history
Total Usage 2,203
Average Usage 184

	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB
Gas	70	55	26	0	0	1	0	0	0	1	24	90	103
Electric	180	181	198	175	179	188	169	176	170	188	195	204	180

Account Number 2970-0264-49-0

10 05

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

Due Date

Apr 1, 2014

Amount Due

\$ 118.38

\$ _____
HeatShare Contribution
(for Customer Assistance)\$ _____
Amount EnclosedDonald Anderson
PO Box 342
Loveland OH 45140-0342PO Box 1326
Charlotte NC 28201-1326

400 00000118389 29700264490 040120149 00000120162

Page 1 of 3

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 7111 Clovernoll Dr Cincinnati OH 45231	Duke Energy 1-800-544-6900	2970-0264-49-0

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Mar 10 not included Last payment received Mar 04 Bill prepared on Mar 10, 2014 Next meter reading Apr 07, 2014

Meter	Number	Reading Date		Days	Meter Reading		Usage
		From	To		Previous	Present	
Gas	001007263	Feb 06	Mar 07	29	994	1072	78
Elec	108014272	Feb 06	Mar 07	29	8010	8189	179

Gas - Residential	Current Billing
Usage - 78 CCF	Amt Due - Previous Bill \$ 338.03
Duke Energy - Rate RS \$ 89.46	Payment(s) Received 338.03cr
Current Gas Charges \$ 89.46	Balance Forward 0.00
Gas Cost Recovery \$0.58979650/CCF	Current Gas Charges 89.46
	Current Electric Charges 28.92
	Current Amount Due \$ 118.38

Electric - Residential
Usage - 179 kWh
Duke Energy - Rate RS \$ 28.92
Current Electric Charges \$ 28.92

In Case No. 12-1685-GA-AIR, the PUCO approved Rider MGP, Manufactured Gas Plant Rider effective March 3, 2014. A typical residential customer using 70 CCF in a month will see an increase of \$1.62 or 2.1%.

Important: For your safety, stay away from power lines. Do not work near overhead lines. Always assume that downed lines are energized and dangerous. Report downed power lines to Duke Energy immediately by calling 800.544.6900.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5897965 per CCF, which includes a base GCR of \$0.5623000 and Ohio excise tax of \$0.0274965.

Due Date	Amount Due	After Apr 1, 2014
Apr 1, 2014	\$ 118.38	\$ 120.16

Name	Service Address	Account Number
Donald Anderson	7111 Clovernoll Dr Cincinnati OH 45231	2970-0264-49-0

Out with the old, in with the new and get \$30 too. Save up to \$150/yr on your energy bill. We'll pick up your old refrigerator for FREE and give you \$30. To schedule your pickup, call 855.398.6200 or visit duke-energy.com/recycle. Some restrictions apply.

Save big on bulbs. Get the latest energy-saving bulbs at the greatest prices - now with low-cost shipping deals through April 15, 2014. Go to duke-energy.com/SaveOnBulbs to check your eligibility.

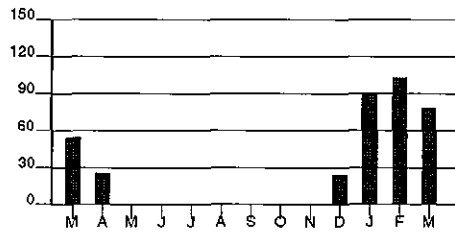
PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.15 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges		
Gas	Duke Energy	
Meter - 001007263	Rate RS - Residential Service	
CCF Usage - 78	Fixed Delivery Service Charge	\$ 33.03
Feb 06 - Mar 07	Usage-Based Charge	
29 Days	78 CCF @ \$ 0.03272800	2.55
	Gas Delivery Riders	7.88
	Gas Cost Recovery	
	78 CCF @ \$ 0.58979650	46.00
		\$ 89.46
	Total Current Gas Charges	\$ 89.46
Electric	Duke Energy	
Meter - 108014272	Rate RS - Residential Svc-Winter	
kWh Usage - 179	Distribution-Customer Chg	\$ 6.00
Feb 06 - Mar 07	Delivery Charges	
29 Days	Distribution-Energy Chg	
	179 kWh @ \$ 0.02534200	4.54
	Delivery Riders	6.00
	Total Delivery Charges	\$ 10.54
	Generation Riders	1.27
	Generation Charges	
	Rider RC	0.51
	Rider RE	10.15
	Rider AERR	0.09
	Rider SCR	0.36
	Total Generation Charges	\$ 11.11
		28.92
	Total Current Electric Charges	\$ 28.92

Name	Service Address	Account Number
Donald Anderson	7111 Clovermoll Dr Cincinnati OH 45231	2970-0264-49-0

CCF

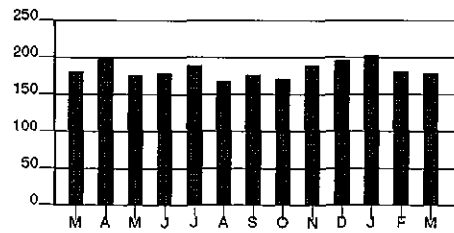
Gas Usage



Calculations based on most recent 12 month history
 Total Usage 323
 Average Usage 27

kWh

Electric Usage



Calculations based on most recent 12 month history
 Total Usage 2,201
 Average Usage 183

	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
Gas	55	26	0	0	1	0	0	0	1	24	90	103	78
Electric	181	198	175	179	188	169	176	170	188	195	204	180	179

Account Number 2970-0264-49-0

10 05

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

Due Date	Amount Due
Apr 30, 2014	\$ 78.49

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

400 00000078492 29700264490 043020145 00000079677

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 7111 Clovermoll Dr Cincinnati OH 45231	Duke Energy 1-800-544-6900	2970-0264-49-0

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Apr 08 not included Last payment received Apr 02 Bill prepared on Apr 08, 2014 Next meter reading May 07, 2014

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Gas	001007263	Mar 07	Apr 07	31	1072	1088	16
Elec	108014272	Mar 07	Apr 07	31	8189	8376	187

Gas - Residential	Current Billing
Usage - 16 CCF	Amt Due - Previous Bill \$ 118.38
Duke Energy - Rate RS \$ 48.49	Payment(s) Received 118.38cr
Current Gas Charges \$ 48.49	Balance Forward 0.00
Gas Cost Recovery \$0.56063710/CCF	Current Gas Charges 48.49
	Current Electric Charges 30.00
	Current Amount Due \$ 78.49

Electric - Residential
Usage - 187 kWh
Duke Energy - Rate RS \$ 30.00
Current Electric Charges \$ 30.00

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5606371 per CCF, which includes a base GCR of \$0.5345000 and Ohio excise tax of \$0.0261371.

Is the air inside your home aggravating your allergies? Our Smart Saver Insulate and Seal program helps keep dust and allergens outside, as well as helping to lower your energy bill. Get up to \$425 to help make these improvements. Schedule now at duke-energy.com/spring. Results vary by home.

Save big on bulbs. Get the latest energy-saving bulbs at the greatest prices - now with low-cost shipping deals through May 15, 2014. Go to duke-energy.com/SaveOnBulbs to check your eligibility.

Due Date	Amount Due	After Apr 30, 2014
Apr 30, 2014	\$ 78.49	\$ 79.67

Name	Service Address	Account Number
Donald Anderson	7111 Clovernoll Dr Cincinnati OH 45231	2970-0264-49-0

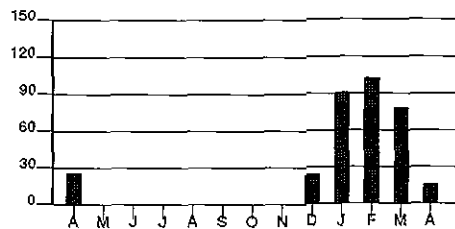
The PUCO approved adjustments to Rider ESSC (part of the Generation Riders) and Riders SCR and AER-R effective April 1, 2014. A typical residential customer using 1,000 kWh per month will see an increase of approximately \$1.17 or 1.0%.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.21 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges			
Gas		Duke Energy	
Meter - 001007263		Rate RS - Residential Service	
CCF Usage - 16		Fixed Delivery Service Charge	\$ 33.03
Mar 07 - Apr 07		Usage-Based Charge	
31 Days		16 CCF @ \$ 0.03272800	0.52
		Gas Delivery Riders	5.97
		Gas Cost Recovery	
		16 CCF @ \$ 0.56063710	8.97
			\$ 48.49
		Total Current Gas Charges	\$ 48.49
Electric		Duke Energy	
Meter - 108014272		Rate RS - Residential Svc-Winter	
kWh Usage - 187		Distribution-Customer Chg	\$ 6.00
Mar 07 - Apr 07		Delivery Charges	
31 Days		Distribution-Energy Chg	
		187 kWh @ \$ 0.02534200	4.74
		Delivery Riders	6.10
		Total Delivery Charges	\$ 10.84
		Generation Riders	1.44
		Generation Charges	
		Rider RC	0.54
		Rider RE	10.60
		Rider AERR	0.13
		Rider SCR	0.45
		Total Generation Charges	\$ 11.72
			30.00
		Total Current Electric Charges	\$ 30.00

CCF

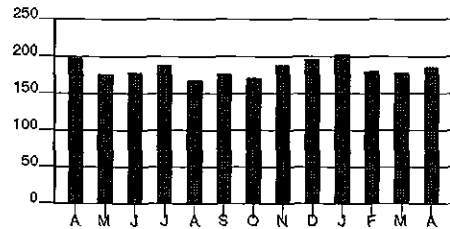
Gas Usage



Calculations based on most recent 12 month history
Total Usage 313
Average Usage 26

kWh

Electric Usage



Calculations based on most recent 12 month history
Total Usage 2,190
Average Usage 183

	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR
Gas	26	0	0	1	0	0	0	1	24	90	103	78	16
Electric	198	175	179	188	169	176	170	188	195	204	180	179	187

Account Number 2970-0264-49-0

10 05

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

Due Date	Amount Due
May 30, 2014	\$ 71.29

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

400 00000071293 29700264490 053020143 00000072362

Page 1 of 3

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 7111 Cloverhill Dr Cincinnati OH 45231	Duke Energy 1-800-544-6900	2970-0264-49-0

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after May 08 not included Last payment received May 02 Bill prepared on May 08, 2014 Next meter reading Jun 06, 2014

Meter	Number	Reading From	Date To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas	001007263	Apr 07	May 07	30	1088	1089	1
Elec	108014272	Apr 07	May 07	30	8376	8554	178

Gas - Residential
Usage - 1 CCF
Duke Energy - Rate RS \$ 40.55
Current Gas Charges \$ 40.55
Gas Cost Recovery \$0.56525220/CCF

Current Billing
Amt Due - Previous Bill \$ 78.49
Payment(s) Received 78.49cr
Balance Forward 0.00
Current Gas Charges 40.55
Current Electric Charges 30.74
Current Amount Due \$ 71.29

Electric - Residential
Usage - 178 kWh
Duke Energy - Rate RS \$ 30.74
Current Electric Charges \$ 30.74

The PUCO approved an increase in Rider AMRP, Accelerated Main Replacement Program Rider to fund improvements in the reliability and safety of Duke Energy's gas system. The rider results in an increase of \$1.00 per month to your bill.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5652522 per CCF, which includes a base GCR of \$0.5389000 and Ohio excise tax of \$0.0263522.

Due Date	Amount Due	After May 30, 2014
May 30, 2014	\$ 71.29	\$ 72.36

Name	Service Address	Account Number
Donald Anderson	7111 Clovernoll Dr Cincinnati OH 45231	2970-0264-49-0

The PUCO approved adjustments to Rider EE-PDRR, Energy Efficiency and Peak Demand Reduction Rider and Rider ECF, Economic Competitiveness Fund Rider (part of the Delivery Riders) effective May 1, 2014. A typical residential customer using 1,000 kWh per month will see an increase of approximately \$1.05 or 0.9%.

Save big on bulbs. Get the latest energy-saving bulbs at the greatest prices - now with low-cost shipping deals through June 16, 2014. Go to duke-energy.com/SaveOnBulbs to check your eligibility.

Is your insulation doing its job? Better attic insulation and air sealing can make your home more comfortable all year. Duke Energy offers up to \$425 to help with improvements. Get started at duke-energy.com/comfy.

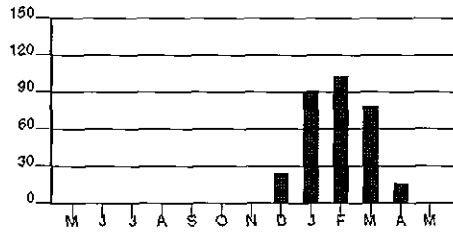
PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.21 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges			
Gas Meter - 001007263 CCF Usage - 1 Apr 07 - May 07 30 Days	Duke Energy		
	Rate RS - Residential Service		
	Fixed Delivery Service Charge	\$ 33.03	
	Usage-Based Charge		
	1 CCF @ \$ 0.03272800	0.03	
	Gas Delivery Riders	6.92	
	Gas Cost Recovery		
	1 CCF @ \$ 0.56525220	0.57	
			\$ 40.55
	Total Current Gas Charges		\$ 40.55
Electric Meter - 108014272 kWh Usage - 178 Apr 07 - May 07 30 Days	Duke Energy		
	Rate RS - Residential Svc-Winter		
	Distribution-Customer Chg	\$ 6.00	
	Delivery Charges		
	Distribution-Energy Chg		
	178 kWh @ \$ 0.02534200	4.51	
	Delivery Riders	7.71	
	Total Delivery Charges	\$ 12.22	
	Generation Riders	1.38	
	Generation Charges		
	Rider RC	0.51	
	Rider RE	10.09	
	Rider AERR	0.12	
	Rider SCR	0.42	
	Total Generation Charges	\$ 11.14	30.74
	Total Current Electric Charges		\$ 30.74

Name	Service Address	Account Number
Donald Anderson	7111 Clovernoll Dr Cincinnati OH 45231	2970-0264-49-0

CCF

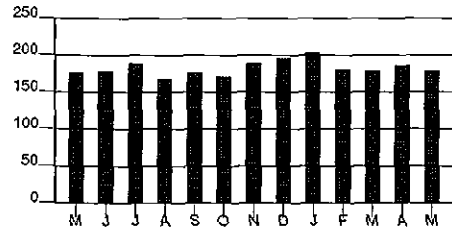
Gas Usage



Calculations based on most recent 12 month history
 Total Usage 314
 Average Usage 26

kWh

Electric Usage



Calculations based on most recent 12 month history
 Total Usage 2,193
 Average Usage 183

	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY
Gas	0	0	1	0	0	0	1	24	90	103	78	16	1
Electric	175	179	188	169	176	170	188	195	204	180	179	187	178

Account Number 2970-0264-49-0

10 05

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

Due Date	Amount Due
Jul 1, 2014	\$ 70.45

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

400 00000070459 29700264490 070120143 00000071510

Page 1 of 3

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 7111 Clovermoll Dr Cincinnati OH 45231	Duke Energy 1-800-544-6900	2970-0264-49-0

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Jun 09 not included Last payment received Jun 02 Bill prepared on Jun 09, 2014 Next meter reading Jul 08, 2014

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Gas	001007263	May 07	Jun 06	30	1089	1089	0
Elec	108014272	May 07	Jun 06	30	8554	8731	177

Gas - Residential	
Usage -	0 CCF
Duke Energy - Rate RS	\$ 39.91
Current Gas Charges	\$ 39.91

Current Billing	
Amt Due - Previous Bill	\$ 71.29
Payment(s) Received	71.29cr
Balance Forward	0.00
Current Gas Charges	39.91
Current Electric Charges	30.54
Current Amount Due	\$ 70.45

Electric - Residential	
Usage -	177 kWh
Duke Energy - Rate RS	\$ 30.54
Current Electric Charges	\$ 30.54

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.6273471 per CCF, which includes a base GCR of \$0.5981000 and Ohio excise tax of \$0.0292471.

Will your attic insulation keep your cool air inside this summer? Make your home more comfortable by upgrading your insulation and sealing air leaks. We have rebates up to \$350 to help. Learn more at duke-energy.com/keepcool.

Save big on bulbs. Get the latest energy-saving bulbs at the greatest prices - now with low-cost shipping deals through July 15, 2014. Go to duke-energy.com/SaveOnBulbs to check your eligibility.

Due Date	Amount Due	After Jul 1, 2014
Jul 1, 2014	\$ 70.45	\$ 71.51

Name	Service Address	Account Number
Donald Anderson	7111 Clovernoll Dr Cincinnati OH 45231	2970-0264-49-0

HoM Energy Manager enables you to remotely control your HVAC system from your connected PC or mobile device. Better manage usage with manual and automated energy controls. Get relevant, personalized energy information, plus connect and control, anytime, anywhere. Learn more at duke-energy.com/HoMEnergyMgr.

In Case No. 11-3549-EL-SSO, the PUCO approved Duke's Electric Security Plan, which requires Duke to hold auctions to determine the rates for electric generation. As a result of the auctions, generation rates will change effective June 1, 2014. Also, Rider DR-IKE (part of the Delivery Riders) will change effective June 1, 2014. A typical residential customer using 1,000 kWh per month will see an increase of approximately \$1.03 or 0.85 % per month.

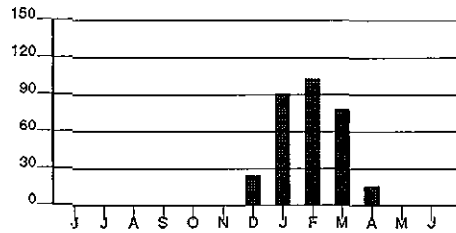
PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.34 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges		
Gas		
Meter - 001007263	Duke Energy	
CCF Usage - 0	Rate RS - Residential Service	
May 07 - Jun 06	Fixed Delivery Service Charge \$ 33.03	
30 Days	Gas Delivery Riders 6.88	\$ 39.91
	Total Current Gas Charges	\$ 39.91
Electric		
Meter - 108014272	Duke Energy	
kWh Usage - 177	Rate RS - Residential Svc-Summer	
May 07 - Jun 06	Distribution-Customer Chg \$ 6.00	
30 Days	Delivery Charges	
	Distribution-Energy Chg	
	177 kWh @ \$ 0.02534200 4.49	
	Delivery Riders 7.35	
	Total Delivery Charges \$ 11.84	
	Generation Riders 1.37	
	Generation Charges	
	Rider RC 2.30	
	Rider RE 8.49	
	Rider AERR 0.12	
	Rider SCR 0.42	
	Total Generation Charges \$ 11.33	30.54
	Total Current Electric Charges	\$ 30.54

Name	Service Address	Account Number
Donald Anderson	7111 Clovernoll Dr Cincinnati OH 45231	2970-0264-49-0

CCF

Gas Usage

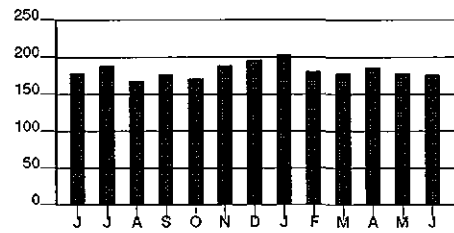


Calculations based on most recent 12 month history

Total Usage 314
Average Usage 26

kWh

Electric Usage



Calculations based on most recent 12 month history

Total Usage 2,191
Average Usage 183

	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
Gas	0	1	0	0	0	1	24	90	103	78	16	1	0
Electric	179	188	169	176	170	188	195	204	180	179	187	178	177

Account Number 2970-0264-49-0

10 05

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

Due Date

Jul 31, 2014

Amount Due

\$ 51.69

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

400 00000051691 29700264490 073120144 00000052477

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 7111 Clovernoll Dr Cincinnati OH 45231	Duke Energy 1-800-544-6900	2970-0264-49-0

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Jul 09 not included Last payment received Jul 02 Bill prepared on Jul 09, 2014 Next meter reading Aug 06, 2014

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Gas	001007263	Jun 06	Jul 08	32	1089	1089	0
Elec	108014272	Jun 06	Jul 08	32	8731	8755	24

Gas - Residential	Current Billing
Usage - 0 CCF	Amt Due - Previous Bill \$ 70.45
Duke Energy - Rate RS \$ 38.21	Payment(s) Received 70.45cr
Current Gas Charges \$ 38.21	Balance Forward 0.00
	Current Gas Charges 38.21
	Current Electric Charges 13.48
	Current Amount Due \$ 51.69
Electric - Residential	
Usage - 24 kWh	
Duke Energy - Rate RS \$ 13.48	
Current Electric Charges \$ 13.48	

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.6447588 per CCF, which includes a base GCR of \$0.6147000 and Ohio excise tax of \$0.0300588.

In Case No. 11-5905-EL-RDR, the PUCO approved an adjustment to Rider DDR, Distribution Decoupling Rider, effective July 1, 2014. The PUCO also approved adjustments to Rider SCR (Supplier Cost Reconciliation) and Rider AERR (Alternative Energy Recovery). A typical residential customer using 1,000 kWh per month will see a decrease of approximately \$0.65 or (0.53%).

The more you know, the less you spend. Get bill-lowering tips at duke-energy.com/energytips.

Due Date	Amount Due	After Jul 31, 2014
Jul 31, 2014	\$ 51.69	\$ 52.47

Name	Service Address	Account Number
Donald Anderson	7111 Clovernoll Dr Cincinnati OH 45231	2970-0264-49-0

Save time. Save money. Get FREE CFL bulbs or deeply discounted CFLs and LEDs from Duke Energy. Go to the Saving Store at duke-energy.com/SaveOnBulbs or check your eligibility for FREE CFLs by calling 800.943.7585 and choose option 1. Either way, we'll deliver your bulbs right to your door.

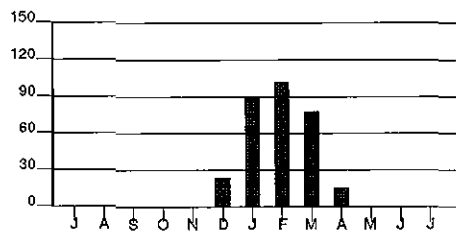
Simple summer savings: Get \$30 for recycling your extra fridge. Schedule your FREE pickup at duke-energy.com/RecycleNow or by calling 855.398.6200.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.33 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges		
Gas		
Meter - 001007263	Duke Energy	
CCF Usage - 0	Rate RS - Residential Service	
Jun 06 - Jul 08	Fixed Delivery Service Charge	\$ 33.03
32 Days	Gas Delivery Riders	5.18
		\$ 38.21
	Total Current Gas Charges	\$ 38.21
Electric		
Meter - 108014272	Duke Energy	
kWh Usage - 24	Rate RS - Residential Svc-Summer	
Jun 06 - Jul 08	Distribution-Customer Chg	\$ 6.00
32 Days	Delivery Charges	
	Distribution-Energy Chg	
	24 kWh @ \$ 0.02534200	0.61
	Delivery Riders	5.16
	Total Delivery Charges	\$ 5.77
	Generation Riders	0.18
	Generation Charges	
	Rider RC	0.31
	Rider RE	1.15
	Rider AERR	0.01
	Rider SCR	0.06
	Total Generation Charges	\$ 1.53
		13.48
	Total Current Electric Charges	\$ 13.48

CCF

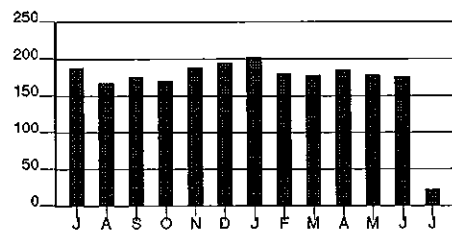
Gas Usage



Calculations based on most recent 12 month history
Total Usage 313
Average Usage 26

kWh

Electric Usage



Calculations based on most recent 12 month history
Total Usage 2,027
Average Usage 169

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL
Gas	1	0	0	0	1	24	90	103	78	16	1	0	0
Electric	188	169	176	170	188	195	204	180	179	187	178	177	24

Account Number 2970-0264-49-0

10 05

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

Due Date	Amount Due
Aug 29, 2014	\$ 49.04

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

400 00000049042 29700264490 082920145 00000049786

Page 1 of 2

Name/Service Address	For Inquiries Call	Account Number
Donald Anderson 7111 Clovernoll Dr Cincinnati OH 45231	Duke Energy 1-800-544-6900	2970-0264-49-0

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Aug 07 not included Last payment received Aug 01 Bill prepared on Aug 07, 2014 Next meter reading Sep 05, 2014

Meter	Number	Reading From	Date To	Days	Meter Reading Previous	Present	Usage
Gas	001007263	Jul 08	Aug 06	29	1089	1089	0
Elec	108014272	Jul 08	Aug 06	29	8755	8755	0

Gas - Residential	Current Billing
Usage - 0 CCF	Amt Due - Previous Bill \$ 51.69
Duke Energy - Rate RS \$ 38.21	Payment(s) Received 51.69cr
Current Gas Charges \$ 38.21	Balance Forward 0.00
	Current Gas Charges 38.21
	Current Electric Charges 10.83
	Current Amount Due \$ 49.04
Electric - Residential	
Usage - 0 kWh	
Duke Energy - Rate RS \$ 10.83	
Current Electric Charges \$ 10.83	

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.6073131 per CCF, which includes a base GCR of \$0.5790000 and Ohio excise tax of \$0.0283131.

In Case No. 14-418-GA-PIP, the PUCO approved an adjustment to Rider PIPP, Percentage of Income Payment Plan Rider, effective July 31, 2014. A typical residential customer using 70 CCF per month will see an increase of approximately \$1.11 or 1.3%.

The more you know, the less you spend. Get bill-lowering tips at duke-energy.com/energytips.

Due Date	Amount Due	After Aug 29, 2014
Aug 29, 2014	\$ 49.04	\$ 49.78

Name	Service Address	Account Number
Donald Anderson	7111 Clovermoll Dr Cincinnati OH 45231	2970-0264-49-0

Save time. Save money. Get FREE CFL bulbs or deeply discounted CFLs and LEDs. Go to online to duke-energy.com/SaveOnBulbs or check your FREE CFL eligibility by calling 800.943.7585 and choose option 1. Either way, we'll deliver your bulbs right to your door.

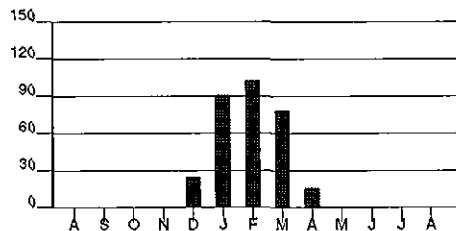
Simple summer savings: Get \$30 for recycling your extra fridge. Schedule your FREE pickup at duke-energy.com/HaulAway or by calling 855.398.6200.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.33 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges			
Gas		Duke Energy	
Meter - 001007263		Rate RS - Residential Service	
CCF Usage - 0		Fixed Delivery Service Charge	\$ 33.03
Jul 08 - Aug 06		Gas Delivery Riders	5.18
29 Days			\$ 38.21
Total Current Gas Charges			\$ 38.21
Electric		Duke Energy	
Meter - 108014272		Rate RS - Residential Svc-Summer	
kWh Usage - 0		Distribution-Customer Chg	\$ 6.00
Jul 08 - Aug 06		Delivery Charges	
29 Days		Delivery Riders	4.83
		Total Delivery Charges	\$ 4.83
		Generation Riders	
			10.83
Total Current Electric Charges			\$ 10.83

CCF

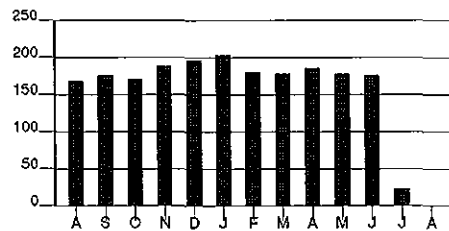
Gas Usage



Calculations based on most recent 12 month history
 Total Usage 313
 Average Usage 26

kWh

Electric Usage



Calculations based on most recent 12 month history
 Total Usage 1,858
 Average Usage 155

	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
Gas	0	0	0	1	24	90	103	78	16	1	0	0	0
Electric	169	176	170	188	195	204	180	179	187	178	177	24	0

Account Number 2970-0264-49-0

10 05

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

Due Date	Amount Due
Sep 30, 2014	\$ 49.04

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

400 00000049042 29700264490 093020146 00000049786

Page 1 of 2

Name/Service Address	For Inquiries Call	Account Number
Donald Anderson 7111 Clovernoll Dr Cincinnati OH 45231	Duke Energy 1-800-544-6900	2970-0264-49-0

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Sep 08 not included Last payment received Sep 03 Bill prepared on Sep 08, 2014 Next meter reading Oct 06, 2014

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Gas	001007263	Aug 06	Sep 05	30	1089	1089	0
Elec	108014272	Aug 06	Sep 05	30	8755	8755	0

Gas - Residential	Current Billing
Usage - 0 CCF	Amt Due - Previous Bill \$ 49.04
Duke Energy - Rate RS \$ 38.21	Payment(s) Received 49.04cr
Current Gas Charges \$ 38.21	Balance Forward 0.00
	Current Gas Charges 38.21
	Current Electric Charges 10.83
	Current Amount Due \$ 49.04
Electric - Residential	
Usage - 0 kWh	
Duke Energy - Rate RS \$ 10.83	
Current Electric Charges \$ 10.83	

The more you know, the less you spend. Get bill-lowering tips at duke-energy.com/energytips.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5961948 per CCF, which includes a base GCR of \$0.5684000 and Ohio excise tax of \$0.0277948.

To view an apples to apples comparison of competitive gas offers, visit <http://www.energychoice.ohio.gov/> or call 800.299.7271.

Is your insulation doing its job? Better insulation and air sealing can make your home more comfortable all year. Duke Energy offers up to \$425 to help with improvements. Get started at duke-energy.com/425.

Due Date	Amount Due	After Sep 30, 2014
Sep 30, 2014	\$ 49.04	\$ 49.78

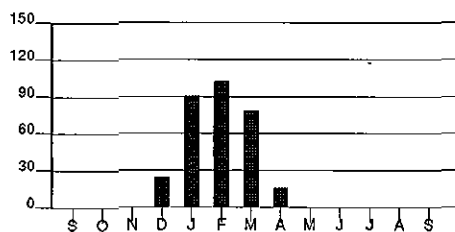
Name	Service Address	Account Number
Donald Anderson	7111 Clovernoll Dr Cincinnati OH 45231	2970-0264-49-0

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.33 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges			
Gas		Duke Energy	
Meter - 001007263		Rate RS - Residential Service	
CCF Usage - 0		Fixed Delivery Service Charge	\$ 33.03
Aug 06 - Sep 05		Gas Delivery Riders	5.18
30 Days			\$ 38.21
Total Current Gas Charges			\$ 38.21
Electric		Duke Energy	
Meter - 108014272		Rate RS - Residential Svc-Summer	
kWh Usage - 0		Distribution-Customer Chg	\$ 6.00
Aug 06 - Sep 05		Delivery Charges	
30 Days		Delivery Riders	4.83
		Total Delivery Charges	\$ 4.83
		Generation Riders	
			10.83
Total Current Electric Charges			\$ 10.83

CCF

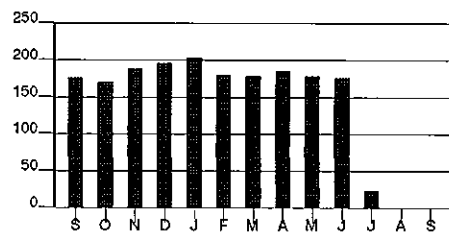
Gas Usage



Calculations based on most recent 12 month history
 Total Usage 313
 Average Usage 26

kWh

Electric Usage



Calculations based on most recent 12 month history
 Total Usage 1,682
 Average Usage 140

	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
Gas	0	0	1	24	90	103	78	16	1	0	0	0	0
Electric	176	170	188	195	204	180	179	187	178	177	24	0	0

Account Number 2970-0264-49-0

10 05

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

Due Date	Amount Due
Oct 29, 2014	\$ 49.04

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

400 00000049042 29700264490 102920147 00000049786

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 7111 Clovernoll Dr Cincinnati OH 45231	Duke Energy 1-800-544-6900	2970-0264-49-0

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Oct 07 not included Last payment received Oct 01 Bill prepared on Oct 07, 2014 Next meter reading Nov 04, 2014

Meter	Number	Reading From	Date To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas	001007263	Sep 05	Oct 06	31	1089	1089	0
Elec	108014272	Sep 05	Oct 06	31	8755	8755	0

Gas - Residential
Usage - 0 CCF
Duke Energy - Rate RS \$ 38.21
Current Gas Charges \$ 38.21

Current Billing
Amt Due - Previous Bill \$ 49.04
Payment(s) Received 49.04cr
Balance Forward 0.00
Current Gas Charges 38.21
Current Electric Charges 10.83
Current Amount Due \$ 49.04

Electric - Residential
Usage - 0 kWh
Duke Energy - Rate RS \$ 10.83
Current Electric Charges \$ 10.83

Notice: We are now able to send free text messages if your account is past due and subject to disconnect. Plus, coming soon: Outage alerts by text.

To view an apples to apples comparison of competitive gas offers, visit
<http://www.energychoice.ohio.gov/> or call 800.299.7271.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5835031 per CCF, which includes a base GCR of \$0.5563 and Ohio excise tax of \$0.0272031.

Fall Freebie: Get \$30 for recycling your extra fridge. Schedule your FREE pickup at
duke-energy.com/October or by calling 855.398.6200.

Due Date	Amount Due	After Oct 29, 2014
Oct 29, 2014	\$ 49.04	\$ 49.78

Name	Service Address	Account Number
Donald Anderson	7111 Clovernoli Dr Cincinnati OH 45231	2970-0264-49-0

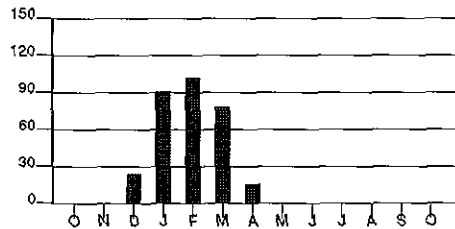
In Case No. 14-955-EL-UEx, the PUCO approved an adjustment to Rider UE-ED (Uncollectible Expense - Electric Distribution). In Case No. 14-953-EL-UEx, the PUCO approved an adjustment to Rider UE-GEN (Uncollectible Expense - Electric Generation). The PUCO also approved adjustments to Riders SCR (Supplier Cost Reconciliation), AER-R (Alternative energy Recovery), and BTR (Base Transmission Rider). Overall, a typical residential customer using 1,000 kWh per month will see a decrease of approximately \$1.01 or (0.8) %.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.25 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges			
Gas		Duke Energy	
Meter - 001007263		Rate RS - Residential Service	
CCF Usage - 0		Fixed Delivery Service Charge	\$ 33.03
Sep 05 - Oct 06		Gas Delivery Riders	5.18
31 Days			\$ 38.21
Total Current Gas Charges			\$ 38.21
Electric		Duke Energy	
Meter - 108014272		Rate RS - Residential Svc-Winter	
kWh Usage - 0		Distribution-Customer Chg	\$ 6.00
Sep 05 - Oct 06		Delivery Charges	
31 Days		Delivery Riders	4.83
		Total Delivery Charges	\$ 4.83
		Generation Riders	
			10.83
Total Current Electric Charges			\$ 10.83

CCF

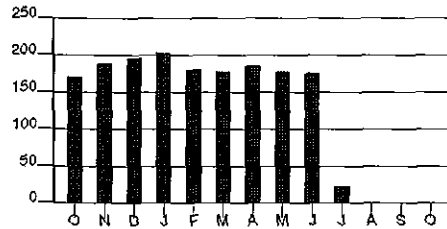
Gas Usage



Calculations based on most recent 12 month history
Total Usage 313
Average Usage 26

kWh

Electric Usage



Calculations based on most recent 12 month history
Total Usage 1,512
Average Usage 126

	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT
Gas	0	1	24	90	103	78	16	1	0	0	0	0	0
Electric	170	188	195	204	180	179	187	178	177	24	0	0	0

Account Number 2970-0264-49-0

10 05

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

Due Date	Amount Due
Dec 1, 2014	\$ 49.04

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

400 00000049042 29700264490 120120140 00000049786

Page 1 of 2

Name/Service Address	For Inquiries Call	Account Number
Donald Anderson 7111 Clovernoll Dr Cincinnati OH 45231	Duke Energy 1-800-544-6900	2970-0264-49-0

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Nov 05 not included Last payment received Oct 30 Bill prepared on Nov 05, 2014 Next meter reading Dec 05, 2014

Meter	Number	Reading From	Reading To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas	001007263	Oct 06	Nov 04	29	1089	1089	0
Elec	108014272	Oct 06	Nov 04	29	8755	8755	0

Gas - Residential	Current Billing
Usage - 0 CCF	Amt Due - Previous Bill \$ 49.04
Duke Energy - Rate RS \$ 38.21	Payment(s) Received 49.04cr
Current Gas Charges \$ 38.21	Balance Forward 0.00
	Current Gas Charges 38.21
	Current Electric Charges 10.83
	Current Amount Due \$ 49.04
Electric - Residential	
Usage - 0 kWh	
Duke Energy - Rate RS \$ 10.83	
Current Electric Charges \$ 10.83	

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.6028028 per CCF, which includes a base GCR of \$0.5747 and Ohio excise tax of \$0.0281028.

Save time. Save money. Get FREE CFL bulbs or deeply discounted CFLs and LEDs. Go online to duke-energy.com/SaveOnBulbs or check your FREE CFL eligibility by calling 800.943.7585 and choose option 1. Either way, we'll deliver your bulbs right to your door.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.25 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

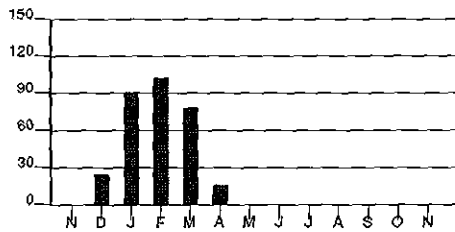
Due Date	Amount Due	After Dec 1, 2014
Dec 1, 2014	\$ 49.04	\$ 49.78

Name	Service Address	Account Number
Donald Anderson	7111 Cloverhill Dr Cincinnati OH 45231	2970-0264-49-0

Explanation of Current Charges		
Gas		
Meter - 001007263	Duke Energy	
CCF Usage - 0	Rate RS - Residential Service	
Oct 06 - Nov 04 29 Days	Fixed Delivery Service Charge \$ 33.03	
	Gas Delivery Riders 5.18	\$ 38.21
	Total Current Gas Charges	\$ 38.21
Electric		
Meter - 108014272	Duke Energy	
kWh Usage - 0	Rate RS - Residential Svc-Winter	
Oct 06 - Nov 04 29 Days	Distribution-Customer Chg \$ 6.00	
	Delivery Charges	
	Delivery Riders 4.83	
	Total Delivery Charges \$ 4.83	
	Generation Riders	10.83
	Total Current Electric Charges	\$ 10.83

CCF

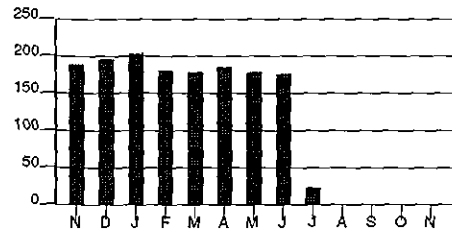
Gas Usage



Calculations based on most recent 12 month history
 Total Usage 312
 Average Usage 26

kWh

Electric Usage



Calculations based on most recent 12 month history
 Total Usage 1,324
 Average Usage 110

	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Gas	1	24	90	103	78	16	1	0	0	0	0	0	0
Electric	188	195	204	180	179	187	178	177	24	0	0	0	0

Account Number 2970-0264-49-0

10 05

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

Due Date	Amount Due
Dec 30, 2014	\$ 49.04

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

400 00000049042 29700264490 123020146 00000049786

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 7111 Clovernoll Dr Cincinnati OH 45231	Duke Energy 1-800-544-6900	2970-0264-49-0

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Dec 08 not included Last payment received Dec 03 Bill prepared on Dec 08, 2014 Next meter reading Jan 08, 2015

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Gas	001007263	Nov 04	Dec 05	31	1089	1089	0
Elec	108014272	Nov 04	Dec 05	31	8755	8755	0

Gas - Residential	Current Billing
Usage - 0 CCF	Amt Due - Previous Bill \$ 49.04
Duke Energy - Rate RS \$ 38.21	Payment(s) Received 49.04cr
Current Gas Charges \$ 38.21	Balance Forward 0.00
	Current Gas Charges 38.21
	Current Electric Charges 10.83
	Current Amount Due \$ 49.04
Electric - Residential	
Usage - 0 kWh	
Duke Energy - Rate RS \$ 10.83	
Current Electric Charges \$ 10.83	

Help those less fortunate stay warm this winter by contributing to Duke Energy's HeatShare program. See this month's bill insert for more information on how you can help or visit us online at duke-energy.com/heatshare.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5902160 per CCF, which includes a base GCR of \$0.5627 and Ohio excise tax of \$0.0275160.

Save time. Save money. Get FREE CFL bulbs or deeply discounted CFLs and LEDs. Go online to duke-energy.com/SaveOnBulbs or check your FREE CFL eligibility by calling 800.943.7585 and choose option 1. Either way, we'll deliver your bulbs right to your door.

Due Date	Amount Due	After Dec 30, 2014
Dec 30, 2014	\$ 49.04	\$ 49.78

Name	Service Address	Account Number
Donald Anderson	7111 Clovernoll Dr Cincinnati OH 45231	2970-0264-49-0

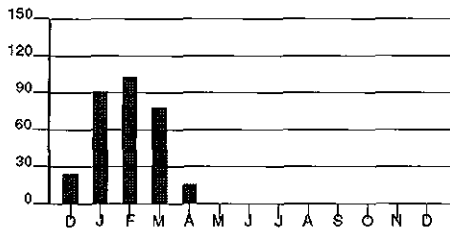
HoM Energy Manager Enables you to remotely control your HVAC system from your connected PC or mobile device. Better manage usage with manual and automated energy controls. Get relevant personalized energy information, plus connect and control, anytime, anywhere. Learn more at duke-energy.com/HoMEnergyMgr.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.25 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges			
Gas		Duke Energy	
Meter - 001007263		Rate RS - Residential Service	
CCF Usage - 0		Fixed Delivery Service Charge	\$ 33.03
Nov 04 - Dec 05		Gas Delivery Riders	5.18
31 Days			\$ 38.21
Total Current Gas Charges			\$ 38.21
Electric		Duke Energy	
Meter - 108014272		Rate RS - Residential Svc-Winter	
kWh Usage - 0		Distribution-Customer Chg	\$ 6.00
Nov 04 - Dec 05		Delivery Charges	
31 Days		Delivery Riders	4.83
		Total Delivery Charges	\$ 4.83
		Generation Riders	
			10.83
Total Current Electric Charges			\$ 10.83

CCF

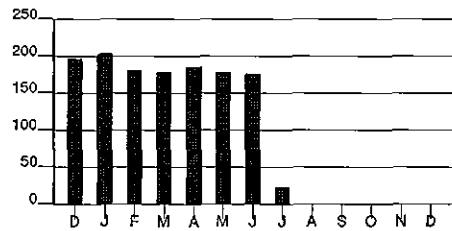
Gas Usage



Calculations based on most recent 12 month history
 Total Usage 288
 Average Usage 24

kWh

Electric Usage



Calculations based on most recent 12 month history
 Total Usage 1,129
 Average Usage 94

	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Gas	24	90	103	78	16	1	0	0	0	0	0	0	0
Electric	195	204	180	179	187	178	177	24	0	0	0	0	0

Account Number 2970-0264-49-0

10 05

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

Due Date	Amount Due
Feb 2, 2015	\$ 49.04

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

400 00000049042 29700264490 020220155 00000049786

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 7111 Clovernoll Dr Cincinnati OH 45231	Duke Energy 1-800-544-6900	2970-0264-49-0

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Jan 09 not included Last payment received Dec 31 Bill prepared on Jan 09, 2015 Next meter reading Feb 06, 2015

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Gas	001007263	Dec 05 Jan 08	34	1089	1089	0
Elec	108014272	Dec 05 Jan 08	34	8755	8755	0

Gas - Residential
Usage - 0 CCF
Duke Energy - Rate RS \$ 38.21
Current Gas Charges \$ 38.21

Current Billing
Amt Due - Previous Bill \$ 49.04
Payment(s) Received 49.04cr
Balance Forward 0.00
Current Gas Charges 38.21
Current Electric Charges 10.83
Current Amount Due \$ 49.04

Electric - Residential
Usage - 0 kWh
Duke Energy - Rate RS \$ 10.83
Current Electric Charges \$ 10.83

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.6095158 per CCF, which includes a base GCR of \$0.5811000 and Ohio excise tax of \$0.0284158.

Pursuant to state law, the Universal Service Fund rider rate (Rider USF) has been adjusted effective with this bill. The PUCO also approved adjustments to Rider AER-R (Alternative Energy Recovery), Rider ESSC (Electric Security Stabilization Charge), and Rider SCR (Supplier Cost Reconciliation). Overall, a typical residential customer using 1,000 kWh per month will see an increase of approximately \$0.09 or 0.1% per month effective January 2015.

We make it easy to get \$50 and get rid of your old unwanted fridge. Schedule your FREE pickup at duke-energy.com/Fridge or by calling 855.398.6200.

Due Date	Amount Due	After Feb 2, 2015
Feb 2, 2015	\$ 49.04	\$ 49.78

Name	Service Address	Account Number
Donald Anderson	7111 Clovernoll Dr Cincinnati OH 45231	2970-0264-49-0

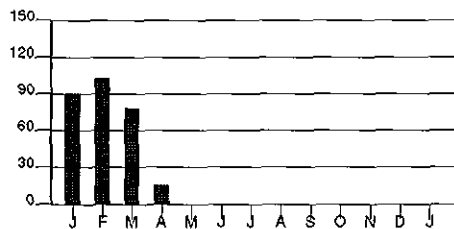
Is your insulation keeping the cold out? Better attic insulation and air sealing can make your home more comfortable during the harshest times of year. Duke Energy offers up to \$425 to help with improvements. Get started at duke-energy.com/get425.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.04 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges			
Gas		Duke Energy	
Meter - 001007263		Rate RS - Residential Service	
CCF Usage - 0		Fixed Delivery Service Charge	\$ 33.03
Dec 05 - Jan 08		Gas Delivery Riders	5.18
34 Days			\$ 38.21
Total Current Gas Charges			\$ 38.21
Electric		Duke Energy	
Meter - 108014272		Rate RS - Residential Svc-Winter	
kWh Usage - 0		Distribution-Customer Chg	\$ 6.00
Dec 05 - Jan 08		Delivery Charges	
34 Days		Delivery Riders	4.83
		Total Delivery Charges	\$ 4.83
		Generation Riders	
			10.83
Total Current Electric Charges			\$ 10.83

CCF

Gas Usage



Calculations based on most recent 12 month history
 Total Usage 198
 Average Usage 17

kWh

Electric Usage



Calculations based on most recent 12 month history
 Total Usage 925
 Average Usage 77

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN
Gas	90	103	78	16	1	0	0	0	0	0	0	0	0
Electric	204	180	179	187	178	177	24	0	0	0	0	0	0

DISCONNECT NOTICE

Account Number 2970-0264-49-0

10 05

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

Due Date	Amount Due
Mar 4, 2015	\$ 2,541.53

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

Donald Anderson
PO Box 342
Loveland OH 45140

PO Box 1327
Charlotte NC 28201-1327

410 00002541530 29700264490 030420152 00002579650

DISCONNECT NOTICE

Page 1 of 3

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 7111 Clovernoll Dr Cincinnati OH 45231	Duke Energy 1-800-544-6900	2970-0264-49-0

Mail Payments To	Account Information
PO Box 1327 Charlotte NC 28201-1327	Payments after Feb 10 not included Last payment received Feb 03 Bill prepared on Feb 10, 2015 Next meter reading Mar 09, 2015

If your service is disconnected for non payment, in addition to a reconnection charge, you may be required to pay a deposit in the amount of \$75.00 before service is restored.

IMPORTANT: Your service may be disconnected if your past due amount of \$2,453.98 is not paid before 03/06/2015. A reconnection charge will be required. In addition, a service deposit may be required; if so, payment arrangements may be available. For questions, please call the number shown above.

You also have the option to retain or have reconnected one of your services, either gas or electric. Please contact us at the number shown above to discuss this option.

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Gas	001007263	Jan 08	Feb 06	29	1089	1089	0
Elec	108014272	Jan 08	Feb 06	29	8755	8755	0

Gas - Residential		
Usage -	0 CCF	
Duke Energy - Rate RS		\$ 39.91
Current Gas Charges		\$ 39.91

Electric - Residential		
Usage -	0 kWh	
Duke Energy - Rate RS		\$ 10.83
Current Electric Charges		\$ 10.83

Current Billing	
Amt Due - Previous Bill	\$ 49.04
Payment(s) Received	49.04cr
Balance Forward	0.00
Current Gas Charges	39.91
Current Electric Charges	10.83
Transfer From 20300539-46	2,490.79
Current Amount Due	\$ 2,541.53

DISCONNECT NOTICE

Due Date	Amount Due	After Mar 4, 2015
Mar 4, 2015	\$ 2,541.53	\$ 2,579.65

Name	Service Address	Account Number
Donald Anderson	7111 Clovernoll Dr Cincinnati OH 45231	2970-0264-49-0

For your convenience, we have included your final charges for service at 1889 ASHBROOK DR. If your previous account was gas and electric, and your current account does not have both services - only the charges for like services have been transferred. The charges not transferred will remain on your previous account. If your final bill has been paid, please disregard the final charges included above.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5767901 per CCF, which includes a base GCR of \$0.5499000 and Ohio excise tax of \$0.0268901.

Colder weather increases the demand for energy. Visit duke-energy.com for billing and payment options, as well as tips to lower your energy bill.

We make it easy to get \$30 and get rid of your old unwanted fridge. Schedule your FREE pickup at duke-energy.com/Fridge or by calling 855.398.6200.

HoM Energy Manager enables remote control your HVAC system from your Smartphone or connected PC, anytime and anywhere. You can better manage your energy use, comfort and get personalized energy information too. Learn more at duke-energy.com/HoMEnergyMgr.

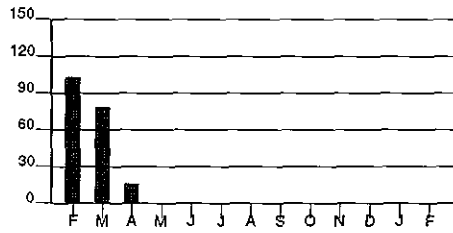
PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.04 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges			
Gas		Duke Energy	
Meter - 001007263		Rate RS - Residential Service	
CCF Usage - 0		Fixed Delivery Service Charge	\$ 33.03
Jan 08 - Feb 06		Gas Delivery Riders	6.88
29 Days			\$ 39.91
		Total Current Gas Charges	\$ 39.91
Electric		Duke Energy	
Meter - 108014272		Rate RS - Residential Svc-Winter	
kWh Usage - 0		Distribution-Customer Chg	\$ 6.00
Jan 08 - Feb 06		Delivery Charges	
29 Days		Delivery Riders	4.83
		Total Delivery Charges	\$ 4.83
		Generation Riders	
			10.83
		Total Current Electric Charges	\$ 10.83

Name	Service Address	Account Number
Donald Anderson	7111 Clovernoll Dr Cincinnati OH 45231	2970-0264-49-0

CCF

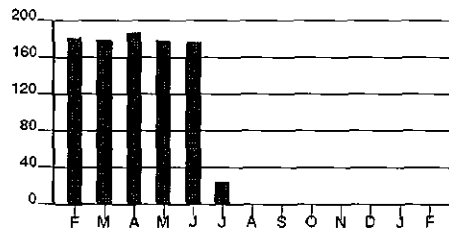
Gas Usage



Calculations based on most recent 12 month history
 Total Usage 95
 Average Usage 8

kWh

Electric Usage



Calculations based on most recent 12 month history
 Total Usage 745
 Average Usage 62

	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB
Gas	103	78	16	1	0	0	0	0	0	0	0	0	0
Electric	180	179	187	178	177	24	0	0	0	0	0	0	0

DISCONNECT NOTICE

Account Number 2970-0264-49-0

10 05

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

Due Date	Amount Due
Apr 1, 2015	\$ 2,630.39

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

410 00002630397 29700264490 040120157 00002669854

DISCONNECT NOTICE

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 7111 Cloverhill Dr Cincinnati OH 45231	Duke Energy 1-800-544-6900	2970-0264-49-0

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Mar 10 not included Bill prepared on Mar 10, 2015 Next meter reading Apr 08, 2015

IMPORTANT: If your service has not yet been disconnected, please pay \$2,541.53 immediately to avoid disconnection.

If your service is disconnected for non payment, in addition to a reconnection charge, you may be required to pay a deposit in the amount of \$70.00 before service is restored.

You also have the option to retain or have reconnected one of your services, either gas or electric. Please contact us at the number shown above to discuss this option.

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas	001007263	Feb 06 Mar 09	31	1089	1089	0
Elec	108014272	Feb 06 Mar 09	31	8755	8755	0

Gas - Residential	
Usage -	0 CCF
Duke Energy - Rate RS	\$ 39.91
Current Gas Charges	\$ 39.91

Electric - Residential	
Usage -	0 kWh
Duke Energy - Rate RS	\$ 10.83
Current Electric Charges	\$ 10.83

Current Billing	
Amt Due - Previous Bill	\$ 2,541.53
Late Payment Charge(s)	38.12
Balance Forward	2,579.65
Current Gas Charges	39.91
Current Electric Charges	10.83
Current Amount Due	\$ 2,630.39

DISCONNECT NOTICE

Due Date	Amount Due	After Apr 1, 2015
Apr 1, 2015	\$ 2,630.39	\$ 2,669.85

Name	Service Address	Account Number
Donald Anderson	7111 Clovernoll Dr Cincinnati OH 45231	2970-0264-49-0

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5470014 per CCF, which includes a base GCR of \$0.5215000 and Ohio excise tax of \$0.0255014.

Important: For your safety, stay away from power lines. Do not work near overhead lines. Always assume that downed lines are energized and dangerous. Report downed power lines to Duke Energy immediately by calling 800.544.6900.

FREE removal of your old, unwanted fridge. Easy. Convenient. Plus get \$30. Schedule a pickup at duke-energy.com/Fridge.

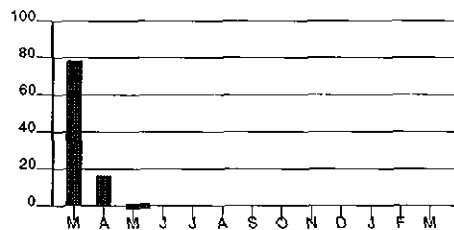
HoM Energy Manager enables remote control of your HVAC system from your Smartphone or connected PC, anytime and anywhere. You can better manage your energy use, comfort and get personalized energy information too. Learn more at duke-energy.com/HoMEnergyMgr or 800.956.8825.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.04 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges			
Gas		Duke Energy	
Meter - 001007263		Rate RS - Residential Service	
CCF Usage - 0		Fixed Delivery Service Charge	\$ 33.03
Feb 06 - Mar 09		Gas Delivery Riders	6.88
31 Days			\$ 39.91
Total Current Gas Charges			\$ 39.91
Electric		Duke Energy	
Meter - 108014272		Rate RS - Residential Svc-Winter	
kWh Usage - 0		Distribution-Customer Chg	\$ 6.00
Feb 06 - Mar 09		Delivery Charges	
31 Days		Delivery Riders	4.83
		Total Delivery Charges	\$ 4.83
		Generation Riders	
			10.83
Total Current Electric Charges			\$ 10.83

CCF

Gas Usage

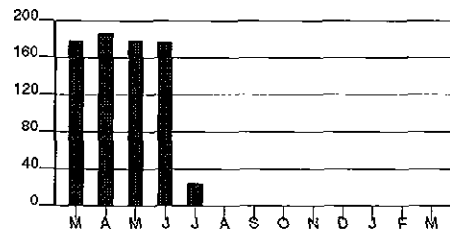


Calculations based on most recent 12 month history

Total Usage 17
Average Usage 1

kWh

Electric Usage



Calculations based on most recent 12 month history

Total Usage 566
Average Usage 47

	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
Gas	78	16	1	0	0	0	0	0	0	0	0	0	0
Electric	179	187	178	177	24	0	0	0	0	0	0	0	0

DISCONNECT NOTICE

Account Number 2970-0264-49-0

10 05

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

Due Date	Amount Due
May 1, 2015	\$ 2,721.89

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

Donald Anderson
PO Box 342
Loveland OH 45140

PO Box 1327
Charlotte NC 28201-1327

410 00002721899 29700264490 050120155 00002762722

DISCONNECT NOTICE

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 7111 Clovernoll Dr Cincinnati OH 45231	Duke Energy 1-800-544-6900	2970-0264-49-0

Mail Payments To	Account Information
PO Box 1327 Charlotte NC 28201-1327	Payments after Apr 09 not included Bill prepared on Apr 09, 2015 Next meter reading May 07, 2015

If your service is disconnected for non payment, in addition to a reconnection charge, you may be required to pay a deposit in the amount of \$65.00 before service is restored.

IMPORTANT: Your service may be disconnected if your past due amount of \$2,630.39 is not paid before 05/04/2015. A reconnection charge will be required. In addition, a service deposit may be required; if so, payment arrangements may be available. For questions, please call the number shown above.

You also have the option to retain or have reconnected one of your services, either gas or electric. Please contact us at the number shown above to discuss this option.

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Gas	001007263	Mar 09 Apr 08	30	1089	1089	0
Elec	108014272	Mar 09 Apr 08	30	8755	8755	0

Gas - Residential	Current Billing
Usage - 0 CCF	Amt Due - Previous Bill \$ 2,630.39
Duke Energy - Rate RS \$ 39.97	Late Payment Charge(s) 39.46
Current Gas Charges \$ 39.97	Balance Forward 2,669.85
	Current Gas Charges 39.97
	Current Electric Charges 12.07
	Current Amount Due \$ 2,721.89
Electric - Residential	
Usage - 0 kWh	
Duke Energy - Rate RS \$ 12.07	
Current Electric Charges \$ 12.07	

DISCONNECT NOTICE

Due Date	Amount Due	After May 1, 2015
May 1, 2015	\$ 2,721.89	\$ 2,762.72

Page 2 of 2

Name	Service Address	Account Number
Donald Anderson	7111 Clovernoll Dr Cincinnati OH 45231	2970-0264-49-0

Call Before You Dig. Digging the wrong area of your yard can be dangerous (even fatal). Be sure to request the marking of underground utility lines before you start. This important step saves lives, and it's free of charge. Call 811 or visit www.oups.org.

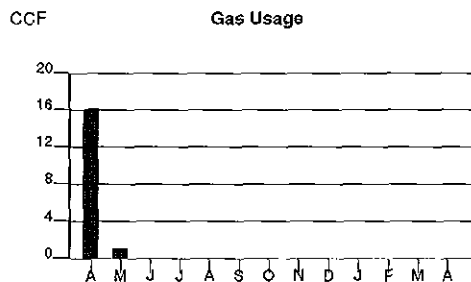
This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.4545933 per CCF, which includes a base GCR of \$0.4334000 and Ohio excise tax of \$0.0211933.

FREE removal of your old, unwanted fridge. Easy. Convenient. Plus get \$30. Schedule a pickup at duke-energy.com/Fridge or call 800.228.6195.

The PUCO approved adjustments to Rider ESSC (Electric Security Stabilization Charge - part of the Generation Riders) and Rider SCR (Supplier Cost Reconciliation) in Case No. 11-6001-EL-RDR effective April 1, 2015. The PUCO also approved an adjustment to Rider AER-R (Alternative Energy Recovery) in Case No. 14-2143-EL-RDR. A typical residential customer using 1,000 kWh per month will see a decrease of approximately \$0.26 or (0.2%).

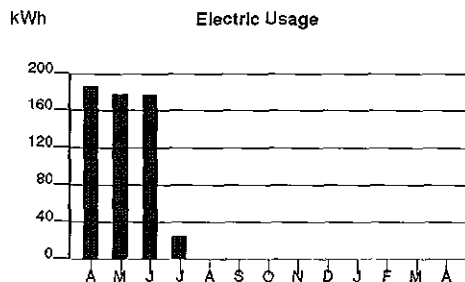
PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.14 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges				
Gas		Duke Energy		
Meter -	001007263	Rate RS - Residential Service		
CCF Usage -	0	Fixed Delivery Service Charge	\$ 33.03	
Mar 09 - Apr 08		Gas Delivery Riders	6.94	\$ 39.97
30 Days		Total Current Gas Charges		\$ 39.97
Electric		Duke Energy		
Meter -	108014272	Rate RS - Residential Svc-Winter		
kWh Usage -	0	Distribution-Customer Chg	\$ 6.00	
Mar 09 - Apr 08		Delivery Charges		
30 Days		Delivery Riders	6.07	
		Total Delivery Charges	\$ 6.07	
		Generation Riders		12.07
		Total Current Electric Charges		\$ 12.07



Calculations based on most recent 12 month history

Total Usage	1
Average Usage	0



Calculations based on most recent 12 month history

Total Usage	379
Average Usage	32

[illegible]

DISCONNECT NOTICE

Account Number 2970-0264-49-0

10 05

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

Due Date	Amount Due
Jun 1, 2015	\$ 2,815.81

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

410 00002815818 29700264490 060120153 00002858053

DISCONNECT NOTICE

Page 1 of 3

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 7111 Clovernoll Dr Cincinnati OH 45231	Duke Energy 1-800-544-6900	2970-0264-49-0

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after May 08 not included Bill prepared on May 08, 2015 Next meter reading Jun 08, 2015

IMPORTANT: If your service has not yet been disconnected, please pay \$2,721.89 immediately to avoid disconnection.

If your service is disconnected for non payment, in addition to a reconnection charge, you may be required to pay a deposit in the amount of \$65.00 before service is restored.

You also have the option to retain or have reconnected one of your services, either gas or electric. Please contact us at the number shown above to discuss this option.

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Gas	001007263	Apr 08 May 07	29	1089	1089	0
Elec	108014272	Apr 08 May 07	29	8755	8755	0

Gas - Residential	
Usage -	0 CCF
Duke Energy - Rate RS	\$ 41.02
Current Gas Charges	\$ 41.02

Electric - Residential	
Usage -	0 kWh
Duke Energy - Rate RS	\$ 12.07
Current Electric Charges	\$ 12.07

Current Billing	
Amt Due - Previous Bill	\$ 2,721.89
Late Payment Charge(s)	40.83
Balance Forward	2,762.72
Current Gas Charges	41.02
Current Electric Charges	12.07
Current Amount Due	\$ 2,815.81

DISCONNECT NOTICE

Due Date	Amount Due	After Jun 1, 2015
Jun 1, 2015	\$ 2,815.81	\$ 2,858.05

Name	Service Address	Account Number
Donald Anderson	7111 Clovernoll Dr Cincinnati OH 45231	2970-0264-49-0

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.4625649 per CCF, which includes a base GCR of \$0.4410000 and Ohio excise tax of \$0.0215649.

Protect yourself from scams and fraudulent activity. Learn how at duke-energy.com/stopfraud.

In Case No. 14-1051-GE-RDR, the PUCO approved an adjustment to Rider AU, Advanced Utility Rider effective April 8, 2015. Also, in Case No.14-2051-GA-RDR the PUCO approved a change to Rider AMRP, Accelerated Main Replacement Program. These changes result in an increase of \$1.06 per month to your bill.

Save time. Save money. Get FREE CFL bulbs or deeply discounted CFLs and LEDs. Go online to duke-energy.com/SaveOnBulbs or check your FREE CFL eligibility by calling 800.943.7585 and choose option 1. Either way, we'll deliver your bulbs right to your door.

Time to get rid of your old fridge? You could lift it. But do you want to? We'll remove your old fridge for FREE and give you \$30. Visit duke-energy.com/Fridge or call 800.228.6195.

In Case No.14-1051-GE-RDR, the PUCO approved an adjustment to Rider DR-IM, Infrastructure Modernization Rider (part of the Delivery Riders) effective April 8, 2015. The PUCO also approved an adjustment to Rider ECF, Economic Competitiveness Fund (part of the Delivery Riders) effective May 1, 2015. A typical residential customer using 1,000 kWh per month will see an increase of approximately \$1.06 or 0.9%.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.14 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges			
Gas		Duke Energy	
Meter - 001007263		Rate RS - Residential Service	
CCF Usage - 0		Fixed Delivery Service Charge	\$ 33.03
Apr 08 - May 07		Gas Delivery Riders	7.99
29 Days			\$ 41.02
		Total Current Gas Charges	\$ 41.02
Electric		Duke Energy	
Meter - 108014272		Rate RS - Residential Svc-Winter	
kWh Usage - 0		Distribution-Customer Chg	\$ 6.00
Apr 08 - May 07		Delivery Charges	
29 Days		Delivery Riders	6.07
		Total Delivery Charges	\$ 6.07
		Generation Riders	
			12.07
		Total Current Electric Charges	\$ 12.07

DISCONNECT NOTICE

Account Number 2970-0264-49-0

10 05

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

☐

Due Date	Amount Due
Jul 1, 2015	\$ 2,911.14

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

410 00002911140 29700264490 070120151 00002954818

DISCONNECT NOTICE

Page 1 of 3

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 7111 Clovernoli Dr Cincinnati OH 45231	Duke Energy 1-800-544-6900	2970-0264-49-0

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Jun 09 not included Bill prepared on Jun 09, 2015 Next meter reading Jul 08, 2015

IMPORTANT: If your service has not yet been disconnected, please pay \$2,815.81 immediately to avoid disconnection.

If your service is disconnected for non payment, in addition to a reconnection charge, you may be required to pay a deposit in the amount of \$65.00 before service is restored.

You also have the option to retain or have reconnected one of your services, either gas or electric. Please contact us at the number shown above to discuss this option.

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas	001007263	May 07 Jun 08	32	1089	1089	0
Elec	108014272	May 07 Jun 08	32	8755	8755	0

Gas - Residential	
Usage -	0 CCF
Duke Energy - Rate RS	\$ 41.02
Current Gas Charges	\$ 41.02

Current Billing	
Amt Due - Previous Bill	\$ 2,815.81
Late Payment Charge(s)	42.24
Balance Forward	2,858.05
Current Gas Charges	41.02
Current Electric Charges	12.07
Current Amount Due	\$ 2,911.14

DISCONNECT NOTICE

Due Date	Amount Due	After Jul 1, 2015
Jul 1, 2015	\$ 2,911.14	\$ 2,954.81

DISCONNECT NOTICE

Page 2 of 3

Name	Service Address	Account Number
Donald Anderson	7111 Clovernoll Dr Cincinnati OH 45231	2970-0264-49-0

Electric - Residential		
Usage -	0 kWh	
Duke Energy - Rate RS		\$ 9.05
Usage -	0 kWh	
Duke Energy - Rate RS		3.02
Current Electric Charges		\$ 12.07
Old Rate Effective May 07 To May 31		
New Rate Effective May 31 To Jun 08		

Attention: Existing accounts without satisfactory security, and carry a past due balance or have been disconnected for nonpayment, may be charged a deposit.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.4608867 per CCF, which includes a base GCR of \$0.4394000 and Ohio excise tax of \$0.0214867.

Protect yourself from scams and fraudulent activity. Learn how at duke-energy.com/stopfraud.

Time to get rid of your old fridge? You could lift it. But do you want to? We'll remove your old fridge for FREE and give you \$30. Visit duke-energy.com/Fridge or call 800.228.6195.

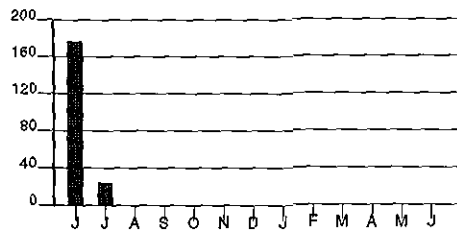
In Case No.14-841-EL-SSO, the PUCO approved Duke Energy Ohio's Electric Security Plan, which requires generation service for Standard Service Offer customers to be procured exclusively from third parties. The auction, approved by the Public Utilities Commission, resulted in a price for generation beginning June 2015 that is approximately 9% greater than the price in the prior period. A typical residential customer using 1,000 kWh per month will see an increase of approximately \$7.62, or 6.7% per month, in their overall electric bill effective June 2015.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.90 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges			
Gas		Duke Energy	
Meter -	001007263	Rate RS - Residential Service	
CCF Usage -	0	Fixed Delivery Service Charge	\$ 33.03
May 07 - Jun 08		Gas Delivery Riders	7.99
32 Days			\$ 41.02
Total Current Gas Charges			\$ 41.02

Page 3 of 3

kWh **Electric Usage**



Calculations based on most recent 12 month history

Total Usage	24
Average Usage	2

[illegible]

DISCONNECT NOTICE

Account Number 2970-0264-49-0

10 05

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

☐

Due Date	Amount Due
Jul 31, 2015	\$ 3,124.68

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

410 00003124681 29700264490 073120152 00003171558

DISCONNECT NOTICE

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 7111 Clovermoll Dr Cincinnati OH 45231	Duke Energy 1-800-544-6900	2970-0264-49-0

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Jul 09 not included Bill prepared on Jul 09, 2015 Next meter reading Aug 06, 2015

IMPORTANT: If your service has not yet been disconnected, please pay \$3,025.90 immediately to avoid disconnection.

If your service is disconnected for non payment, in addition to a reconnection charge, you may be required to pay a deposit in the amount of \$65.00 before service is restored.

You also have the option to retain or have reconnected one of your services, either gas or electric. Please contact us at the number shown above to discuss this option.

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Gas	001007263	Jun 08	Jul 08	30	1089	1089	0
Elec	108014272	Jun 08	Jul 08	30	8755	8755	0

Gas - Residential		
Usage -	0 CCF	
Duke Energy - Rate RS		\$ 41.02
Current Gas Charges		\$ 41.02

Electric - Residential		
Usage -	0 kWh	
Duke Energy - Rate RS		\$ 12.37
Current Electric Charges		\$ 12.37

Current Billing	
Amt Due - Previous Bill	\$ 2,911.14
Late Payment Charge(s)	43.67
Balance Forward	2,954.81
Current Gas Charges	41.02
Current Electric Charges	12.37
Transfer From 64300206-34	116.48
Current Amount Due	\$ 3,124.68

DISCONNECT NOTICE

Due Date	Amount Due	After Jul 31, 2015
Jul 31, 2015	\$ 3,124.68	\$ 3,171.55

Name	Service Address	Account Number
Donald Anderson	7111 Clovernoll Dr Cincinnati OH 45231	2970-0264-49-0

The PUCO approved adjustments to Rider DCI (Distribution Capital Investment - part of the Delivery Riders) in Case No. 14-841-EL-SSO and Rider DDR (Distribution Decoupling - part of the Delivery Riders) in Case No. 11-5905-EL-RDR. The PUCO also approved adjustments to Rider AER-R (Alternative Energy Recovery) in Case No. 14-2143-EL-RDR and Rider SCR (Supplier Cost Reconciliation) in Case No. 15-6001-EL-RDR effective July 1, 2015. A typical residential customer using 1,000 kWh per month will see an increase of approximately \$1.23 or 0.9%.

For your convenience, we have included your final charges for service at 11534 KENN RD. If your previous account was gas and electric, and your current account does not have both services - only the charges for like services have been transferred. The charges not transferred will remain on your previous account. If your final bill has been paid, please disregard the final charges included above.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.4642431 per CCF, which includes a base GCR of \$0.4426000 and Ohio excise tax of \$0.0216431.

Protect yourself from scams and fraudulent activity. Learn how at duke-energy.com/stopfraud.

The PUCO approved adjustments to Rider DCI (Distribution Capital Investment - part of the Delivery Riders) in Case No. 14-841-EL-SSO and Rider DDR (Distribution Decoupling - part of the Delivery Riders) in Case No. 11-5905-EL-RDR. The PUCO also approved adjustments to Rider AER-R (Alternative Energy Recovery) in Case No. 14-2143-EL-RDR and Rider SCR (Supplier Cost Reconciliation) in Case No. 15-6001-EL-RDR effective July 1, 2015.

Time to get rid of your old fridge? You could lift it. But do you want to? We'll remove your old fridge for FREE and give you \$30. Visit duke-energy.com/Fridge or call 800.228.6195.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.88 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges			
Gas Meter - 001007263 CCF Usage - 0 Jun 08 - Jul 08 30 Days	Duke Energy Rate RS - Residential Service		
	Fixed Delivery Service Charge	\$ 33.03	
	Gas Delivery Riders	7.99	\$ 41.02
	Total Current Gas Charges		\$ 41.02
Electric Meter - 108014272 kWh Usage - 0 Jun 08 - Jul 08 30 Days	Duke Energy Rate RS - Residential Svc-Summer		
	Distribution-Customer Chg	\$ 6.00	
	Delivery Charges		
	Delivery Riders	6.37	
	Total Delivery Charges	\$ 6.37	
	Generation Riders		12.37
	Total Current Electric Charges		\$ 12.37

DISCONNECT NOTICE

Account Number 2970-0264-49-0

10 05

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

Due Date	Amount Due
Aug 31, 2015	\$ 3,224.94

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

410 00003224945 29700264490 083120150 00003273318

DISCONNECT NOTICE

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 7111 Clovermoll Dr Cincinnati OH 45231	Duke Energy 1-800-544-6900	2970-0264-49-0

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Aug 07 not included Bill prepared on Aug 07, 2015 Next meter reading Sep 04, 2015

IMPORTANT: If your service has not yet been disconnected, please pay \$3,124.68 immediately to avoid disconnection.

If your service is disconnected for non payment, in addition to a reconnection charge, you may be required to pay a deposit in the amount of \$65.00 before service is restored.

You also have the option to retain or have reconnected one of your services, either gas or electric. Please contact us at the number shown above to discuss this option.

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Gas	001007263	Jul 08 Aug 06	29	1089	1089	0
Elec	108014272	Jul 08 Aug 06	29	8755	8755	0

Gas - Residential	
Usage -	0 CCF
Duke Energy - Rate RS	\$ 41.02
Current Gas Charges	\$ 41.02

Electric - Residential	
Usage -	0 kWh
Duke Energy - Rate RS	\$ 12.37
Current Electric Charges	\$ 12.37

Current Billing	
Amt Due - Previous Bill	\$ 3,124.68
Late Payment Charge(s)	46.87
Balance Forward	3,171.55
Current Gas Charges	41.02
Current Electric Charges	12.37
Current Amount Due	\$ 3,224.94

DISCONNECT NOTICE

Due Date	Amount Due	After Aug 31, 2015
Aug 31, 2015	\$ 3,224.94	\$ 3,273.31

Name	Service Address	Account Number
Donald Anderson	7111 Clovernoll Dr Cincinnati OH 45231	2970-0264-49-0

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5178419 per CCF, which includes a base GCR of \$0.4937000 and Ohio excise tax of \$0.0241419.

In Case No.15-418-GA-PIP, the PUCO approved an adjustment to Rider PIPP, Percentage of Income Payment Plan effective July 31, 2015. A typical customer using 70 CCF in a month will see an increase of \$0.30 or 0.4%.

Time to get rid of your old fridge? You could lift it. But do you want to? We'll remove your old fridge for FREE and give you \$30. Visit duke-energy.com/Fridge or call 800.228.6195.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.88 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges			
Gas Meter - 001007263 CCF Usage - 0 Jul 08 - Aug 06 29 Days	Duke Energy		
	Rate RS - Residential Service		
	Fixed Delivery Service Charge	\$ 33.03	
	Gas Delivery Riders	7.99	\$ 41.02
Total Current Gas Charges			\$ 41.02
Electric Meter - 108014272 kWh Usage - 0 Jul 08 - Aug 06 29 Days	Duke Energy		
	Rate RS - Residential Svc-Summer		
	Distribution-Customer Chg	\$ 6.00	
	Delivery Charges		
	Delivery Riders	6.37	
	Total Delivery Charges	\$ 6.37	
Generation Riders			12.37
Total Current Electric Charges			\$ 12.37

DISCONNECT NOTICE

Account Number 2970-0264-49-0

10 05

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

Due Date	Amount Due
Sep 30, 2015	\$ 3,316.04

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

410 00003316041 29700264490 093020154 00003365786

DISCONNECT NOTICE

Page 1 of 2

Name/Service Address	For Inquiries Call	Account Number
Donald Anderson 7111 Clovernoll Dr Cincinnati OH 45231	Duke Energy 1-800-544-6900	2970-0264-49-0

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Sep 08 not included Bill prepared on Sep 08, 2015 Next meter reading Oct 06, 2015

IMPORTANT: If your service has not yet been disconnected, please pay \$3,224.94 immediately to avoid disconnection.

If your service is disconnected for non payment, in addition to a reconnection charge, you may be required to pay a deposit in the amount of \$65.00 before service is restored.

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Gas	001007263	Aug 06	Sep 04	29	1089	1089	0
Elec	108014272	Aug 06	Aug 10	4	8755	8755	0

Gas - Residential	
Usage -	0 CCF
Duke Energy - Rate RS	\$ 41.02
Current Gas Charges	\$ 41.02

Electric - Residential	
Usage -	0 kWh
Duke Energy - Rate RS	\$ 1.71
Current Electric Charges	\$ 1.71

Current Billing	
Amt Due - Previous Bill	\$ 3,224.94
Late Payment Charge(s)	48.37
Balance Forward	3,273.31
Current Gas Charges	41.02
Current Electric Charges	1.71
Current Amount Due	\$ 3,316.04

This bill contains final charges for electric service on Meter #108014272.

DISCONNECT NOTICE

Due Date	Amount Due	After Sep 30, 2015
Sep 30, 2015	\$ 3,316.04	\$ 3,365.78

DISCONNECT NOTICE

Page 2 of 2

Name	Service Address	Account Number
Donald Anderson	7111 Clovermoll Dr Cincinnati OH 45231	2970-0264-49-0

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.4755713 per CCF, which includes a base GCR of \$0.4534000 and Ohio excise tax of \$0.0221713.

To view an apples to apples comparison of competitive gas offers, visit <http://www.energychoice.ohio.gov/> or call 800.299.7271.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.88 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Time to get rid of your old fridge? You could lift it. But do you want to? We'll remove your old fridge for FREE and give you \$30. Visit duke-energy.com/Fridge or call 800.228.6195.

Explanation of Current Charges		
Gas Meter - 001007263 CCF Usage - 0 Aug 06 - Sep 04 29 Days	Duke Energy Rate RS - Residential Service	
	Fixed Delivery Service Charge \$ 33.03 Gas Delivery Riders 7.99	\$ 41.02
	Total Current Gas Charges	\$ 41.02
Electric Meter - 108014272 kWh Usage - 0 Aug 06 - Aug 10 4 Days	Duke Energy Rate RS - Residential Svc-Summer	
	Distribution-Customer Chg \$ 0.83	
	Delivery Charges	
	Delivery Riders 0.88	
	Total Delivery Charges \$ 0.88	
	Generation Riders	1.71
	Total Current Electric Charges	\$ 1.71

**** FINAL BILL ****

Account Number 2970-0264-49-0

10 05

Due Date	Amount Due
Nov 4, 2015	\$ 3,406.80

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

☐

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

Donald Anderson
PO Box 342
Loveland OH 45140-0342

PO Box 1326
Charlotte NC 28201-1326

410 00003406806 29700264490 110420153 00003457907

**** FINAL BILL ****

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Donald Anderson 7111 Clovernoll Dr Cincinnati OH 45231	Duke Energy 1-800-544-6900	2970-0264-49-0

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Oct 13 not included Bill prepared on Oct 13, 2015

PLEASE NOTE: A service deposit has been charged to your account as a result of your current credit status. To avoid a potential interruption of service, please pay the stated deposit amount by the due date indicated or contact us at the number listed for payment arrangements.

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas	001007263	Sep 04 Oct 07	33	1089	1089	0

Gas - Residential	Current Billing
Usage - 0 CCF	Amt Due - Previous Bill \$ 3,316.04
Duke Energy - Rate RS \$ 41.02	Late Payment Charge(s) 49.74
Current Gas Charges \$ 41.02	Balance Forward 3,365.78
	Current Gas Charges 41.02
	Current Amount Due \$ 3,406.80

PLEASE NOTE: This is your final bill for gas service at 7111 CLOVERNOLL DR.

Your deposit and accrued interest will be credited to your account after you have paid your utility bill promptly each month for the required time period, or at the time you request to have your service terminated.

**** FINAL BILL ****

Due Date	Amount Due	After Nov 4, 2015
Nov 4, 2015	\$ 3,406.80	\$ 3,457.90

Name	Service Address	Account Number
Donald Anderson	7111 Cloverholl Dr Cincinnati OH 45231	2970-0264-49-0

Explanation of Current Charges			
Gas		Duke Energy	
Meter -	001007263	Rate RS - Residential Service	
CCF Usage -	0	Fixed Delivery Service Charge	\$ 33.03
Sep 04 - Oct 07		Gas Delivery Riders	7.99
33 Days			\$ 41.02
Total Current Gas Charges			\$ 41.02