

FILE

18-1307-EL-CSS

2

00201324

Case Number

Ohio

Public Utilities  
Commission

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

Formal Complaint Form

JAMES J HARDY  
Customer Name (Please Print)

34 Handel Ln  
Customer Address

Cincinnati Ohio 45218  
City State Zip

Against

9740-0050-20-5  
Account Number

DUKE ENERGY  
Utility Company Name

Customer Service Address (if different from above)

City State Zip

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

SEE SHEET

PUCO

RECEIVED-DOCKETING DIV  
2018 AUG 29 PM 3:06

James J Hardy  
Signature  
513-825-3152  
Customer Telephone Number

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.  
Technician MM Date Processed 08/20/18

Case # 00201324

new duke1

8/14/18

My problem is with Duke Energy  
and a bad meter that was installed  
some time in 2015. My KW used are all over  
the place due to this meter in Aug 2017  
Duke replaced this meter at the time  
Dukes Teck changed the meter he told  
me the meter was "Fried" and meter parts fell  
to the ground and in the meter box when  
he pulled the old meter. He told me Duke would  
get in touch with me in the next couple weeks.  
After a month I did not hear from Duke I called  
them and at that time they could not find the meter.  
This was when I called PUCO to file a complaint.  
You were told by Duke they Found the Meter and  
nothing was wrong. When Duke installed the New Meter  
they could not read it for 4 Months and had to est  
Below will show you how bad the KW jumped up and  
down due to this meter.

2016 KW USED {0	2017 KW USE	2018 KW USE NEW METER ####
Jan 878kw	L Jan 878KW	Jan EST 915###?
Feb 692	D Feb-March 851	Feb 692
March 769	April 769	March 610
April 758	M May 758	April 641
May 789	E June 789	May 626
June 1097	T July 1077	June 920
July 1143	E Aug 1201 ####?	July 796
Aug 1279	R } Sept 1291	AUG 687 ##?
Sept 1307	Oct EST 822 ####?	Why is this reading
Oct 1363	Nov EST 621 ####?	40% lesss then Aug 2017
Nov 844	Dec EST 687 ####?	Look at all my readings
Dec 935		from 2017.
		NEW METER INSTALLED 8/4/17

I am 91 years old blind and can only walk short distance this is the best I can do  
to show you Duke  
has charged me \$300.00 to \$400.00 too much. It took Duke 4 Mo to get the new meter to  
read something is wrong  
with the system. Thank you for your time in this matter.

James Hardy  
34 Handel Ln  
Cincinnati, Ohio 45218

513-825-3152