

Confidential Release

Case Number: 15-298-GE-CSS

Date of Confidential Document: 2/3/2016

Release Date: 3/5/2019

Page Count: 17

**Document Description: EXHIBITS, VOL 1, PITZER
B, C, D / OCC D, E, F, G / DUKE, F**

PUCO

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Name Sarah J. Parrot
Reviewing Attorney Examiner's Signature

Date Reviewed 03/05/19



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Confidential treatment has been requested for the following document:

Case Number: 15-298-GE-CSS

Page Count: 17

Date Filed: 2/3/16

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2/3/16

Filed By: ARMSTRONG & OKEY

On Behalf Of: STAFF

Summary of Document: EXHIBITS, VOL 1, PITZER B, C, D / OCC D, E, F, G / DUKE, F

Staff Initials: SM

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PUCO EXHIBIT FILING

17

Date of Hearing: 2/1/16

Case No. 15-298-GE-CSS

PUCO Case Caption: In the Matter of the Complaint of:

Jeffrey Pitzer, Complainant vs. Duke Energy, Ohio,
Inc., Respondent.

CONFIDENTIAL

Volume I Confidential

List of exhibits being filed:

Pitzer B, C, D

OCC D, E, F, G

Duke Energy Ohio F

PUCO

2016 FEB -3 PM 1:37

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Reporter's Signature: Karen Sue Gibson

Date Submitted: 2/3/16



PUCO Case No. 15-298-EL-CSS
PITZER-POD-01-007 CONF Attach
Page 1 of 1

CONFIDENTIAL PROPRIETARY TRADE SECRET

ACCOUNT: 01200420 HISTORY COMBINATION SELECTION 09:02 A 03/19/15 0135M63
SELECTION CRITERIA: TENANT 20 HISTORY TYPE PG: 11
DATE RANGE TO TRANSACTION CODE

LN	DATE	TIME	DESCRIPTION
01	11/04/11	12:18 P	DNP ORDER CANCEL
02	11/03/11	06:33 P	DATCH DNP ORDER ISSUE
03	11/03/11	06:00 P	DATCH DNP ORDER FELL AUTO PULL
04	11/02/11	09:24 P	BILL CHARGE
05	11/02/11	07:05 P	DNP ORDER REQUEST - DATCH
06	10/26/11	00:01 P	LATE PAYMENT CHARGE
06	10/19/11	07:30 P	FINAL DNP NOTICE - COMPLETION
07	10/12/11	11:46 A	PAYMENT
07	10/04/11	09:06 P	BILL CHARGE
08	09/27/11	00:37 P	LATE PAYMENT CHARGE
09	09/22/11	05:12 P	ACCOUNT NOTE ADD
09	09/02/11	07:49 P	BILL CHARGE
10	08/26/11	00:06 P	LATE PAYMENT CHARGE
10	08/04/11	09:30 P	BILL CHARGE
10	08/02/11	11:18 A	PAYMENT

LN NO:
PF: 7-UP-B-DOWN



SAH SERV REQ BASIC INFO 09/15/11 03/19/15 1055RIN
ACCT: 01200420 20 CS: GOOD STATUS/DATE: FINAL 07/09/13 PG: 2
DIV: 10 CYC: 03 ZIP: 45241 CUST SIC: PRIVATE-HOUSEHOLDS
NAME: ESTILL EASTERLING PEWDING: ADULT, SACO, TKFL
ADDR: 11312 ORCHARD APT: FL: SUGARB: SHARONVILLE

DUP SERV REQ NO: 1386 02750 OPEN 11/02/11

SENT ELEC INTN: T06188003 PH: 1 D/P: 3

ORIG ACTN: SEAL
COMPLETED ON 11/04/11 AT 12:16 P BY JOSHUA DRAZINGER
ARRIVED AT 12:12 P
PEOD: 003660

POSTED ON: 11/04/11 AT 12:10 P
ISSUED ON 11/04/11 AT 12:12 P DEST: GAS
POSTED ON: 11/04/11 AT 12:13 P
MOBILEP ON 11/03/11 AT 06:33 P ON 11/04/11 DEST: GAS
POSTED ON: 11/03/11 AT 06:33 P
UNISSUED ON 11/02/11 AT 07:05 P ON: FILLORD DEST: GAS
POSTED ON: 11/02/11 AT 07:05 P
NEXT TRN CODE: _____ SRC: SARA SMT SMT
FF: 7-UP



CONFIDENTIAL PROPRIETARY TRADE SECRET

METER READING INSTRUCTION HISTORY DETAIL 11:10 A 01/19/16 M35H1
ACCT: 01200420 20 CS: GOOD STATUS/DATE: FINAL 07/09/13
DIV : 10 CYC: 03 ZIP: 45241 CUST SIC : PRIVATE HOUSEHOLDS
NAME: ESTILL EASTERLING PENDING : ANIN WKFL
ADDR: 11312 ORCHARD APT: FL: SUBURB: SHARONVILLE
LN NO: 08 DATE ENTERED: 01/24/11 DESCRIPTION: MTR READING INSTR CHANGE PE
ENTERED BY : JENNY KARR
HOW REC'D: N/A REC'D FROM: N/A AGT/INT:
TELL: NONE EXT1: TEL2: EXT2:

KEY NUMBER: NEXT METER READING DATE: 02/03/11

CURRENT INSTRUCTIONS: SIDE DOOR, CUST ELDERLY PLS GIVE TIME TO
ANSWER DOOR TRANSFERRED TO
METER READING?

PENDING INSTRUCTIONS:

ADDITIONAL PENDING :

NEW INSTRUCTIONS : AMR MTR SD CUST ELDERLY PLS GIVE TIME TO
ANSWER DOOR
NEXT TRAN CODE: _____

**Duke Energy Ohio
Case No. 15-298-GE-CSS
OCC Fourth Set Production of Documents
Date Received: December 23, 2015**

OCC-POD-04-003

REQUEST:

Please provide all documents or other data Duke has regarding all special conditions included in or on the Easterling account in the Customer Database System, Mobile Up system, or elsewhere.

RESPONSE:

Objection. This Document Request is overly broad and unduly burdensome. It further seeks to elicit information that is irrelevant and not reasonably calculated to lead to the discovery of admissible evidence, in part because of the failure to include any time parameters pursuant to which it is to be answered.

PERSON RESPONSIBLE: Legal

REVISED REQUEST (January 20, 2016):

Please provide all documents or other data Duke has regarding all special conditions (as defined and use by Ms. Byndon at page 45 of her deposition) included in or on the Easterling account that were in effect in 2011 in the Customer Database System, Mobile Up system, or elsewhere.

CONFIDENTIAL RESPONSE TO REVISED REQUEST:

Objection. This Document Request seeks to elicit information that is irrelevant or otherwise not reasonably calculated to lead to the discovery of admissible evidence given the manner in which Ms. Byndon described "special conditions" during her deposition. Without waiving said objection, to the extent discoverable, and in the spirit of discovery, no special condition was on the account in the name of Estill Easterling in 2011. Answering further and interpreting this request in the spirit of the discussion at the January 14, 2016, prehearing conference, see Confidential Attachment OCC-POD-04-003. Said attachment is irrelevant given that it is a meter reading instruction applicable to natural gas service and there is no dispute herein as to the accuracy of such reads, the past due balances on the account, or the type of service disconnected for nonpayment on November 4, 2011.

PERSON RESPONSIBLE: As to objection, Legal
As to response, Marion Byndon

CONFIDENTIAL PROPRIETARY TRADE SECRET

METER READING INSTRUCTION HISTORY DETAIL 11:10 A 01/19/16 M35H1
ACCT: 01200420 20 CS: GOOD STATUS/DATE: FINAL 07/09/13
DIV : 10 CYC: 03 ZIP: 45241 CUST SIC : PRIVATE HOUSEHOLDS
NAME: ESTILL EASTERLING PENDING : ANIN WKFL
ADDR: 11312 ORCHARD APT: FL: SUBURB: SHARONVILLE
LN NO: 08 DATE ENTERED: 01/24/11 DESCRIPTION: MTR READING INSTR CHANGE PE
ENTERED BY : JENNY KARR
HCH REC'D: N/A REC'D FROM: N/A AGT/INT:
TEL1: NONE EXT1: TEL2: EXT2:

KEY NUMBER: NEXT METER READING DATE: 02/03/11

CURRENT INSTRUCTIONS: SIDE DOOR, CUST ELDERLY PLS GIVE TIME TO
ANSWER DOOR
TRANSFERRED TO
METER READING?

PENDING INSTRUCTIONS:

ADDITIONAL PENDING :

NEW INSTRUCTIONS : AMR MTR SD CUST ELDERLY PLS GIVE TIME TO
ANSWER DOOR
NEXT TRAC CODE: _____

Duke Energy Ohio
Case No. 15-298-GE-CSS
OCC Third Set of Interrogatories
Date Received: November 6, 2015

OCC-INT-03-017

REQUEST:

Has Duke ever received a security deposit for natural gas service from Estill Easterling II, Dorothy Easterling, or Estill Easterling III?

RESPONSE:

Objection. This Interrogatory is intended to be duplicative of OCC-INT-01-004, as such, it is overly burdensome and must be seen as intending to harass.

PERSON RESPONSIBLE: Legal

REVISED REQUEST (January 20, 2016):

Did a security deposit balance for natural gas service exist on the Easterling account during 2011?

CONFIDENTIAL RESPONSE TO REVISED REQUEST:

Objection. This Interrogatory seeks to elicit information that is irrelevant or otherwise not reasonably calculated to lead to the discovery of admissible evidence. The allegations in the amended complaint do not concern the handling of any security deposit, should it have existed, subsequent to the disconnection of electric service which was in admitted arrears. Moreover, the allegations in the amended complaint are limited to the disconnection, for nonpayment, of electric service and thus the natural gas service is immaterial to this proceeding. Furthermore, this Interrogatory reflects an incorrect interpretation of Commission regulation concerning security deposits and the use of same after service has been discontinued. Without waiving said objection, to the extent discoverable, and in the spirit of discovery, no security deposit balance was on the Easterling account as of November 4, 2011. On November 21, 2011, a security deposit was requested. Said deposit was refunded, with interest, on March 5, 2013. See also Confidential Attachment OCC-INT-03-017, which includes information that is irrelevant and not reasonably calculated to lead to the discovery of admissible evidence given the

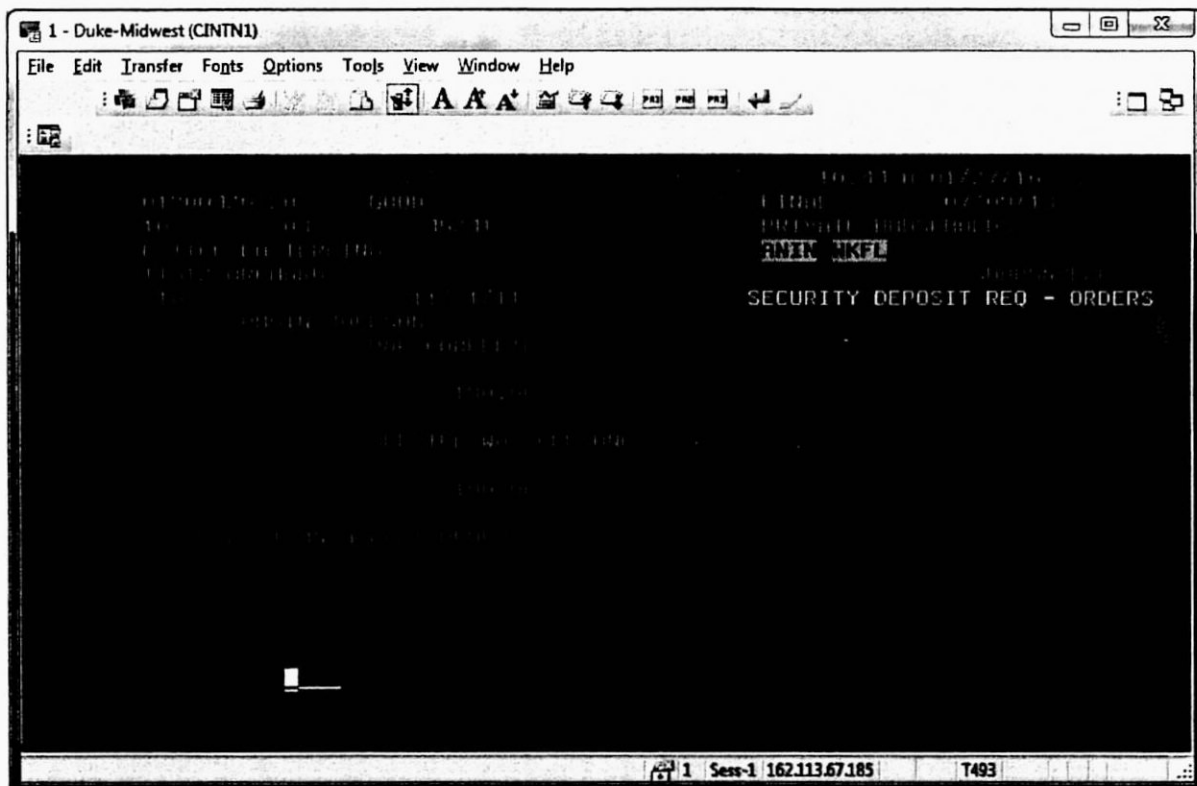
time period at issue in this proceeding. However, such information has not been redacted, given the prior admonitions of the attorney examiner.

PERSON RESPONSIBLE:

As to objection, Legal

As to response, Marion Byndon

CONFIDENTIAL PROPRIETARY TRADE SECRET



CONFIDENTIAL PROPRIETARY TRADE SECRET



CONFIDENTIAL PROPRIETARY TRADE SECRET

Page: 1 Document Name: Untitled

BASC BASIC ACCOUNT INFORMATION - METER 11:26 A 11/05/13 M35A530
ACCT: 01200420 20 CS: GOOD STATUS/DATE: FINAL 07/09/13 PG: 1
DIV : 10 CYC: 03 ZIP: 45241 CUST SIC : PRIVATE HOUSEHOLDS
NAME: ESTILL EASTERLING PENDING :
APT: FL: SUBURB: SHARONVILLE

SERV 11312 ORCHARD MAIL PREMISE
ADDR: ADDR:

MTR	METER	ON/	BILL	SERV	SRV	STAT	MTR	PRIM	BILL	RV	MLT	SRV		
TYPE	NUMBER	OFF	DATE	STAT	STAT	DATE	STA	USE	RATE	CL	OCC	PHS	BLK	TAB
GAS	999214	OFF	07/05/13	FNL	AVL	07/09/13	INS	HEAT	RS	00	S		NO	NO
ELEC	106188883	OFF	07/05/13	FNL	AVL	07/09/13	INS	A/C	RS	00	S	1	NO	NO

NEXT TRAN CODE: _____

4-6 1 Sess-1 162.113.67.185 T2FD 22/18

Name: fxn9101 - Date: 11/5/2013 Time: 11:27:05 AM

OCC EX. F
Confidential

CONFIDENTIAL PROPRIETARY TRADE SECRET

Page: 1 Document Name: Untitled

RESIDENTIAL CREDIT INFORMATION INQUIRY 11:27 A 11/05/13 M35RCII
ACCT: 01200420 20 CS: GOOD STATUS/DATE: FINAL 07/09/13
DIV : 10 CYC: 03 ZIP: 45241 CUST SIC : PRIVATE HOUSEHOLDS
NAME: ESTILL EASTERLING PENDING :
ADDR: 11312 ORCHARD APT: FL: SUBURB: SHARONVLL

CREDIT INFO LAST VERIFIED: 12/21/12

SOC SEC NO : UNKNOWN
DRIVER'S LICENSE NUMBER:

COMPANY EMPLOYEE? NO
DATE OF BIRTH :

CUSTOMER: ESTILL EASTERLING
EMPLOYER:
EMPLOYER:
SPOUSE : GAYLE LYKINS (DAUGHTER)
EMPLOYER:

HOME TEL : (513)769-4891
WORK TEL : EXT:
WORK TEL : EXT:
SOC SEC NO:
WORK TEL : EXT:

OWNER : PER MRS REQUEST

TEL : EXT:

COMMENTS: PROACTIVE COLLECTION
FORMER LOCATION:
NEXT TRAN CODE: _____

4-0 1 Sess-1 162.113.67.185 T2FD 22/18

Name: fxn9101 - Date: 11/5/2013 Time: 11:27:13 AM

CONFIDENTIAL PROPRIETARY TRADE SECRET

Page: 1 Document Name: Untitled

ANIN ACCOUNT NOTE INQUIRY SELECTION 11:27 A 11/05/13 M35ANIN
ACCT: 01200420 20 CS: GOOD STATUS/DATE: FINAL 07/09/13 PG: 1
DIV : 10 CYC: 03 ZIP: 45241 CUST SIC : PRIVATE HOUSEHOLDS
NAME: ESTILL EASTERLING PENDING :
ADDR: 11312 ORCHARD APT: FL: SUBURB: SHARONVILLE

LN TN DATE

NO NO ENTERED TEXT

01 21 07/05/13 JEFFREY CI COULD NOT HEAR ME XFERD CALL
02 21 07/05/13 IVR QUOTES/CALLING FROM: 5135540485/NUMBER DIALED:
CUSTOMERSERVICE
03 20 09/30/13 ESTILL J EASTERLING, JR DCSD 11/20/11 PER NAME/ADD WITH LEXIS
04 20 11/21/11 CCI ISSUED CRON PER PYMT....
05 20 01/20/11 CUST TO BE RE ROUTED FROM 21 TO 2 PER JENNY KARR ENTERED READS
PRIOR TO REROUTE TO AVOID MISSING BILL PERIOD

LN NO: __

4-# 1 Sess-1 162.113.67.185 T2FD 22/9

Name: fxn9101 - Date: 11/5/2013 Time: 11:27:22 AM

CONFIDENTIAL PROPRIETARY TRADE SECRET

Page: 1 Document Name: Untitled

MSRA MULTIPLE SERVICE REQUEST FOR ACCOUNT 11:27 A 11/05/13 M35MSRA
ACCT: 01200420 20 CS: GOOD STATUS/DATE: FINAL 07/09/13 PG: 1
DIV : 10 CYC: 03 ZIP: 45241 CUST SIC : PRIVATE HOUSEHOLDS
NAME: ESTILL EASTERLING PENDING :
ADDR: 11312 ORCHARD APT: FL: SUBURB: SHARONVILLE

LN	TN	SVRQ	SERV	DATE	ORDER	STATUS		MTR NO OR
NO	NO	TYPE	TYPE	WANTED	STATUS	DATE	CUSTOMER NAME	COND MAP/POLE
01	21	ON	GAS	07/08/13	COMP	07/09/13	JEFFREY E PITZER	999214
			ELEC	07/08/13	COMP	07/09/13		106188883
02	20	CRON	ELEC	11/21/11	COMP	11/21/11	ESTILL EASTERLING	106188883
03	20	GSRV	GAS	11/20/11	COMP	11/20/11	ESTILL EASTERLING	999214
04	20	DNP	GAS	11/04/11	CANC	11/04/11	ESTILL EASTERLING	999214
			ELEC	11/04/11	COMP	11/04/11		106188883

LN NO: ____

4-6 1 Sess-1 162.113.67.185 T2FD 22/9

Name: fxn9101 - Date: 11/5/2013 Time: 11:27:37 AM

Duke Energy Ohio
Case No. 15-298-GE-CSS
OCC Fourth Set Production of Documents
Date Received: December 23, 2015

OCC-POD-04-005

REQUEST:

Please provide all documents or other data Duke has that reference or explain the cancellation of the gas disconnection for the Easterling account in the Customer Database System, Mobile Up system, or elsewhere.

RESPONSE:

Objection. This Document Request seeks to elicit information that is irrelevant and not reasonably calculated to lead to the discovery of admissible evidence. The amended complaint, as filed herein, does not concern the disconnection of gas service for the Easterling account. Duke Energy Ohio further objects to this Request to the extent it fails to contain any date parameters pursuant to which it is to be answered, thereby rendering this Request overly broad, unduly burdensome, and vague. Without waiving said objection, to the extent discoverable, and in the spirit of discovery, see Exhibit 1 included in the Deposition Transcript of Marion Byndon, which reflects prior discovery responses of Duke Energy Ohio, and Attachment OCC-POD-04-005-CONFIDENTIAL.

PERSON RESPONSIBLE: Legal

REVISED REQUEST (January 20, 2016):

Please provide all documents or other data Duke has that reference or explain the cancellation of the gas disconnection for the Easterling account on or about November 4, 2011 in the Customer Database System, Mobile Up system, or elsewhere.

CONFIDENTIAL RESPONSE TO REVISED REQUEST:

Objection. This Document Request seeks to elicit information that is irrelevant and not reasonably calculated to lead to the discovery of admissible evidence. The amended complaint, as filed herein, does not concern the disconnection of gas service for the Easterling account. Without waiving said objection, to the extent discoverable, and in the spirit of discovery, see Exhibit 1 included in the Deposition Transcript of Marion Byndon, which reflects prior discovery responses of Duke Energy Ohio, Attachment OCC-POD-04-005-CONFIDENTIAL, and Supplemental Attachment OCC-POD-04-005-CONFIDENTIAL.

OCC EX. G
Confidential

CONFIDENTIAL PROPRIETARY TRADE SECRET

SRIN SERV REQ BASIC INFO 09:54 A 01/12/16 M35SRIN
ACCT: 01200420 20 CS: GOOD STATUS/DATE: FINAL 07/09/13 PG: 1
DIV: 10 CYC: 03 ZIP: 45241 CUST SIC: PRIVATE HOUSEHOLDS
NAME: ESTILL EASTERLING PENDING: ANIN WKFL
ADDR: 11312 ORCHARD APT: FL: SUBURB: SHARONVILLE

DNP SERV REQ NO: 1306 02759 CLOSED 11/04/11

SEAL GAS MTR: 999214 A/P: S

ORIG ACTN: SEAL
CANCELLED ON 11/04/11 AT 12:16 P BY JOSHUA DANZINGER
POSTED ON: 11/04/11 AT: 12:18 P
ISSUED ON 11/04/11 AT 12:16 P
POSTED ON: 11/04/11 AT: 12:17 P
MOBILEUP ON 11/03/11 AT 06:33 P DTW 11/04/11
POSTED ON: 11/03/11 AT: 06:33 P
UNISSUED ON 11/02/11 AT 07:05 P DTW FILLORD
POSTED ON: 11/02/11 AT: 07:05 P

DEST GAS

DEST GAS

DEST GAS

SEAL ELEC MTR: 106133883 PH: 1
NEXT TRAN CODE: SDCI SAFR SRMI SRBI
PF: 8-DOWN

A/P: S

OCC EX. ____

CONFIDENTIAL PROPRIETARY TRADE SECRET

ACCOUNT NOTE HISTORY DETAIL 09:56 A 01/12/16 M35H082
ACCT: 01200420 20 CS: GOOD STATUS/DATE: FINAL 07/09/13
DIV: 10 CYC: 03 ZIP: 45241 CUST SIC: PRIVATE HOUSEHOLDS
NAME: ESTILL EASTERLING PENDING: **ANIN WKFL**
ADDR: 11312 CROCHARD APT: FL: SUBURB: SHARONVILLE
LN NO: 11 DATE ENTERED: 09/22/11 DESCRIPTION: ACCOUNT NOTE ADD
ENTERED BY: YOGESH KAISER ORIGINATED BY: YOGESH KAISER
HOW REC'D: N/A REC'D FROM: N/A AGT/INT:
TEL1: NONE EXT1: TEL2: EXT2:

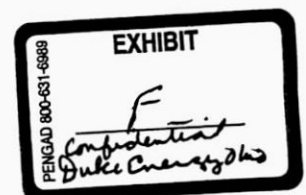
TELEANT NUMBER: 20 DEPARTMENT NAME: PEWEECE MANAGEMENT

TEXT: CPL MY HOME ENERGY REPORT PILOT PARTICIPANT. PLEASE REFER ALL ENERGY R
EPORT INQUIRES TO 8668733853

EXPIRATION DATE: 07/01/12 PERMANENT NOTE: N

REVIEW BEFORE EXPIRATION? N

NEXT TRAN CODE: _____



This foregoing document was electronically filed with the Public Utilities

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3/5/2019 3:06:02 PM

in

Case No(s). 15-0298-GE-CSS

Summary: Confidential Release Document - Exhibits, Volume II, Pitzer B, C, D, OCC, D, E, F, G, Duke, F electronically filed by Docketing Staff on behalf of Docketing