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Filed By: A. Spiller

On Behalf Of: Duke Energy Ohio, Inc.

Summary of Document: Unreducted deposition of Marion Byndon

Staff Initials: amn

BEFORE THE PUBLIC UTILITIES COMMISSION OF OHIO

IN THE MATTER OF THE COMPLAINT OF JEFFREY PITZER, Complainant, vs. DUKE ENERGY OHIO, INC., Respondent.	CASE NO. 15-298-GE-CSS

RECEIVED-DOCKETING DIV
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Deposition of: MARION BYNDON

Taken: By the Complainant Pursuant to Notice

Date: December 3, 2015

Time: Commencing at 9:14 a.m.

Place: Eberly McMahon Copetas, LLC
Suite 100
2321 Kemper Lane
Cincinnati, Ohio 45206

Before: Patricia A. Walterman, RPR
Notary Public - State of Ohio

1 APPEARANCES:

2

On behalf of the complainant:

3

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7

8 On behalf of the respondent:

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and

14

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18

19 On behalf of the Office of the Ohio Consumers'
Counsel:

20

Kimberly W. Bojko, Esq. (via telephone)
21 and
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1 APPEARANCES (CONTINUED):

2 Also Present:

3 James Williams, Analyst (via telephone)
Office of the Ohio Consumers' Counsel

4

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9

10 I N D E X

11

MARION BYNDON PAGE

12

13 Cross-Examination by Mr. Lane 4

14

15

16 EXHIBITS MARKED REFERENCED

17 Byndon Exhibit 1 4 8
Byndon Exhibit 2 30 31

18

19

20 INSTRUCTIONS NOT TO ANSWER

21 Page 12, line 13
Page 26, line 4
22 Page 34, line 6
Page 48, line 14

23

24

- - -

25

1 (Byndon Exhibit 1 was marked for
2 identification.)
3 MARION BYNDON
4 of lawful age, a witness herein, being first duly
5 sworn as hereinafter certified, was examined and
6 deposed as follows:
7 CROSS-EXAMINATION
8 BY MR. LANE:
9 Q. Okay, Ms. Byndon, we met off the record.
10 My name is Don Lane, and I represent Jeffrey Pitzer
11 in an action pending before the Public Utilities
12 Commission of Ohio.
13 Could you please state your name?
14 A. Marion Byndon.
15 Q. And, Miss Byndon, are you here today in
16 response to a Notice of Deposition that was served on
17 Duke Energy Ohio, Inc.?
18 A. Yes.
19 Q. And are you a designee of Duke Energy
20 Ohio, Inc. to answer some questions about some
21 account-related documents that we're going to discuss
22 in a minute?
23 A. Yes.
24 Q. All right. Could you tell me what your
25 position is with Duke? And I'll refer to Duke Energy

1 Ohio, Inc. as Duke, if that's all right with you.
2 MR. McMAHON: Don, I'm sorry for jumping
3 in, do we want to -- since we're on the record
4 now -- confirm the confidentiality.
5 MR. LANE: That's fine. Before we start,
6 a couple of things, housekeeping matters: The
7 transcript, to the extent that we're talking
8 about documents that Duke produced in this case
9 that are confidential, the transcript will also
10 be considered confidential. We'll be filing it
11 with the P.U.C.O. under seal.
12 In addition to that we have an agreement
13 off the record, that the witness, in a moment,
14 is going to be shown an exhibit that contains
15 documents that were attached to the notice.
16 Some of those documents are duplicates of
17 certain documents that were attached to the
18 notice. We're doing that for expediency
19 purposes, so that the witness can follow along
20 with the documents chronologically.
21 We also have an agreement off the record
22 that we will not discuss any documents that
23 postdate November of '11.
24 Is there anything else?
25 MR. McMAHON: No.

1 MR. LANE: Okay, good.
2 MS. BOJKO: Just from my perspective,
3 while we're on the record, I wanted to let the
4 parties know that I have an associate with me,
5 Jackie Werman, because I have to leave for a
6 meeting at 10 o'clock. She's going to be
7 listening in, but she has signed a
8 nondisclosure certificate.
9 MS. SPILLER: Thank you, Kim.
10 MS. BOJKO: And we'll send that over to
11 your office today.
12 MS. SPILLER: Okay, thanks, Kim.
13 (Off the record.)
14 BY MR. LANE:
15 Q. Ms. Byndon, could you tell me what your
16 position is with Duke?
17 A. I manage -- I'm the manager of our midwest
18 consumer affairs.
19 Q. And what does the midwest consumer affairs
20 department do?
21 A. Our department handles escalated customer
22 complaints.
23 Q. And what is your definition of escalated
24 customer complaints?
25 A. Complaints that are handled through our

1 commission, through a slew of the Better Business
2 Bureau.
3 Q. When you say "the commission" what are you
4 referring to?
5 A. The Public Utilities Commission of Ohio.
6 Q. So they would be P.U.C.O. complaints or
7 Better Business Bureau complaints?
8 A. Yes.
9 Q. And your department responds to those?
10 A. Yes.
11 Q. How long have you been employed at Duke?
12 A. Fourteen years.
13 Q. And what is your particular position
14 within the midwest consumer affairs department?
15 A. I'm the manager.
16 Q. Okay. What are your duties?
17 A. Responsible for managing the response
18 times, the team's response times to complaints,
19 strategies on how we handle complaints, staffing,
20 databases that we use to keep track of our
21 complaints, follow-up, you know, managing the
22 accuracy and follow-up of the complaints.
23 Q. And did you have any positions at Duke
24 prior to the one you're currently in?
25 A. I did, yes.

1 Q. What were your other positions with Duke?
2 How about if we start from when you first joined
3 Duke, up to your current position.
4 A. I started as a customer service
5 representative, moved into training the customer
6 service representatives, then into supervision, so I
7 supervised the customer service representatives, and
8 then moved into my current role as manager of
9 consumer affairs.
10 Q. In connection with your current duties,
11 are you familiar with Duke's billing records,
12 particular accounts?
13 A. Yes.
14 Q. Do you know how to access billing records
15 and account records on individual accounts?
16 A. Yes.
17 Q. Is that something you typically do in your
18 job on a fairly regular basis?
19 A. As-needed, yes.
20 MR. LANE: Why don't you go ahead and give
21 the witness Exhibit 1.
22 Q. So the court reporter is handing you
23 what's been marked as Byndon Exhibit 1. I'm going to
24 give you a minute just to look through that. You
25 don't have to go line by line. As you'll see, we're

1 going to go through that in some detail in just a few
2 minutes. But look through it, just to familiarize
3 yourself, and let me know when you've done that.
4 A. (Witness complying.)
5 Q. And, Miss Byndon, just to let you know,
6 you're going to notice that a lot of the documents in
7 there are duplicates. As we've discussed off the
8 record, the reason we did that is so we could go
9 through them chronologically without flipping
10 backward. So you'll notice when you're looking at
11 that, there are some duplicates in there. So go
12 ahead and finish up.
13 A. (Witness complying.)
14 Q. Okay, Miss Byndon, you've had a chance to
15 look at Exhibit 1 to your deposition. I have a
16 couple of general questions to ask before we go
17 through the documents specifically, and I'm going to
18 refer to the page numbers at the lower right-hand
19 corner.
20 First of all, I want to represent to you
21 all of these documents, as we discussed off the
22 record, are documents that Duke has produced in a
23 prior case involving the same incident in the Common
24 Pleas Court in Cincinnati, and then also in
25 connection with this P.U.C.O. dispute.

1 So let me ask you first, page 1 of the
2 document, where did this particular document come
3 from? Is there a particular database or something
4 that this document comes from?
5 A. Yes. This is from our customer database
6 system.
7 Q. And is that a system that was in existence
8 in 2011?
9 A. Yes.
10 Q. And what type of information is kept in
11 the customer database system?
12 A. Billing information, transaction
13 information, credit information. So customer
14 information.
15 Q. If Duke sent a particular notice to a
16 customer, would that be contained in this database?
17 A. Yes.
18 Q. The documents that are included in
19 Exhibit 1, and again, you can look through, but I've
20 reviewed them, it appears as though they all relate
21 to service that was provided at 11312 Orchard. Does
22 that look correct to you?
23 A. Yes.
24 Q. All right. Let's go to page 2. Now, this
25 document looks a little bit different than the

1 information that's shown on page 1. Could you tell
2 me where this document comes from?
3 A. Yes. This is our -- again, our customer
4 database system, and this is a screen from our --
5 that shows our transactions on the account.
6 Q. So is this the same database as the
7 document on page 1?
8 A. Yes.
9 Q. All right. The document on page 1, if you
10 want to look back at that for a minute, that looks
11 like a printout, is that correct?
12 A. Yes.
13 Q. And the document on page 2 looks more like
14 a screen shot from a computer; would you agree with
15 me on that?
16 A. No. Document 1 is also a printout from
17 the screen.
18 Q. Okay. So these two documents, even though
19 they look different, are from the same database?
20 A. Yes.
21 Q. You may or may not know this. Do you know
22 why some of the documents that were produced on this
23 account to us were in, you know, regular white with
24 black, and it looks like page 2 is a black screen
25 shot; do you know why that data would have been

1 produced in different forms?
2 MR. McMAHON: I'm going to object. This
3 is outside the scope of the allowed discovery.
4 You're allowed to ask her about information in
5 the documents, as to why documents were
6 produced by counsel and the company in response
7 to a discovery request is far outside the scope
8 of this deposition.
9 Q. And, Miss Byndon, there's probably going
10 to be a lot of objections like that today, so
11 Mr. McMahon is either going to instruct you to answer
12 the question or not answer the question. So if --
13 MR. McMAHON: I'm going to instruct her
14 not to answer the question.
15 MR. LANE: Okay.
16 Q. So as far as you know, the data in pages 1
17 and 2 -- and there's a lot of similar pages to those
18 in the exhibit -- the data is from the same database?
19 A. Yes.
20 Q. Go over to page 9, if you don't mind.
21 Now, this document looks a little bit different, and
22 again, these documents were provided to us by Duke,
23 so I apologize if they're a little difficult to read,
24 but this document looks a little bit different. Is
25 the information on this document also from the

1 customer database system?
2 A. Yes.
3 Q. Go over to page 22, please. Strike that.
4 Go over to page 23. And only with respect
5 to the information dating to 2011, could you tell me
6 whether that information comes from the customer
7 database system also?
8 A. Yes.
9 Q. Go over to page 25, please. Strike that.
10 Other than the customer data base system,
11 is there any other information that -- or databases
12 at Duke that would have existed in 2011 that would
13 have contained customer information on 11312 Orchard?
14 A. No.
15 Q. All right. So what we're going to do is
16 we're going to go through some of these entries in
17 chronological order, and you've been asked to testify
18 today about what the entries mean. So we're going to
19 walk through these. And I'll refer to page number,
20 and then I'll try and refer you to a line as we go
21 through these. All right?
22 So let's start with page 1, and let's
23 start with the entry at the bottom, which is dated
24 1/20 of '11. There it says customer to be rerouted
25 per Jenny Karr entered reads prior to reroute to

1 avoid missing bill period. Can you tell me what that
2 entry means?
3 A. So the customer was going to be routed to
4 a different reroute, and so the reads for that
5 billing cycle was entered before the change of the
6 route occurred.
7 Q. Okay. What is a change of route?
8 A. It's going to be read by a different group
9 or during a different time.
10 Q. A different meter reader?
11 A. Yes.
12 Q. Oh, okay. All right. Do you know what
13 would have prompted that change?
14 A. No.
15 Q. Okay. Let's go to page 2. At the bottom
16 of the screen shot there, the first line, 8/2 of 11,
17 it says payment. What does that denote?
18 A. That denotes that a payment posted to the
19 account on that date.
20 Q. All right. Would it be typical for the
21 customer service -- or the customer database system
22 to note the amount of the payment?
23 MR. McMAHON: On this particular document
24 or anywhere in the system?
25 MR. LANE: Well, I'm talking about that

1 entry.
2 Q. There's no payment amount that's shown
3 there, is that correct?
4 A. That's correct, not on this screen, no.
5 Q. Okay. Would the -- I'm going to keep
6 forgetting this name -- the customer database system
7 typically show a payment amount when a payment is
8 entered?
9 MR. McMAHON: On this line on page 2, is
10 that what you're asking her?
11 Q. Well, I think we've agreed that there's no
12 amount listed there, correct?
13 A. Correct.
14 Q. Would an amount typically be entered when
15 a payment is made into the customer database system?
16 A. On this screen?
17 Q. Well, I mean, typically, when a payment is
18 logged -- well, let's back up, just to make sure
19 we're understanding each other.
20 So I believe you just testified that the
21 entry on 8/2 of '11 shows that a payment was made to
22 the account, is that correct?
23 A. That is correct.
24 Q. Would it be typical when a payment is
25 posted to a database to have the amount of the

1 payment included?
2 A. Not from this view.
3 Q. Okay. When you say "not from this view,"
4 what does that mean?
5 A. On this screen that I see, it just says
6 payment. It does not give the amount.
7 Q. And is that typical?
8 A. Yes.
9 Q. All right. So in the customer database,
10 when a customer makes a payment, the amount is
11 typically not entered?
12 MR. McMAHON: Objection. That's not what
13 she said.
14 A. So on this transaction screen it does not
15 denote the amount. It just denotes payment.
16 Q. Why is the amount not shown on that
17 screen?
18 A. I'm not sure. Just on this screen, it
19 just shows that the payment occurred, does not show
20 the amount.
21 Q. Would the payment data typically be
22 included in the database?
23 MR. McMAHON: Anywhere in the database?
24 Q. Associated with a payment transaction?
25 A. Yes.

1 Q. Do you know why that doesn't show on this
2 screen shot?
3 A. No. I mean, this screen shot just gives
4 you the transaction that occurred. It doesn't give
5 you specific details to what that transaction is.
6 Q. So are there more specific details about
7 that particular transaction in the database?
8 A. Yes.
9 Q. But that's not shown on this screen shot?
10 A. That's correct.
11 Q. So there's some information missing from
12 this screen shot?
13 MR. McMAHON: Objection, vague, ambiguous.
14 A. No.
15 Q. Well, I think we've agreed that the
16 payment information may be in the database, but it's
17 not showing on the screen shot, is that correct?
18 A. That's correct.
19 Q. All right. Let's go over to page 3. Now,
20 you'd agree with me, Ms. Byndon, that this is
21 actually a bill that would have been sent to the
22 customer, is that correct?
23 A. That is correct.
24 Q. Okay. And it appears as though this bill
25 was for the period from July 5th through August 3rd

1 of 2011, is that correct?
2 A. Yes.
3 Q. And it appears as though the previous bill
4 was for $178.21, and it appears as though there was a
5 payment received in that amount for the prior bill,
6 is that correct?
7 A. That is correct.
8 Q. And so there was no forward balance on
9 this bill, is that correct?
10 A. Yes.
11 Q. All right. Let's go to page 4. There's
12 a line that says 8/26 of '11, and I can't tell if
13 that's an 825 or 826. But it's the line that says
14 late payment charge. Do you see that?
15 A. Yes.
16 Q. And can you tell, is that 825 or 826?
17 A. It looks like 826.
18 Q. Okay. What does that particular
19 transaction note?
20 A. That there was a late payment charge added
21 to the account.
22 Q. Okay. Can you tell what period that was
23 for?
24 A. Not from this --
25 MR. McMAHON: From that page?

1 A. Not from this screen.
2 MR. LANE: Right.
3 Q. Would that information be contained in the
4 database?
5 A. What information, what --
6 Q. The period that the late payment charge
7 was attached to.
8 A. It would just -- it wouldn't define the
9 period that it's attached to.
10 Q. Okay. Would the database contain the
11 amount of the late payment charge?
12 A. Yes.
13 Q. But that doesn't show on this screen shot,
14 is that correct?
15 A. That is correct.
16 Q. All right. Okay, let's go to page 5.
17 And, Miss Byndon, this appears to be another bill, is
18 that correct?
19 A. Yes.
20 Q. And this bill would be for the period
21 from, it looks like, August 3rd through September 1
22 of 2011, is that correct?
23 A. That is correct.
24 Q. And this time there was a balance forward
25 of $146.64, is that correct?

1 A. It was 143.49.
2 Q. Oh, I'm sorry, yeah. And then there was a
3 late payment charge of 2.15 added to that, correct?
4 A. Yes.
5 Q. And that's where I came up with the number
6 that I used.
7 A. Okay.
8 Q. All right. Okay. Let's go to page 7.
9 And there's a line there, the date is 9/2 of '11?
10 A. Page 7?
11 Q. Yeah, page 7 of the exhibit. Oh I'm
12 sorry, page 6. There's a line there that says 9/2 of
13 '11, and it says bill charge?
14 A. Yes.
15 Q. What does that line -- what does that bill
16 charge refer to?
17 A. That new charges were added to the
18 account.
19 Q. Does that mean a new bill was sent?
20 A. Yes.
21 Q. Does that have anything to do with late
22 charges, or is that something that would show up just
23 when a bill is sent?
24 A. That's something that shows up after the
25 bill has generated after reads, so ...

1 Q. Okay. So that would have -- that line
2 would have been in the account whether there were
3 late charges or new charges or any type of bill?
4 A. Well, new charges, yes.
5 Q. Okay. All right. I believe this is on
6 the same page of 9/22/11. There's a line that says
7 account note add. What does that mean?
8 A. That means there was a note placed on the
9 account.
10 Q. And what is that? What does that mean?
11 A. What is the account note?
12 Q. Right. When you say there was a note
13 placed on the account, why would that be done?
14 A. I can't tell from this one, but a comment
15 was placed on the account.
16 Q. Where would the comment be?
17 A. It would be in the account notes.
18 Q. Are the account notes part of the customer
19 database system?
20 A. Yes.
21 Q. But that doesn't show on the screen?
22 A. Not on this screen.
23 Q. Okay. Could you look through the
24 documents -- and again, you know, these are the only
25 documents we received on the account from Duke --

1 could you look through the documents and let me know
2 if that note appears in any of the documents in front
3 of you?
4 A. Okay. No.
5 Q. So your answer is the note does not appear
6 in any of the documents that are in front of you?
7 A. Correct.
8 Q. Okay. If I wanted to see that note, would
9 I be able to get into the customer database and find
10 it, as we sit here today?
11 MR. McMAHON: You're asking her based on
12 looking on page 6?
13 MR. LANE: Well, I'm asking her if we
14 would be able to get into the customer database
15 and see the note, the contents of the note.
16 MR. McMAHON: If you can answer, go ahead.
17 A. Yes.
18 Q. We would be able to?
19 A. Yes.
20 Q. Does that information still exist from
21 September of 2011? And just so we're clear, so what
22 I'm asking is, you've just testified that that entry
23 means that a note was added to the account on 9/22 of
24 '11. What I'm asking you -- and you believe that the
25 note would have been contained in the database. What

1 I'm asking you is, if the note was added in 2011,
2 would the contents of the note still be in the
3 database today?
4 A. No. Still be in the database today?
5 Q. Correct.
6 (Mr. Williams disconnected from the
7 conference call.)
8 A. Yes. Yes.
9 Q. Let's go to -- I believe we're still on
10 the same page, 9/27 of '11, late payment charge. I
11 believe we talked about this before. That simply
12 means a late payment charge was assessed to the
13 account on that date, correct?
14 A. Yes.
15 Q. And this screen shot does not show the
16 amount of that charge, is that correct?
17 A. That is correct.
18 Q. And I think we're still on the same page.
19 Yeah, 10/4 of '11, we're just going up to the next
20 line. Bill charge, I think we talked about this
21 before, that means that there was a bill that went
22 out on the account on that date, is that correct?
23 A. Yes.
24 Q. And then go to page 7. In fact, included
25 in these documents is a bill for the period from,

1 looks like September 1 through October 3rd, is that
2 correct?
3 A. That is correct.
4 Q. All right. Go to page 8, please. The
5 line that starts with the date 10/12 of '11. Do you
6 see that?
7 A. Yes.
8 Q. And it says payment there. Does that mean
9 that there was a payment made on the account on that
10 date?
11 A. Yes.
12 Q. And would you agree with me that the
13 amount of that payment does not show on the screen
14 shot?
15 A. Yes.
16 Q. Would the amount of the payment be
17 included in the customer database?
18 A. Yes.
19 Q. Go up one more line, 10/19 of '11.
20 There's a line that says final DNP notice -
21 completion. Do you see that?
22 A. Yes.
23 Q. What does that mean?
24 A. That means that a final disconnect notice
25 was generated on this account.

1 Q. What does DNP stand for?
2 A. Disconnect nonpayment.
3 Q. What would have prompted a disconnect for
4 nonpayment?
5 A. Past due charges.
6 Q. If Duke had sent any notification to the
7 customer before that transaction was entered into the
8 database, would you expect to see a transaction in
9 the database that talks about the notice being sent
10 to the customer?
11 MR. McMAHON: Objection. You're getting
12 outside the scope of this deposition. You're
13 allowed to ask questions on the acronyms,
14 information set forth in the documents.
15 Ms. Byndon has not been presented as a general
16 fact witness about the company's billing
17 practices.
18 MR. LANE: Okay. And, you know, I'll just
19 make a statement for the record, and I don't
20 want to debate it. So when we were visiting
21 with Attorney Examiner Parrot a couple weeks
22 back, the agreed scope of the deposition was
23 about these account-related documents and
24 associated activity with the account. So
25 obviously, I disagree and believe it's within

1 the scope, and we just need to know now whether
2 you're instructing her not to answer the
3 question.
4 MR. McMAHON: That question asked, yes,
5 I'm instructing her not to answer.
6 MR. LANE: Okay.
7 MR. BOJKO: Well, I object. I agree with
8 Mr. Lane. I think the account activity and
9 whether such a notice would appear on this same
10 screen shot is a fair and reasonable question.
11 So if you're going to instruct the witness not
12 to answer, I would suggest that we get the
13 attorney examiner on the phone.
14 MR. LANE: Well, Kim, what I was going to
15 do in order to move things along, because I'm
16 not sure she's there, is when we get the
17 transcript, all the instructions not to answer,
18 I'm just going to bring it to her attention,
19 and we can bring the witness back to answer
20 those questions, if necessary. I mean, we can
21 try to get her on the phone now, but it might
22 be easier if we collected all of the questions
23 for which there was not an instruction and just
24 handle it all at one time by resuming the
25 deposition.

1 MR. McMAHON: Yeah, and you two can
2 proceed however you'd prefer, but if you look
3 at the transcript from the prehearing
4 conference on page 46, I identified the
5 parties' agreement that the company would
6 produce -- identify a witness and produce for a
7 deposition an appropriate representative of the
8 company to testify with respect to the
9 abbreviations and acronyms in the account notes
10 that had been produced in discovery, and how
11 those activities relate to what occurred on the
12 account through November 20, 2011. The
13 question --
14 MR. LANE: Right, and the --
15 MR. McMAHON: Let me just finish. The
16 question that you posed relates to general
17 account activities and what Miss Byndon may
18 know about what would have or could have or
19 should have occurred in the customer database,
20 that's not a question about information
21 contained on page 8 of the documents that you
22 were asking her about. You're now asking her
23 about information that's not in the documents,
24 which obviously goes outside the scope.
25 MR. LANE: Right. And, obviously, our

1 position is it's an account-related activity,
2 so we believe it is within the scope of what we
3 discussed with the attorney examiner. And
4 we're not going to agree on that. I'm not
5 naive to enough to think that you're going to
6 say, oh, we agree with you, let's let her
7 answer the question. I know that's not going
8 to happen. So --
9 MS. BOJKO: It directly goes to --
10 MR. LANE: Kim, if I could finish.
11 MS. BOJKO: -- what occurred or not --
12 MR. LANE: I know. Kim, if I could
13 finish. We're not going to get in an agreement
14 on this today, so I don't want to waste a lot
15 of time arguing on the record. Kim, my
16 suggestion is that we finish the deposition
17 today. If there's questions for which there's
18 been an instruction not to answer, we'll bring
19 those to the hearing examiner's attention, and
20 then if she allows the questions, we'll resume
21 the deposition so we can ask those questions.
22 I mean, I'd rather do that than get her on the
23 phone, have her rule on one question, then 45
24 minutes from now have to call her back on
25 another question. To me, it just makes more

1 sense just to finish up, collect those and get
2 a ruling.
3 I mean I don't know what you think, but
4 that's kind of where I am. Kim?
5 MS. BOJKO: That's fine, but I mean, if
6 this continues, I suggest it's very disruptive
7 to this deposition, and we get the issue
8 resolved immediately, but we can definitely try
9 your approach first.
10 MR. LANE: Okay. All right. So I'm going
11 to continue. There was an objection to that
12 question and instruction not to answer. I
13 think -- yeah, we were on the entry for 10/19
14 of '11.
15 BY MR. LANE:
16 Q. And you'll have to bear with me because
17 these jump around a bit. Okay, if you want to go to
18 page 9. Now, it looks like, if I'm not mistaken,
19 Miss Byndon, that this screen shot looks like it's a
20 screen shot of a single transaction, as opposed to
21 page 8, which is a series of transactions, is that
22 correct?
23 A. That is correct.
24 Q. So on this one on page 9, are we taking
25 one particular transaction and showing the details of

1 that?
2 A. Yes.
3 Q. Okay. And I'm assuming you don't know why
4 this particular transaction was highlighted in Duke's
5 production?
6 A. No.
7 Q. Okay. There's a line -- well, let me ask
8 this: So you and I were just talking a minute ago
9 about -- on page 8, we were talking a minute ago
10 about the line that says final DNP notice -
11 completion. Do you see that?
12 A. Yes.
13 Q. By the way, what is a final DNP notice?
14 A. That's the notice that goes to the
15 customer, indicating that this is the final -- the
16 account is eligible for disconnect.
17 Q. Okay. When it says "completion," does
18 that mean the notice was sent?
19 A. That means, yeah, it generated, yes.
20 Q. Okay. How would that notice -- that type
21 of notice, how would that typically be sent?
22 A. That would be mailed.
23 (Byndon Exhibit 2 was marked for
24 identification.)
25 MR. LANE: And for those on the phone,

1 we've just had Exhibit 2 marked. This is the
2 document that we received from Duke, I believe
3 it was last week, as a supplemental production.
4 We're going to show the witness what's been
5 marked as Exhibit 2.
6 BY MR. LANE:
7 Q. Is that the form notice that would have
8 gone along with that notation in the record?
9 MR. McMAHON: Hold on. Objection. This
10 document was not attached to the amended notice
11 of corporate designee deposition. Miss Byndon
12 has not reviewed it, nor was she asked to
13 review it, nor was she asked to be identified
14 to testify in connection with this document,
15 therefore, I'm instructing her not to answer.
16 MR. LANE: I'll let her review it now, but
17 I'm assuming it's not going to remedy the
18 situation.
19 MR. McMAHON: Right. She's not going to
20 answer it because it was not part of the
21 corporate designee notice.
22 MR. LANE: Okay.
23 BY MR. LANE:
24 Q. All right, let's go to page 9.
25 MS. BOJKO: Before you move on, was

1 Exhibit 2 produced to --
2 MS. SPILLER: It should have been, yes.
3 And, Kim, you did not get the number. It's
4 Pitzer interrogatory 01-014 supplemental
5 attachment.
6 MR. LANE: And this would have been sent
7 out last week, I believe. There was --
8 MS. SPILLER: I --
9 MR. LANE: I'm sorry, go ahead, Kim.
10 MS. BOJKO: I don't recall getting
11 anything, and I just looked from Miss Spiller
12 and Mr. McMahon. And I don't see anything.
13 MS. SPILLER: It would have come from our
14 paralegal, Nina Rolfes (phonetic).
15 MS. BOJKO: Could somebody else have sent
16 it?
17 MR. McMAHON: As Amy just said, it would
18 have come from Duke's paralegal, Nina Rolfes.
19 MR. LANE: Yeah, Kim, there were about
20 three or four e-mails last week. I, frankly,
21 don't know if you were copied on all of them or
22 not. There were some supplemental responses to
23 some of our discovery and supplemental
24 responses to some of your discovery.
25 MS. BOJKO: Okay. Thanks.

1 BY MR. LANE:
2 Q. So page 9, is that just showing the
3 details of the transaction that we were just talking
4 about on page 8?
5 A. Yes.
6 Q. That doesn't show any different
7 information, other than a reference to the fact that
8 this final DNP notice was sent, as you just
9 testified?
10 MR. McMAHON: Objection to form.
11 MR. LANE: Could you read it back?
12 (The record was read.)
13 Q. Let me rephrase that, because it's a
14 little confusing.
15 So over on page 8 we talked about the line
16 10/19 of '11, final DNP notice - completion, and then
17 page 9 is just the detail of that transaction, is
18 that correct?
19 A. That is correct.
20 Q. Does page 9 show how that notice was
21 issued, and if so -- and if so, could you point me to
22 the reference to that, to how it was issued on
23 page 9?
24 A. No, it does not show how it was issued.
25 Q. Okay. If a DNP notice was mailed to the

1 customer, would a copy of that notice with the
2 customer information be in the database? And when I
3 refer to the database, I'll just talk about the
4 customer database system that we've been talking
5 about today?
6 MR. McMAHON: I'm going to object. Again,
7 Don, you're going outside the scope. You're
8 asking her about something that's not in front
9 of her, about some other information or
10 document that might be contained in the
11 customer database. So I'm going to instruct
12 her not to answer.
13 MR. LANE: Okay.
14 Q. Okay. Let's go to page 10. And the line
15 10/26 of '11, that shows a late payment charge, is
16 that correct?
17 A. Yes, that's correct.
18 Q. And the amount of the charge is not shown
19 on this page, is that correct?
20 A. That is correct.
21 Q. Okay. And you're going to have to bear
22 with me for the next couple of questions, because
23 we're going to be jumping around. Apparently, there
24 was a lot of stuff that occurred on November 2nd, and
25 I'm going to try and take them in time order, but

1 we'll have to jump from page to page, and it may take
2 me time to find these, so just bear with me.
3 So 11/2/11 at 7:05 p.m.
4 MS. SPILLER: Are you still on page 10?
5 MR. LANE: That's what I'm trying to
6 figure out. Okay. Yes, I am still on page 10.
7 Q. 11/2/11, 7:05 p.m., it says DNP order
8 request - batch. What does that line mean?
9 A. That means that the request -- the order
10 for disconnect would be batched into a queue.
11 Q. What does that mean?
12 A. That means it goes into a work queue.
13 Q. Okay. And when you say "it goes into a
14 work queue," what does that mean?
15 A. That means that it goes to a group that
16 will be working a disconnect order.
17 Q. Okay. Is the disconnection something that
18 has to be done at the residence?
19 A. Yes.
20 Q. That's not something that could have been
21 done from Duke's offices?
22 MR. McMAHON: Objection. You're asking
23 about this particular account or in general?
24 MR. LANE: Well, this particular account.
25 MR. McMAHON: As reflected on page 10?

1 MR. LANE: That's my question.
2 Q. For this particular account, would that
3 disconnection that you just talked about have to be
4 done at the residence or could it be done from Duke's
5 offices?
6 A. I can't tell from this screen.
7 Q. What information would you need to be able
8 to answer that?
9 A. I would need to know what type of meter
10 this was. I can't tell it from this screen.
11 Q. And that doesn't show. Would that
12 information normally appear in the customer database?
13 A. Yes.
14 Q. Okay. 11/2/11, 9:24 p.m. We're still on
15 page 10. It says bill charge. Does that mean a bill
16 went out?
17 A. Bill generated, yes.
18 Q. All right. So a bill was being generated
19 during the same time period that the disconnect was
20 in process, is that correct?
21 A. Yes.
22 Q. Okay. We're still on page 10. We've gone
23 to 11/3 of '11, six o'clock p.m. The next line says
24 batch DNP order FLLR auto pull. What does that line
25 mean?

A. That means that the order was placed in the next queue to be worked by the work team.

Q. Can you tell from this exhibit, page 10, whether we're talking about a disconnection of gas and electric or just electric at the facility -- or at the address?

A. I can't tell from this screen.

Q. Would that information be contained in the customer database?

A. Yes.

Q. 11/3 of '11, 6:33 p.m., it says batch DNP order issue. What does that line mean?

A. That means it has gone out to the field to be worked.

Q. Okay. Now we're going to go to page 11. 11/3 of '11, 6:33 p.m. Okay. Let me back up.

First of all, with respect to page 11, this looks like it's a little bit different. What information is this screen generally showing about the account?

MR. McMAHON: Are you asking her what type of screen shot or document this is, or do you want her to identify everything on the page?

MR. LANE: No, I'm just trying to ask her what type of information this shows, because it

1 looks like it's in a little bit different
2 format.
3 A. This shows the activit around the
4 disconnect.
5 Q. Okay. So this is a specific document
6 relating to that disconnect transaction?
7 A. Correct.
8 Q. Okay. At the top of the page -- okay,
9 let's kind of go through this in detail. So at the
10 top, at the upper left, the first piece of
11 information that appears there, it says -- and it's
12 really hard to make that out. I think it says SP --
13 it almost looks like spin, but I can't really tell.
14 Can you read that?
15 A. What section of it?
16 Q. At the very top upper left-hand corner.
17 MR. McMAHON: The question is, can you
18 read that.
19 A. I can't read that from this screen, from
20 this screen print, no.
21 Q. Based on your familiarity with the
22 database, do you know what would typically be
23 contained in that screen, in that place on the
24 screen, like this?
25 MR. McMAHON: Just to be clear, you're

1 asking her if she knows, just from general
2 experience, what might that say in that upper
3 left-hand corner, even though she can't read it
4 now?
5 MR. LANE: Right.
6 MR. McMAHON: Okay.
7 A. Just a service request information.
8 Q. Okay. So that's pretty short, but I mean,
9 what appears there looks like it's four letters
10 maybe?
11 A. Um-hmm.
12 Q. But you think that has something to do
13 with a service request?
14 A. Yes.
15 Q. Okay. Do you know where we'd be able to
16 get a more legible copy of this?
17 MS. SPILLER: I think you have a more
18 legible copy, Don.
19 MR. McMAHON: This might help, s-r-i-n,
20 service request information.
21 MR. LANE: Okay. Well, I mean, the
22 witness didn't know that. I'm not sure how you
23 did.
24 MR. McMAHON: She just said it.
25 A. It says service request information.

1 Q. So that wasn't my question. My question
2 was, do you know where we could get a more clear
3 version of this particular transaction that's shown
4 on page 11? Ms. Spiller identified that we already
5 have it. I didn't see it. Do you see it anywhere in
6 the documents?
7 MR. McMAHON: Anywhere in Exhibit 1?
8 MR. LANE: Right.
9 A. This one is a little clearer, service
10 request information.
11 Q. What page?
12 A. Page 13.
13 Q. Okay. And I believe that's a -- you'll
14 agree with me, that's a duplicate of what appears on
15 page 11, right?
16 A. Yes. I think it's just the printout.
17 Q. Right. Right. But the printout appears
18 to be the same, correct?
19 A. Yes. Yes.
20 Q. We talked about this a little earlier on,
21 these look like screen shots. I mean, do you know
22 any way that this information could be generated now
23 in a more clear format than a screen shot?
24 A. No.
25 Q. Is there another type of printout?

1 A. No.
2 Q. Let's go back to page 11. Reading across
3 the top, the middle says service request basic info.
4 What does that mean?
5 A. That's basic details of the order.
6 Q. Okay. And over at the right, there's a
7 time, a date that says 3/19 of '15. I'm going to
8 take a guess here. Is that the date that this was
9 printed out?
10 A. Yes.
11 Q. Okay. So that really has nothing to do
12 with the date of the transaction that's being shown
13 here, correct?
14 A. That is correct.
15 Q. What are the numbers beside that date,
16 3/19 of '15, what do those show?
17 A. I don't know.
18 Q. Okay. Do you know who would know that?
19 A. No.
20 Q. Would anyone know that?
21 MR. McMAHON: Objection.
22 Q. In other words, is there somebody else at
23 Duke, if we wanted to know what those numbers meant,
24 that we could talk to?
25 MR. McMAHON: If you know, you can answer.

1 A. Yeah, I'm sure.
2 Q. Who would that be? And you don't need to
3 give me a name. A position, a department, something
4 of that nature.
5 A. I would say our team that manages our
6 customer database system.
7 Q. Is that a different department than yours?
8 A. Yes.
9 Q. Let's go down to the next line, ACCT, does
10 that refer to account?
11 A. Yes.
12 Q. Do you know what that series of numbers is
13 beside it; is that the account number?
14 A. Yes.
15 Q. All right. It looks like the next line
16 says CS: Good. Do you know what that means?
17 A. Customer status.
18 Q. Where it says customer status good, what
19 does that mean?
20 A. According to this screen when it was
21 printed, that was the status of the customer -- the
22 account.
23 Q. When it says good, if this account was
24 listed as a good status, what does that mean?
25 A. That means that the customer has made

1 their payment.
2 Q. That seems a little inconsistent with what
3 the screen shows. The screen shows they're being
4 disconnected, so what's the connection between the
5 two?
6 A. Well, it's showing the final status of
7 this account when it was -- by the time it was
8 finaled, it was good. It's not pertaining to what
9 happened in these transactions. But when we printed
10 this screen, the final status of that account was
11 good. So it's not related to what's happening on
12 that screen here.
13 Q. So that relates to the status as of March
14 of '15, when this was printed?
15 A. Or when the account was finaled.
16 Q. Okay. So that may help explain 7/9 of
17 '13. Is that the date that this account was final?
18 A. Yes.
19 Q. Next line, division 18. What does that
20 mean?
21 A. That's --
22 Q. I'm assuming DIV means division?
23 A. Yes.
24 Q. What does 18 mean?
25 A. I think that's 10. Is that a 10? That's

1 just the location of where the work is divided, what
2 group works that area.
3 Q. Okay. And then the next line says CVC:
4 03?
5 A. That's actually cycle.
6 Q. Cycle 3, what does that mean?
7 A. That's just the cycle where the bill is
8 generated on.
9 Q. ZIP code, I think I understand. Looks
10 like customer, is that SIC?
11 A. Yes.
12 Q. Okay. And private households. Does that
13 mean that this is a private household account?
14 A. Yes.
15 Q. Over to the right where it says pending.
16 And then there's some words that look like they're
17 highlighted. Do you know what those are?
18 A. Yes. Those are just special notes on the
19 account, like indicating that there are some account
20 notes on the account.
21 Q. Okay. What do those highlighted words
22 mean?
23 A. ANIN means they're account notes.
24 Q. Does it say what the account notes are?
25 A. No, not from this screen.

1 Q. Would those account notes be in the
2 database?
3 A. Yes.
4 Q. Would they still be in the database from
5 that time period?
6 A. Yes.
7 Q. What does the next highlighted word or
8 phrase or abbreviation mean?
9 A. Special conditions on the account.
10 Q. Okay. So that means there are special
11 conditions that exist on the account?
12 A. Yes.
13 Q. Does this screen tell us what those
14 special conditions are?
15 A. No.
16 Q. Would that information or those special
17 conditions exist in the database somewhere?
18 A. Yes.
19 Q. Could that be retrieved?
20 A. Yes.
21 Q. Could you look through the documents and
22 tell me whether there's any -- whether there's any
23 data in the entirety of Exhibit 1 that shows what the
24 special conditions on the account are?
25 A. No.

1 Q. No, they aren't in there?
2 A. No, I don't see them.
3 Q. Okay. Could you give me an example of
4 what a special condition might be on a private
5 household account during 2011?
6 A. Maybe no solicitation, if the customer
7 doesn't want a choice supplier to be contacting them,
8 there'll be a special condition on the account that
9 says no solicitation.
10 Q. What about if the account holder wanted
11 somebody contacted with respect to the account, would
12 that be a special condition?
13 A. No.
14 Q. What is the next highlighted word mean?
15 It looks like HKEL?
16 A. It's work file, it's WKFL.
17 Q. Okay, thanks. And what's a work file?
18 A. That's just a note that someone put on the
19 account, maybe they had to follow up on something
20 or --
21 Q. Okay. Would that note appear in the file,
22 or in the database, rather?
23 A. Yeah.
24 Q. Okay. And that could be retrieved?
25 A. Yes.

1 Q. Can you tell, Ms. Byndon, those notes that
2 we've talked about, the three highlighted notes, can
3 you tell whether those were entered in 2013 or 2011?
4 A. No, not from this screen.
5 Q. Is it possible that they could have been
6 entered at either time?
7 MR. McMAHON: Or some other time?
8 MR. LANE: Sure.
9 A. Yeah. At some other time.
10 Q. Is it possible they could have been
11 entered in 2011?
12 A. Yeah.
13 Q. Okay. Yes. That's a yes?
14 A. Yes.
15 Q. Okay. Good.
16 Service request number is in the next
17 line. DNP, I think we've talked about what that
18 means. Service request number, and then there's a
19 series of numbers there. What is that?
20 A. I'm not sure. Can't speculate on that
21 request number.
22 Q. Okay. Who would know that?
23 A. Again, someone from our database that
24 programs the database.
25 Q. Where it says open, and then there's a

1 date given, what does that mean?
2 A. That's the date that it goes into the work
3 queue.
4 Q. Next line says seal electric MTR. I'm
5 assuming MTR stands for meter?
6 A. Yes.
7 Q. What does it mean when we say seal
8 electric meter?
9 A. That means we disconnect the service so
10 there's no electricity available on that meter, once
11 it's sealed, flowing through the meter.
12 Q. What's involved in the physical act of
13 sealing a meter?
14 MR. McMAHON: Objection, you're getting
15 outside the scope of this deposition.
16 Instructing her not to answer.
17 Q. Okay. Beside that phrase there are a
18 series of numbers. Do you know what those numbers
19 are?
20 A. I do not.
21 Q. Is that something that somebody who's
22 responsible for the customer database would know?
23 A. Yes.
24 Q. Beside that it says P -- is that H1?
25 A. Yes.

1 Q. Do you know what that means?
2 A. I do not.
3 Q. Okay. And --
4 MR. McMAHON: Don, sorry to interrupt you,
5 but I don't know if this helps, I'm not trying
6 to testify, but that's the meter number.
7 MR. LANE: I mean, I don't know, and so --
8 MR. McMAHON: If you look back on the
9 bill, it's the meter number.
10 MR. LANE: I'm not going to take your word
11 for it, so I'm asking this witness what she
12 knows about the documents. I'm not really
13 interested in your testimony or Amy's
14 testimony.
15 Q. So over on that same line we have A/P: S.
16 Do you see that?
17 A. Yes.
18 Q. What does that mean?
19 A. I don't know.
20 Q. And the next line it says original action.
21 Is that action?
22 A. Yes.
23 Q. Okay. Seal. Does that refer to sealing
24 the meter that we talked about before?
25 A. Yes.

1 Q. All right. All right. Now that we got
2 all that out of the way, let's go to some of the
3 particular transactions on page 11.
4 (Ms. Spiller left the conference room.)
5 Q. Looks like 11/3 of '11, 6:33 p.m. It says
6 posted on. What does that mean? And I'm sorry,
7 there's a few of them that say 6:33 p.m. The first
8 one I'm interested in is the one that says posted on.
9 (Ms. Spiller entered the conference room.)
10 A. So that means that the order was put --
11 posted into the work queue on that date.
12 Q. Okay. And it looks like there's also one
13 on there that says seal electric meter mobile up. Do
14 you see that?
15 A. I see mobile up right here.
16 Q. Right. That's just above the one we were
17 talking about.
18 A. Right.
19 Q. What does mobile up mean?
20 A. That's our system that works the orders.
21 Q. Is that a separate database?
22 A. Yeah, that's a separate system. It's not
23 a customer data. It's a work order system.
24 Q. Okay. Do you see any documents in Exhibit
25 1 that generate from the work order system?

1 A. That generate from the work order system?
2 Q. Correct. Because I think you just
3 testified that's a separate database, is that
4 correct?
5 A. I don't see any other documents that are
6 specific to the work order system, no.
7 Q. Okay. So mobile up refers to the fact
8 that there is a separate work order -- or that -- I
9 want to make sure I understand this, so I'll try to
10 phrase it correctly.
11 So I believe you testified that mobile up
12 refers to a separate database that contains work
13 orders, is that correct?
14 A. It's not a database. It's a work order
15 system.
16 Q. Okay.
17 A. So it doesn't have customer data. It has
18 orders.
19 Q. So it has information about orders, work
20 orders?
21 A. Yes. Yes.
22 Q. And that is separate from the customer
23 database, is that correct?
24 A. Yes.
25 Q. Do you know if work order information from

1 2011 still exists at Duke?
2 A. I don't know that.
3 Q. Who would know that?
4 A. I don't know. I mean, it would be someone
5 that works with that work order system, so someone --
6 or crews.
7 Q. Do you know if there's someone who's
8 responsible for being the custodian of that system?
9 A. I don't know.
10 Q. Next line up looks like 11/4 of '11, 12:12
11 p.m., seal electric meter issue. Do you see that?
12 A. Yes.
13 Q. Okay. And, again, I apologize, because
14 these are a little difficult to follow.
15 Sticking with page 11, and I can't tell
16 the date on this, and I apologize, we're getting a
17 little out of order, but it looks like 11/2 of '11,
18 7:05 p.m., it says unissued. Do you know what that
19 means?
20 A. Yeah. So that remains in the work queue.
21 It's in a queue, a work queue, but it has not been
22 distributed.
23 Q. Okay. So it doesn't mean that the order
24 was canceled?
25 A. That is correct.

1 Q. Okay. Sticking with page 11, there's an
2 entry that says completed on 11/4/11 at 12:16 p.m. by
3 Joshua Danzinger. Do you see that?
4 A. Yes.
5 Q. Okay. What does that show us?
6 A. That shows that the work order to seal the
7 electric was completed by that technician at that
8 time.
9 Q. Does it show whether or not the technician
10 was at the residence?
11 A. Not from this screen. It just shows that
12 it was completed.
13 Q. Do you know if that information would be
14 contained in the database, that he was actually at
15 the residence on that date?
16 A. It would say -- I mean --
17 MR. McMAHON: If you know and can answer,
18 go ahead.
19 A. Well, the fact that it says by Joshua
20 means that he completed the order.
21 Q. Right. Right. But my question is,
22 does -- would the database show whether he was
23 actually at the location on that date?
24 A. I don't know that it specifically says he
25 was at the location. It was completed by, so that

1 means he was there.
2 Q. If Mr. Danzinger had any contact with the
3 customer or attempted contact with the customer on
4 that date, would that show up in the database?
5 A. Not on this screen.
6 Q. Would it show up elsewhere in the
7 database?
8 A. I'm not sure.
9 Q. Could you look at all the documents in
10 Exhibit 1 and show us whether there's any detail of
11 Mr. Danzinger's visit on that date that are shown on
12 those documents?
13 MR. McMAHON: What do you mean by
14 "detail"?
15 MR. LANE: Anything that talks about what
16 might have occurred -- well, first of all,
17 whether he was actually at the residence on
18 that date. And then secondly, what occurred on
19 that date that he was there.
20 A. It doesn't show from these documents.
21 Q. Okay, thank you.
22 Below the entry we were just talking
23 about, it says, and again, this is tough to read, I
24 think it says PEND, which may be pending, is that
25 right?

1 A. Where are we looking, at what number?
2 Q. So we're still on page 11, below the line
3 that says arrived at 12:12 p.m., it says PEND: and
4 then there's a number.
5 A. I'm not sure what that references.
6 Q. Okay. Is that somebody -- or is that
7 something that the folks who are in charge of the
8 database would know?
9 A. Yes. But actually, when I looked at this,
10 it says arrived at 12:12.
11 Q. Right. Okay. So what does that tell you?
12 A. So that tells me he arrived at the
13 premises at 12:12.
14 Q. And when it says completed on 11/4/11 at
15 12:16 p.m., when it says completed, do you know what
16 that means?
17 A. That means the order was completed. So
18 whatever action was this order in this case, it was
19 sealing the meter, that was done.
20 Q. So he was -- would it be safe to say that
21 he arrived at 12:12 and had sealed the meter by
22 12:16?
23 A. Yes. That's what that says.
24 Q. Four minutes?
25 A. Yes. That's what that says.

1 Q. Okay. We're going to go to page 12, which
2 is a screen we've seen before. It looks like there's
3 an entry at the top of the page, 11/4 of '11, and it
4 looks like it's 12:18 p.m. Do you see that?
5 A. Yes.
6 Q. Okay. It says DNP order cancel. What
7 does that mean?
8 A. That there was an order that was canceled,
9 a disconnect nonpayment order that was canceled.
10 Q. And do you know why that would have
11 appeared in the account?
12 A. If there was -- if there was an order,
13 that was canceled.
14 Q. Can you tell, from looking at page 11 and
15 12, why that entry would have shown up if the
16 electric meter had already been sealed?
17 A. Not by looking at 11 and 12, no.
18 Q. Okay. Could you -- what I'm trying to
19 figure out, you know, it looks like from page 11 we
20 had an electric meter seal --
21 A. Yes.
22 Q. -- that was completed on 11/4, and then
23 two minutes after Mr. Danzinger left, on page 12 we
24 have an entry that says DNP order cancel. And that
25 doesn't make any sense, to me at least, and I'll

1 admit I'm probably ignorant of what these records
2 mean, but what I'm trying to wonder is why -- or what
3 I'm trying to figure out is why there would be two
4 minutes after Mr. Danzinger completed the order, why
5 there would be an entry that says an order was
6 canceled, and I'm just asking if you know why.
7 A. From these screens, I can't tell you why,
8 from screens 11 and 12.
9 Q. What more information would you need?
10 A. It would be a different screen or a
11 different detailed information.
12 Q. Would it possibly be the detailed
13 information on the entry we're talking about at the
14 top of page 12 that says DNP order canceled?
15 A. Yes.
16 Q. So we could go into that transaction and
17 print that screen about that particular transaction?
18 A. Or details about that transaction.
19 Q. Okay. Do you see those details in the
20 documents that comprise Exhibit 1?
21 A. Yes.
22 Q. And where is that? What page?
23 A. 15.
24 Q. Okay. Where on 15 are the details
25 about -- now, just so we're clear, I'm referring to

1 the line on page 12 that says 11/4 of '11, 12:18
2 p.m., DNP order cancel, and you've told me that the
3 details of that transaction appear on page 15, is
4 that correct?
5 A. Yes.
6 Q. Okay. What details are shown on page 15
7 about that particular transaction?
8 A. Line 4, it shows me that the gas was
9 canceled and the electric was completed.
10 Q. Okay. So you believe that where it says
11 at the top of page 12, DNP order cancel, that was a
12 cancellation to -- or that was a cancellation of the
13 order to turn off the gas, is that correct?
14 A. That is correct.
15 Q. Do you know why there would be an order
16 issuing to shut off -- or canceling the gas shut off
17 and not the electric shut off?
18 A. No.
19 Q. Who would know that?
20 A. That would be the group that works the
21 orders.
22 MR. McMAHON: Could we take a short break?
23 MR. LANE: Sure.
24 (A recess was taken from 10:30 until
25 10:40.)

1 MR. LANE: Let's go back on the record.
2 BY MR. LANE:
3 Q. Miss Byndon, I'd like you to turn to page
4 15 of Exhibit 1, if you would. And I think we were
5 just talking about that a minute ago.
6 Starting at the bottom of the page,
7 there's two transactions listed for 11/4 of '11. You
8 see those, right?
9 A. Yes.
10 Q. And I think we talked about that a minute
11 ago. Does that demonstrate that as of 11/4, the
12 disconnection of the electric to the house had been
13 completed and the disconnection of the gas had been
14 canceled, is that right?
15 A. Yes.
16 Q. Going up the page to the next transaction
17 above that, with the date of 11/20 of '11. Do you
18 see that?
19 A. Yes.
20 Q. What does GSRV stand for?
21 A. Gas service.
22 Q. And there it says order status complete.
23 Do you know what that refers to?
24 A. Yes. The gas service emergency request
25 was completed. So this was another service request

1 related to the gas.
2 Q. Okay. Do you know what the service
3 request was?
4 A. Not from this screen, no.
5 Q. Okay. Is that information anywhere in
6 Exhibit 1?
7 A. No.
8 Q. Would that information about the nature of
9 that service request be contained in the database?
10 A. Yes.
11 Q. Do you know -- the customer database?
12 A. Yes.
13 Q. Would there also be a work order connected
14 with that?
15 A. Yes.
16 Q. Do you know if the database information
17 from 2011 about that service request would still be
18 in existence?
19 A. Yes.
20 Q. And I'm assuming you don't know whether
21 the work order information would still be available?
22 A. That's correct, I don't.
23 Q. Okay. Because that's not your department?
24 A. That's correct.
25 Q. Okay. Go over to page 16. There's a

1 transaction on page 16 of Exhibit 1 that's dated
2 11/20/11 -- I'm sorry, 11/21 of '11. Do you see
3 that?
4 A. Which one? I'm sorry.
5 Q. 11/21 of '11.
6 A. Yes.
7 Q. It says their CCI issued CRON per payment,
8 it looks like. Do you see that?
9 A. Yes.
10 Q. Do you know what that means?
11 A. That the customer called in and a credit
12 on order was issued because of payment.
13 Q. What is a credit on order?
14 A. It's to restore service that has been
15 disconnected.
16 Q. Okay. And does that particular
17 transaction indicate who called in?
18 A. Not on this screen, no.
19 Q. Okay. Would that information be available
20 in the database?
21 A. I'm not sure.
22 Q. Go, if you don't mind, to page 17.
23 A. Okay.
24 Q. There's a transaction dated 11/21 of '11.
25 Do you see that?

A. Yes.

Q. It says CRON electric. What does the CRON refer to?

A. The credit on order.

Q. And when it says that was completed, what does that mean?

A. That means the service was restored.

Q. So the electric service was restored on that date, is that correct?

A. Yes.

MR. McMAHON: Okay.

MR. LANE: Okay, Miss Byndon, I don't have additional questions.

There were several questions that you were instructed not to answer, and we'll take those up with the attorney examiner. And in addition to that, as I mentioned before, we're going to keep the deposition open pending receipt of some additional documents from Duke that have been ordered produced.

MR. McMAHON: For the record, Duke Energy Ohio, Inc. does not consider this deposition to be remaining open. As far as we're concerned, counsel has completed his inquiry pursuant to the amended notice of the corporate designee

deposition, and the additional documents that he's referring to have nothing to do with that amended notice.

MR. LANE: Okay, finished.

MR. McMAHON: We reserve signature.

MARION BYNDON

- - -

DEPOSITION CONCLUDED AT 10:49 A.M.

- - -

1 C E R T I F I C A T E

2 STATE OF OHIO :
: SS
3 COUNTY OF HAMILTON :

4 I, Patricia A. Walterman, RPR, the
5 undersigned, a duly qualified and commissioned notary
6 public within and for the State of Ohio, do hereby
7 certify that before the giving of her aforesaid
8 deposition, MARION BYNDON was by me first duly sworn
9 to depose the truth, the whole truth and nothing but
10 the truth; that the foregoing is the deposition given
11 at said time and place by MARION BYNDON; that said
12 deposition was taken in all respects pursuant to
13 stipulations of counsel; that I am neither a relative
14 of nor employee of any of the parties or their
15 counsel, and have no interest whatever in the result
16 of the action; that I am not, nor is the court
17 reporting firm with which I am affiliated, under a
18 contract as defined in Civil Rule 28(d).

19 In witness whereof, I hereunto set my hand and
20 official seal of office at Cincinnati, Ohio, this
21 ____ day of _____, 2015.
22
23 _____
My Commission Expires: S/Patricia A. Walterman, RPR
24 June 18, 2017. Notary Public - State of Ohio
25

CONFIDENTIAL PURSUANT TO CONFIDENTIALITY AGREEMENT

ERRATA SHEET FOR THE TRANSCRIPT OF:
Marion Byndon

I have read the entire transcript of my deposition taken on December 3, 2015, or the same has been read to me. I request that the following changes be entered upon the record for the reasons indicated. I have signed my name to the signature page and authorized you to attach the following changes to the original transcript:

Page	Line	Correction
7	1-2	"Commission or through Better Business Bureau"
18	13	8/25 or 8/26
	16	8/26 or 8/26
	17	8/24
32	14	Minna Rolfes
	18	Minna Rolfes
48	23	"from our department that"

12/15/15
Date

Marion Byndon
Marion Byndon

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    : [redacted]
ADDR: 11312 ORCHARD                 APT:       FL:      SUBURB: SHARONVLLE

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-e            1    Sess-1    162.113.67.185          T2FD            22/9
```

Δ π EXHIBIT 1
Deponent Bysdon
Date 12/3/15 Rptr PAW
WWW.DEPOBOOK.COM

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

Duke Energy-3
CONFIDENTIAL

```
                    HISTORY COMBINATION SELECTION     09:02 A 03/19/15  H350463
ACCT: 01200420                                                          PG:  11
SELECTION CRITERIA: TENANT 20        HISTORY TYPE
DATE RANGE          TO            TRANSACTION CODE
LN   DATE       TIME
NO   ENTERED    ENTERED   DESCRIPTION
01   11/04/11   12:10 P   DNP ORDER CANCEL
02   11/03/11   06:33 P   BATCH DNP ORDER ISSUE
03   11/03/11   06:00 P   BATCH DNP ORDER FILE AUTO PULL
04   11/02/11   09:24 P   BILL CHARGE
05   11/02/11   07:05 P   DNP ORDER REQUEST - BATCH
     10/26/11   00:01 P   LATE PAYMENT CHARGE
06   10/19/11   07:38 P   FINAL DNP NOTICE - COMPLETION
     10/12/11   11:46 A   PAYMENT
07   10/04/11   00:06 P   BILL CHARGE
     09/27/11   00:37 P   LATE PAYMENT CHARGE
08   09/22/11   05:12 P   ACCOUNT NOTE ADD
09   09/02/11   07:49 P   BILL CHARGE
     08/26/11   00:06 P   LATE PAYMENT CHARGE
10   08/04/11   09:30 P   BILL CHARGE
     08/02/11   11:18 A   PAYMENT
LN NO: __
PF: 7-UP 8-DOWN
```

Due Date	Amount Due
Aug 26, 2011	$ 143.49

Account Number 0120-0420-20-5 10 02

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

$_____ HeatShare Contribution (for Customer Assistance)

$_____ Amount Enclosed

Estill Easterling
11312 Orchard St
Cincinnati OH 45241-1915

PO Box 1326
Charlotte NC 28201-1326

400 00000143499 0120042020 5 082620117 00000145645

Name/Service Address	Portrait Hot Call	Account Number
Estill Easterling 11312 Orchard Cincinnati OH 45241	Duke Energy	513-421-9500 0120-0420-20-5

Mail Payments to	Account Information	
PO Box 1326 Charlotte NC 28201-1326	Payments after Aug 04 not included Last payment received Aug 01	Bill prepared on Aug 04, 2011 Next meter reading Sep 01, 2011

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Gas	000999214	Jul 05	Aug 03	29	1259	1267	8
Elec	106188883	Jul 05	Aug 03	29	1844	2650	806

Gas - Residential

Usage - 8 CCF	
Duke Energy - Rate RS	$ 38.03
Current Gas Charges	$ 38.03
Gas Cost Recovery $0.56997230/CCF	

Electric - Residential

Usage - 806 kWh	
Duke Energy - Rate RS	$ 105.46
Current Electric Charges	$ 105.46

Current Billing

Amt Due - Previous Bill	$ 178.21
Payment(s) Received	178.21cr
Balance Forward	0.00
Current Gas Charges	38.03
Current Electric Charges	105.46
Current Amount Due	$ 143.49

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is $0.5699723 per CCF, which includes a base GCR of $0.5434000 and Ohio excise tax of $0.0265723.

Order your FREE compact fluorescent light bulbs today! Call 1-800-943-7585 and choose option 1, or visit www.duke-energy.com/freecfls1 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 8.87 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 26, 2011
Aug 26, 2011	$ 143.49	$ 145.64

3

```
                    HISTORY COMBINATION SELECTION     09:02 A 03/19/15  H35M463
ACCT: 01200420                                                          PG:  11
SELECTION CRITERIA: TENANT 20        HISTORY TYPE
DATE RANGE          TO           TRANSACTION CODE
LI!  DATE       TIME
NO   ENTERED    ENTERED   DESCRIPTION
01   11/04/11   12:10 P   DNP ORDER CANCEL
02   11/03/11   06:33 P   BATCH DNP ORDER ISSUE
03   11/03/11   06:00 P   BATCH DNP ORDER FLLR AUTO PULL
04   11/02/11   09:24 P   BILL CHARGE
05   11/02/11   07:05 P   DNP ORDER REQUEST - BATCH
     10/26/11   00:01 P   LATE PAYMENT CHARGE
06   10/19/11   07:30 P   FINAL DNP NOTICE - COMPLETION
     10/12/11   11:46 A   PAYMENT
07   10/04/11   00:00 P   BILL CHARGE
     09/27/11   00:37 P   LATE PAYMENT CHARGE
08   09/22/11   05:12 P   ACCOUNT NOTE ADD
09   09/02/11   07:49 P   BILL CHARGE
     08/25/11   08:06 P   LATE PAYMENT CHARGE
10   08/04/11   09:30 P   BILL CHARGE
     08/02/11   11:18 A   PAYMENT
LN NO: __
PF: 7-UP 8-DOWN
```

REMINDER NOTICE

Due Date	Amount Due
Sep 27, 2011	$ 248.82

Account Number 0120-0420-20-5 10 02

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

$ _____ HealShare Contribution (for Customer Assistance)

$ _____ Amount Enclosed

Estill Easterling
11312 Orchard St
Cincinnati OH 45241-1915

PO Box 1326
Charlotte NC 28201-1326

400 0000024882 7 01200420205 092720110 00000252557

REMINDER NOTICE

Name/Service Address	For Inquiries Call	Account Number
Estill Easterling 11312 Orchard Cincinnati OH 45241	Duke Energy 513-421-9500	0120-0420-20-5

Mail Payments To		Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Sep 02 not included	Bill prepared on Sep 02, 2011 Next meter reading Oct 03, 2011

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	Reading Date To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas	000999214	Aug 03	Sep 01	29	1267	1273	6
Elec	106188883	Aug 03	Sep 01	29	2650	3136	486

Gas-Residential

Usage - 6 CCF	
Duke Energy - Rate RS	$ 36.85
Current Gas Charges	$ 36.85

Gas Cost Recovery $0.59692900/CCF

Electric-Residential

Usage - 486 kWh	
Duke Energy - Rate RS	$ 66.33
Current Electric Charges	$ 66.33

Current Billing

Amt Due - Previous Bill	$ 143.49
Late Payment Charge(s)	2.15
Balance Forward	145.64
Current Gas Charges	36.85
Current Electric Charges	66.33
Current Amount Due	$ 248.82

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is $0.5969290 per CCF, which includes a base GCR of $0.5691000 and Ohio excise tax of $0.027829.

REMINDER NOTICE

Due Date	Amount Due	Total
Sep 27, 2011	$ 248.82	$ 252.55

Duke Energy-6
CONFIDENTIAL

CONFIDENTIAL PROPRIETARY TRADE SECRET

```
                    HISTORY COMBINATION SELECTION     09:02 A 03/19/15  01350463
ACCT: 01200420                                                          PG:  01
SELECTION CRITERIA: TENANT 20        HISTORY TYPE
DATE RANGE          TO          TRANSACTION CODE
LN   DATE       TIME
NO   ENTERED    ENTERED   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 FILE AUTO PULL
04   11/02/11   09:24 P   BILL CHARGE
05   11/02/11   07:05 P   DNP ORDER REQUEST - BATCH
     10/26/11   09:01 P   LATE PAYMENT CHARGE
06   10/19/11   07:38 P   FINAL DNP NOTICE - COMPLETION
     10/12/11   11:46 A   PAYMENT
07   10/04/11   09:06 P   BILL CHARGE
     09/27/11   06:37 P   LATE PAYMENT CHARGE
08   09/22/11   05:12 P   ACCOUNT NOTE ADD
09   09/02/11   07:49 P   BILL CHARGE
     08/26/11   08:06 P   LATE PAYMENT CHARGE
10   08/04/11   09:36 P   BILL CHARGE
     08/02/11   11:18 A   PAYMENT
LN NO: __
PF: 7-UP 8-DOWN
```

DISCONNECT NOTICE

Due Date	Amount Due
Oct 26, 2011	$ 373.06

Account Number 0120-0420-20-5 10 02

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

$_____ HeatShare Contribution (for Customer Assistance)

$_____ Amount Enclosed

Estill Easterling
11312 Orchard
Cincinnati OH 45241

PO Box 1327
Charlotte NC 28201-1327

410 00000373060 01200420205 102620119 00000378666

DISCONNECT NOTICE

Name/Service Address	For Inquiries Call	Account Number
Estill Easterling 11312 Orchard Cincinnati OH 45241	Duke Energy	513-651-5100 0120-0420-20-5

Mail Payments To	Account Information	
PO Box 1327 Charlotte NC 28201-1327	Payments after Oct 04 not included	Bill prepared on Oct 04, 2011 Next meter reading Nov 01, 2011

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 $200.00 before service is restored.

IMPORTANT: Your service may be disconnected if your past due amount of $248.82 is not paid before 10/28/2011. 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.

		Reading Date			Meter Reading		
Meter	Number	From	To	Days	Previous	Present	Usage
Gas	000999214	Sep 01	Oct 03	32	1273	1340	67
Elec	105188883	Sep 01	Oct 03	32	3136	3418	282

Gas - Residential

Usage - 67 CCF	
Duke Energy - Rate RS	$ 78.77
Current Gas Charges	$ 78.77
Gas Cost Recovery $0.58664980/CCF	

Electric - Residential

Usage - 282 kWh	
Duke Energy - Rate RS	$ 41.74
Current Electric Charges	$ 41.74

Current Billing

Amt Due - Previous Bill	$ 248.82
Late Payment Charge(s)	3.73
Balance Forward	252.55
Current Gas Charges	78.77
Current Electric Charges	41.74
Current Amount Due	$ 373.06

DISCONNECT NOTICE

Due Date	Amount Due	After 10/28/2011
Oct 26, 2011	$ 373.06	$ 378.65

Duke Energy-7
CONFIDENTIAL

```
                    HISTORY COMBINATION SELECTION     09:02 A 03/19/15 H350463
ACCT: 01200420                                                          PG:  01
SELECTION CRITERIA: TENANT 20        HISTORY TYPE
DATE RANGE          TO            TRANSACTION CODE
LN   DATE       TIME
NO   ENTERED    ENTERED   DESCRIPTION
01   11/04/11   12:18 P   DNP ORDER CANCEL
02   11/03/11   06:33 P   BATCH DNP ORDER ISSUE
03   11/03/11   06:00 P   BATCH DNP ORDER FILE AUTO PULL
04   11/02/11   09:24 P   BILL CHARGE
05   11/02/11   07:05 P   DNP ORDER REQUEST - BATCH
     10/26/11   00:01 P   LATE PAYMENT CHARGE
06   10/19/11   07:30 P   FINAL DNP NOTICE - COMPLETION
     10/12/11   11:46 A   PAYMENT
07   10/04/11   00:06 P   BILL CHARGE
     09/27/11   00:37 P   LATE PAYMENT CHARGE
08   09/22/11   05:12 P   ACCOUNT NOTE ADD
09   09/02/11   07:48 P   BILL CHARGE
     08/26/11   00:06 P   LATE PAYMENT CHARGE
10   08/04/11   09:38 P   BILL CHARGE
     08/02/11   11:10 A   PAYMENT
LN NO: __
PF: 7-UP 8-DOWN
```

```
                FINAL DNP NOTICE HISTORY DETAIL          09:16 A 03/19/15  N35N210
ACCT: 01200420 20 C5: GOOD          STATUS/DATE: FINAL        07/09/13
DIV : 10   CYC: 03   ZIP: 45241     CUST SIC   : PRIVATE HOUSEHOLDS
NAME: ESTILL EASTERLING             PENDING    : ANIM SRCO TXFL
ADDR: 11312 ORCHARD                 RPT:       FL:      SUBURB: SHARONVILLE
LN NO: 06   DATE ENTERED: 10/19/11  DESCRIPTION: FINAL DNP NOTICE - COMPLETION
ENTERED BY : SYSTEM

STATUS: DELIVERED                   STATUS DATE: 10/23/11

EMPLOYEE/CONTRACTOR NUMBER:         WHO CONTACTED:

COMPLETION TIME:                    CONTRACTOR: WINTER MAIL FINAL NOTICE

NEXT TRAN CODE: ____
```

CONFIDENTIAL PROPRIETARY TRADE SECRET

```
                    HISTORY COMBINATION SELECTION     09:02 A 03/19/15  H950463
ACCT: 01200420                                                          PG:  11
SELECTION CRITERIA: TENANT 20        HISTORY TYPE
DATE RANGE          TO            TRANSACTION CODE
LI!  DATE       TIME
NO   ENTERED    ENTERED   DESCRIPTION
01   11/04/11   12:10 P   DNP ORDER CANCEL
02   11/03/11   06:33 P   BATCH DNP ORDER ISSUE
03   11/03/11   06:00 P   BATCH DNP ORDER FLLR AUTO PULL
04   11/02/11   09:24 P   BILL CHARGE
05   11/02/11   07:05 P   DNP ORDER REQUEST - BATCH
     10/26/11   08:01 P   LATE PAYMENT CHARGE
06   10/19/11   07:38 P   FINAL DNP NOTICE - COMPLETION
     10/12/11   11:46 A   PAYMENT
07   10/04/11   08:06 P   BILL CHARGE
     09/27/11   08:37 P   LATE PAYMENT CHARGE
08   09/22/11   05:12 P   ACCOUNT NOTE ADD
09   09/02/11   07:49 P   BILL CHARGE
     08/26/11   08:06 P   LATE PAYMENT CHARGE
10   08/04/11   09:30 P   BILL CHARGE
     08/02/11   11:10 A   PAYMENT
LI NO: __
PF: 7-UP 8-DOWN
```

```
SRIII            SERV REQ BASIC INFO                    DA:15 A 03/10/15  M355M1M
ACCT: 01208420 20 CS: 0000          STATUS/DATE: FINAL        07/09/13 PG:   2
DIV : 10   CTC: 03   ZIP: 45241     CUST SIC   : PRIVATE HOUSEHOLDS
NAME: ESTILL EASTERLING             PENDING    : ADDIN SPCC XXEL
ADDR: 11312 ORCHARD                 APT:       FL:      SUBURB: SHARONVILLE

DNP        SERV REQ NO: 1366 02739  OPEN   11/02/11

SERL ELEC    NTR:     106108003 PH: 1                                  A/P: S

          ORIG ACTN:   SERL
COMPLETED   ON 11/04/11 AT 12:16 P  BY JOSHUA DANZINGER
              ARRIVED AT 12:12 P
                        PEND: 003660
  POSTED ON: 11/04/11 AT: 12:18 P
ISSUED      ON 11/04/11 AT 12:15 P                                        DEST CAS
  POSTED ON: 11/04/11 AT: 12:13 P
MOBILEUP    ON 11/03/11 AT 06:33 P DTH 11/04/11                           DEST GAS
  POSTED ON: 11/03/11 AT: 06:33 P
UNISSUED    ON 11/02/11 AT 07:05 P ONE FILLORD                            DEST GAS
  POSTED ON: 11/02/11 AT: 07:05 P
NEXT TRAN CODE: ____      SAC1 SAFR SAAT SAB1
PF: 7-UP
```

```
                    HISTORY COMBINATION SELECTION     09:02 A 03/19/15 H350463
ACCT: 01200420                                                          PG: 11
SELECTION CRITERIA: TENANT 20        HISTORY TYPE
DATE RANGE          TO            TRANSACTION CODE
LN   DATE       TIME
NO   ENTERED    ENTERED   DESCRIPTION
01   11/04/11   12:18 P   DNP ORDER CANCEL
02   11/03/11   06:33 P   BATCH DNP ORDER ISSUE
03   11/03/11   06:00 P   BATCH DNP ORDER FLLR AUTO PULL
04   11/02/11   09:24 P   BILL CHARGE
05   11/02/11   07:05 P   DNP ORDER REQUEST - BATCH
     10/26/11   00:01 P   LATE PAYMENT CHARGE
06   10/19/11   07:30 P   FINAL DNP NOTICE - COMPLETION
     10/12/11   11:46 A   PAYMENT
07   10/04/11   00:06 P   BILL CHARGE
     09/27/11   00:37 P   LATE PAYMENT CHARGE
08   09/22/11   05:12 P   ACCOUNT NOTE ADD
09   09/02/11   07:49 P   BILL CHARGE
     08/25/11   00:06 P   LATE PAYMENT CHARGE
10   08/04/11   09:38 P   BILL CHARGE
     08/02/11   11:10 A   PAYMENT
LN NO: __
PF: 7-UP 8-DOWN
```

```
SRIN            SERV REQ BASIC INFO                    DA:15 A 03/19/15  M35RIN
ACCT: 0120942O 20 CS: 0000          STATUS/DATE: FINAL        07/08/13 PG:  2
DIV : 10   CYC: 03   ZIP: 45241     CUST SIC   : PRIVATE HOUSEHOLDS
NAME: ESTILL EASTERLING             PENDING    : WHIN SRCO TXFL
ADDR: 11312 ORCHARD                 APT:       FL:      SUBURB: SHARONVILLE

DHP         SERV REQ NO. 1366 02759  OPEN   11/02/11

SERL ELEC    HTA:     T0G198003 PH: 1                                  A/P: S

          ORIG METH:   SERL
COMPLETED   ON 11/04/11 AT 12:16 P  BY JOSHUA DAMZINGER
                 ARRIVED AT 12:12 P
                          PCOD: D03660
   POSTED ON: 11/04/11 AT: 12:16 P
ISSUED      ON 11/04/11 AT 12:15 P                                      DEST GAS
   POSTED ON: 11/04/11 AT: 12:13 P
MOBILEOP    ON 11/03/11 AT 06:33 P ATH 11/04/11                         DEST GAS
   POSTED ON: 11/03/11 AT: 06:33 P
UNISSUED    ON 11/02/11 AT 07:05 P ATH ELLLORD                          DEST GAS
   POSTED ON: 11/02/11 AT: 07:05 P
NEXT TRAN CODE: ____        SACI SAFA SRNI SRBI
PF: 7-UP
```

```
                    HISTORY COMBINATION SELECTION     09:02 A 03/19/15  M350-163
ACCT: 0120042D                                                          PG:  11
SELECTION CRITERIA, TENANT 20        HISTORY TYPE
DATE RANGE          TO            TRANSACTION CODE
LN   DATE       TIME
NO   ENTERED    ENTERED   DESCRIPTION
01   11/04/11   12:18 P   DNP ORDER CANCEL
02   11/03/11   06:33 P   BATCH DNP ORDER ISSUE
03   11/03/11   06:00 P   BATCH DNP ORDER FILE AUTO PULL
04   11/02/11   09:24 P   BILL CHARGE
05   11/02/11   07:05 P   DNP ORDER REQUEST - BATCH
     10/26/11   00:01 P   LATE PAYMENT CHARGE
06   10/19/11   07:38 P   FINAL DNP NOTICE - COMPLETION
     10/12/11   11:46 A   PAYMENT
07   10/04/11   09:06 P   BILL CHARGE
     09/27/11   09:37 P   LATE PAYMENT CHARGE
08   09/22/11   05:12 P   ACCOUNT NOTE ADD
09   09/02/11   07:09 P   BILL CHARGE
     08/25/11   00:06 P   LATE PAYMENT CHARGE
10   08/04/11   09:30 P   BILL CHARGE
     08/02/11   11:18 A   PAYMENT
LN NO: __
PF: 7-UP 8-DOWN
```

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 : [redacted]
ADDR: 11312 ORCHARD APT: FL: SUBURB: SHARONVLLE

LN NO	TN NO	SVRQ TYPE	SERV TYPE	DATE WANTED	ORDER STATUS	STATUS DATE	CUSTOMER NAME	COND	MTR NO OR 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-© 1 Sess-1 162.113.67.185 T2FD 22/9

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

Duke Energy-4
CONFIDENTIAL

```
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    : [redacted]
ADDR: 11312 ORCHARD                   APT:       FL:      SUBURB: SHARONVLLE

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
```


Duke Energy-3
CONFIDENTIAL

```
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    : [redacted]
ADDR: 11312 ORCHARD                 APT:       FL:      SUBURB: SHARONVLLE
```

LN NO	TN NO	SVRQ TYPE	SERV TYPE	DATE WANTED	ORDER STATUS	STATUS DATE	CUSTOMER NAME	COND	MTR NO OR MAP/POLE
01	21	DN	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-e 1 Sess-1 162.113.67.185 T2FD 22/9

Duke Energy-4
CONFIDENTIAL

DISCONNECT NOTICE

Due Date	Amount Due
Nov 28, 2011	$ 381.25

Account Number 0120-0420-20-5 10 02

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

$_____ HeatShare Contribution (for Customer Assistance)

$_____ Amount Enclosed

Estill Easterling
11312 Orchard St
Cincinnati OH 45241-1915

PO Box 1326
Charlotte NC 28201-1326

410 00000381250 01200420205 112820116 00000386979

DISCONNECT NOTICE

Name/Service Address	For Inquiries Call	Account Number
Estill Easterling 11312 Orchard Cincinnati OH 45241	Duke Energy	513-651-5100 0120-0420-20-5

Mail Payments To	Account Information	
PO Box 1326 Charlotte NC 28201-1326	Payments after Nov 02 not included Last payment received Oct 11	Bill prepared on Nov 02, 2011 Next meter reading Dec 02, 2011

IMPORTANT: If your service has not yet been disconnected, please pay $229.57 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 $205.00 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	000999214	Oct 03	Nov 01	29	1340	1465	125
Elec	106188883	Oct 03	Nov 01	29	3418	3643	225

Gas - Residential

Usage - 125 CCF	
Duke Energy - Rate RS	$ 113.42
Current Gas Charges	$ 113.42

Gas Cost Recovery $0.54458890/CCF

Electric - Residential

Usage - 225 kWh	
Duke Energy - Rate RS	$ 34.82
Current Electric Charges	$ 34.82

Current Billing

Amt Due - Previous Bill	$ 373.06
Payment(s) Received	143.49cr
Late Payment Charge(s)	3.44
Balance Forward	233.01
Current Gas Charges	113.42
Current Electric Charges	34.82
Current Amount Due	$ 381.25

DISCONNECT NOTICE

Due Date	Amount Due	After Nov 28, 2011
Nov 28, 2011	$ 381.25	$ 386.97

Duke Energy-8
CONFIDENTIAL

Due Date	Amount Due
Dec 27, 2011	$ 299.73

12/5/11

Account Number 0120-0420-20-5 10 02

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

$_____ HeatShare Contribution (for Customer Assistance)

$_____ Amount Enclosed

Estill Easterling
11312 Orchard St
Cincinnati OH 45241-1915

PO Box 1326
Charlotte NC 28201-1326

400 00000299731 01200420205 122720110 00000301388

Name/Service Address	For Inquiries Call	Account Number
Estill Easterling 11312 Orchard Cincinnati OH 45241	Duke Energy 513-421-9500	0120-0420-20-5

Mail Payments To	Account Information	
PO Box 1326 Charlotte NC 28201-1326	Payments after Dec 05 not included Last payment received Nov 22	Bill prepared on Dec 05, 2011 Next meter reading Jan 04, 2012

PLEASE NOTE: A service deposit has been charged to your account because your service was previously disconnected for nonpayment. To avoid another 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 Type	Meter Number	Reading Dates From	Reading Dates To	# Days	Meter Reading Previous	Meter Reading Present	Usage
Gas	000999214	Nov 01	Dec 02	31	1465	1518	53
Elec	106188883	Nov 01	Nov 04	3	3643	3668	25
Elec	106188883	Nov 21	Dec 02	11	3668	3761	93

Gas - Residential

Usage - 53 CCF	
Duke Energy - Rate RS	$ 66.98
Current Gas Charges	$ 66.98

Gas Cost Recovery $0.54637200/CCF

Electric - Residential

Usage - 25 kWh	
Duke Energy - Rate RS	$ 3.76
Usage - 93 kWh	
Duke Energy - Rate RS	13.99
Current Electric Charges	$ 17.75

Current Billing

Amt Due - Previous Bill	$ 381.25
Payment(s) Received	381.25cr
Balance Forward	0.00
Current Gas Charges	66.98
Current Electric Charges	17.75
Reconnect Charge	25.00
Security Deposit Amt Due	190.00
Current Amount Due	$ 299.73

Due Date	Amount Due	Amt Due After Due Date
Dec 27, 2011	$ 299.73	$ 301.38

Duke Energy-9
CONFIDENTIAL

DISCONNECT NOTICE

Due Date	Amount Due
Jan 27, 2012	$ 457.74

Account Number 0120-0420-20-5 10 02

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

$_____ HeatShare Contribution (for Customer Assistance)

$_____ Amount Enclosed

Estill Easterling
11312 Orchard
Cincinnati OH 45241

PO Box 1327
Charlotte NC 28201-1327

410 00000457744 01200420205 012720122 000000461768

DISCONNECT NOTICE

Name/Service Address	For Inquiries Call	Account Number
Estill Easterling 11312 Orchard Cincinnati OH 45241	Duke Energy 513-651-5100	0120-0420-20-5

Mail Payments To		Account Information
PO Box 1327 Charlotte NC 28201-1327	Payments after Jan 05 not included	Bill prepared on Jan 05, 2012 Next meter reading Feb 02, 2012

IMPORTANT-Your service may be disconnected if your past due amount of $299.73 is not paid before 01/30/2012. This includes your past due utility amount of $109.73 and your past due Deposit amount of $190.00. A reconnection charge will be required. 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	000999214	Dec 02	Jan 04	33	1518	1639	121
Elec	106188883	Dec 02	Jan 04	33	3761	4054	293

Gas - Residential

Usage - 121 CCF	
Duke Energy - Rate RS	$ 113.45
Current Gas Charges	$ 113.45

Gas Cost Recovery $0.56609130/CCF

Current Billing

Amt Due - Previous Bill	$ 299.73
Late Payment Charge(s)	1.65
Balance Forward	301.38
Current Gas Charges	113.45
Current Electric Charges	42.91
Current Amount Due	$ 457.74

DISCONNECT NOTICE

Due Date	Amount Due	After Jan 23, 2012
Jan 27, 2012	$ 457.74	$ 461.76

Duke Energy-10
CONFIDENTIAL

4/30/13

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    : [redacted]
ADDR: 11312 ORCHARD                 APT:       FL:      SUBURB: SHARONVLLE

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

Duke Energy-3
CONFIDENTIAL

```
BASC            BASIC ACCOUNT INFORMATION - METER      11:26 A 11/05/13  M35A'30
ACCT: 01200420 20 CB: GOOD          STATUS/DATE: FINAL        07/09/13 PG:   1
DIV : 10   CYC: 03   ZIP: 45241     CUST SIC    : PRIVATE HOUSEHOLDS
NAME: ESTILL EASTERLING             PENDING     : [redacted]
                                    APT:        FL:      SUBURB: SHARONVLLE

SERV  11312 ORCHARD                 MAIL  PREMISE
ADDR:                               ADDR:
```

MTR TYPE	METER NUMBER	ON/ OFF	DATE	BILL STAT	SERV STAT	SRV STAT DATE	MTR STA	PRIM USE	BILL RATE	RV CL	MLT OCC	SRV 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

[redacted]

NEXT TRAN CODE: ____

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

Duke Energy-1
CONFIDENTIAL

```
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     : [redacted]
ADDR: 11312 ORCHARD                  APT:        FL:       SUBURB: SHARONVLLE
```

LN NO	TN NO	SVRQ TYPE	SERV TYPE	DATE WANTED	ORDER STATUS	STATUS DATE	CUSTOMER NAME	COND	MTR NO OR 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: __

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4-c          1    Sess-1    162.113.67.185          T2PD              22/9
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Duke Energy-4
CONFIDENTIAL

```
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    : [redacted]
ADDR: 11312 ORCHARD                 APT:       FL:      SUBURB: SHARONVLLE

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
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Duke Energy-3
CONFIDENTIAL

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 : [redacted]
ADDR: 11312 ORCHARD APT: FL: SUBURB: SHARONVLL

CREDIT INFO LAST VERIFIED: 12/21/12

SOC SEC NO : UNKNOWN COMPANY EMPLOYEE? NO
DRIVER'S LICENSE NUMBER: DATE OF BIRTH :

CUSTOMER: ESTILL EASTERLING HOME TEL : (513)769-4891
EMPLOYER: WORK TEL : EXT:
EMPLOYER: WORK TEL : EXT:
SPOUSE : GAYLE LYKINS (DAUGHTER) SOC SEC NO:
EMPLOYER: WORK TEL : EXT:

OWNER : PER MRS REQUEST TEL : EXT:

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

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

Amount Due
$ 0.00

Account Number 1120-0420-20-0 10 21

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

$_____ HealShare Contribution (for Customer Assistance)

$_____ Amount Enclosed

Estill Easterling
11312 Orchard St
Cincinnati OH 45241-1915

PO Box 1326
Charlotte NC 28201-1326

400 0000004356 7 11200420200 082620117 0000004356 7

Name/Service Address	For Inquiries Call		Account Number
Estill Easterling 11312 Orchard Cincinnati OH 45241	Duke Energy	513-421-9500	1120-0420-20-0

Mail Payments To	Account Information	
PO Box 1326 Charlotte NC 28201-1326	Payments after Aug 04 not included	Bill prepared on Aug 04, 2011 Next meter reading Aug 30, 2011

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Elec	054420324	Jun 30	Aug 01	32	4333	4333	0

Electric - Residential	
Usage - 0 kWh	
Duke Energy - Rate RS	$ 6.91
Current Electric Charges	$ 6.91

Current Billing	
Amt Due - Previous Bill	$ 10.22cr
Canceled Charges:	
Electric Charges	39.16cr
Prior Month(s) Charges:	
Electric Charges	6.91
Balance Forward	50.47cr
Current Electric Charges	6.91
Current Amount Due	$ 43.56cr

This bill reflects canceled and rebilled electric charges for prior months.

Nothing to pay . . . the amount indicated is a credit, not an amount to be paid. We will apply this credit to your next bill.

Order your FREE compact fluorescent light bulbs today! Call 1-800-943-7585 and choose option 1, or visit www.duke-energy.com/freecfls1 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 8.87 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.

Amount Due
$ 0.00

Amount Due
$ 0.00

Account Number 1120-0420-20-0 10 21

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

$ _____ FirstShare Contribution (for Customer Assistance)

$ _____ Amount Enclosed

Estill Easterling
11312 Orchard St
Cincinnati OH 45241-1915

PO Box 1326
Charlotte NC 28201-1326

400 00000036650 11200420200 092220117 00000036650

Name/Service Address	For Inquiries Call	Account Number
Estill Easterling 11312 Orchard Cincinnati OH 45241	Duke Energy 513-421-9500	1120-0420-20-0

Mail Payments To	Account Information	
PO Box 1326 Charlotte NC 28201-1326	Payments after Aug 31 not included	Bill prepared on Aug 31, 2011 Next meter reading Sep 29, 2011

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Elec	054420324	Aug 01	Aug 30	29	4333	4333	0

Electric - Residential	
Usage - 0 kWh	
Duke Energy - Rate RS	$ 6.91
Current Electric Charges	$ 6.91

Current Billing	
Amt Due - Previous Bill	$ 43.56cr
Balance Forward	43.56cr
Current Electric Charges	6.91
Current Amount Due	$ 36.65cr

Nothing to pay . . . the amount indicated is a credit, not an amount to be paid. We will apply this credit to your next bill.

Order your FREE compact fluorescent light bulbs today! Call 1-800-943-7585 and choose option 1, or visit www.duke-energy.com/freecfls1 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 8.87 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.

Amount Due
$ 0.00

Amount Due
$ 0.00

Account Number 1120-0420-20-0 10 21

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

$ _____ HeatShare Contribution (for Customer Assistance)

$ _____ Amount Enclosed

Estill Easterling
11312 Orchard St
Cincinnati OH 45241-1915

PO Box 1326
Charlotte NC 28201-1326

400 00000029742 11200420200 102420110 00000029742

Name/Service Address	For Inquiries Call		Account Number
Estill Easterling 11312 Orchard Cincinnati OH 45241	Duke Energy	513-421-9500	1120-0420-20-0

Mail Payments To	Account Information	
PO Box 1326 Charlotte NC 28201-1326	Payments after Sep 30 not included	Bill prepared on Sep 30, 2011 Next meter reading Oct 28, 2011

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Elec	054420324	Aug 30	Sep 29	30	4333	4333	0

Electric - Residential	
Usage - 0 kWh	
Duke Energy - Rate RS	$ 6.91
Current Electric Charges	$ 6.91

Current Billing	
Amt Due - Previous Bill	$ 36.65cr
Balance Forward	36.65cr
Current Electric Charges	6.91
Current Amount Due	$ 29.74cr

Nothing to pay . . . the amount indicated is a credit, not an amount to be paid. We will apply this credit to your next bill.

Order your FREE compact fluorescent light bulbs today! Call 1-800-943-7585 and choose option 1, or visit www.duke-energy.com/freecfls1 to see if you are eligible.

OUR TRAINS ARE CHANGING STATIONS: The Duke Energy Holiday Trains are scheduled for an early arrival this November 5th through December 24th at the Cincinnati History Museum. Look for more details and information on FREE admission - in your October Duke Energy bill.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 9.00 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.

Amount Due
$ 0.00

Amount Due
$ 0.00

Account Number 1120-0420-20-0 10 21

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

$_____ HeatShare Contribution (for Customer Assistance)

$_____ Amount Enclosed

Estill Easterling
11312 Orchard St
Cincinnati OH 45241-1915

PO Box 1326
Charlotte NC 28201-1326

400 00000022837 11200420200 112220119 00000022837

Name/Service Address	For Inquiries Call		Account Number
Estill Easterling 11312 Orchard Cincinnati OH 45241	Duke Energy	513-421-9500	1120-0420-20-0

Mail Payments To	Account Information	
PO Box 1326 Charlotte NC 28201-1326	Payments after Oct 31 not included	Bill prepared on Oct 31, 2011 Next meter reading Nov 30, 2011

Meter	Number	Reading Date From	Reading Date To	Days	Meter Reading Previous	Meter Reading Present	Usage
Elec	054420324	Sep 29	Oct 28	29	4333	4333	0

Electric - Residential	
Usage - 0 kWh	
Duke Energy - Rate RS	$ 6.91
Current Electric Charges	$ 6.91

Current Billing	
Amt Due - Previous Bill	$ 29.74cr
Balance Forward	29.74cr
Current Electric Charges	6.91
Current Amount Due	$ 22.83cr

Nothing to pay . . . the amount indicated is a credit, not an amount to be paid. We will apply this credit to your next bill.

In Case No. 11-4329-EL-RDR, the PUCO approved an adjustment to Rider TCR, Transmission Cost Recovery Rider. The PUCO also approved adjustments to Riders SRT and FPP. A typical residential customer using 1,000 kWh per month will see an increase of approximately $1.8 or 1.0%.

Order your FREE compact fluorescent light bulbs today! Call 1-800-943-7515 and choose option 1, or visit www.duke-energy.com/freecfls1 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 9.00 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.

Amount Due
$ 0.00

Amount Due
$ 0.00

Account Number 1120-0420-20-0 10 21

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

$_____ HeatSharn Contribution (for Customer Assistance)

$_____ Amount Enclosed

Estill Easterling
11312 Orchard St
Cincinnati OH 45241-1915

PO Box 1326
Charlotte NC 28201 1326

400 00000015920 11200420200 122720110 00000015920

Name/Service Address	For Inquiries Call:		Account Number
Estill Easterling 11312 Orchard Cincinnati OH 45241	Duke Energy	513-421-9500	1120-0420-20-0

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Dec 01 not included . Bill prepared on Dec 01, 2011 Next meter reading Dec 30, 2011

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Elec	054420324	Oct 28	Nov 30	33	4333	4333	0

Electric - Residential	
Usage - 0 kWh	
Duke Energy - Rate RS	$ 6.91
Current Electric Charges	$ 6.91

Current Billing	
Amt Due - Previous Bill	$ 22.83cr
Balance Forward	22.83cr
Current Electric Charges	6.91
Current Amount Due	$ 15.92cr

Nothing to pay . . . the amount indicated is a credit, not an amount to be paid. We will apply this credit to your next bill.

In Case No. 1-4076-EL-UEX, the PUCO approved an adjustment to Rider UF-ED, Electric Distribution Uncollectible Expense Rider. A typical residential customer using 1,000 kWh per month will see an increase of approximately $0.41 or 0.3%.

FREE CFLs for your house, delivered right to your door. They're an easy way to save energy and money. And best of all - they're FREE! Call 1-800-943-7585 (choose option 1) or visit duke-energy.com/CFLbulb 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 9.00 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.

Amount Due
$ 0.00

Amount Due
$ 0.00

Account Number 1120-0420-20-0 10 21

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

$ _____ HeatShare Contribution (for Customer Assistance)

$ _____ Amount Enclosed

Estill Easterling
11312 Orchard St
Cincinnati OH 45241-1915

PO Box 1326
Charlotte NC 28201-1326

400 00000008770 11200420200 012520123 00000008770

Name/Service Address	For Inquiries Call		Account Number
Estill Easterling 11312 Orchard Cincinnati OH 45241	Duke Energy	513-421-9500	1120-0420-20-0

Mail Payments To	Account Information	
PO Box 1326 Charlotte NC 28201-1326	Payments after Jan 03 not included	Bill prepared on Jan 03, 2012 Next meter reading Jan 31, 2012

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Elec	054420324	Nov 30	Dec 06	6	4333	4333	0
Elec	100350336*	Dec 06	Dec 30	24	00000	2	2

* New Meter

Electric - Residential	
Usage - 2 kWh	
Duke Energy - Rate RS	$ 7.15
Current Electric Charges	$ 7.15

Current Billing	
Amt Due - Previous Bill	$ 15.92cr
Balance Forward	15.92cr
Current Electric Charges	7.15
Current Amount Due	$ 8.77cr

Nothing to pay . . . the amount indicated is a credit, not an amount to be paid. We will apply this credit to your next bill.

FREE CFLs for your house, delivered right to your door. They're an easy way to save energy and money. And best of all - they're FREE! Call 1-800-943-7585 (choose option 1) or visit duke-energy.com/CFLbulb 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 5.97 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.

Amount Due
$ 0.00

Duke Energy.

FINAL DISCONNECTION NOTICE

NOTICE DATE: (date

(account

Δ π EXHIBIT 2
Deponent Byndon
Date 12/3/15 Rptr PAW
WWW.DEPOBOOK.COM

0000001 01 AV 0.340 **AUTO T1 0 5159 45227-291307 -C01-I

OCCUPANT OR

(customer name and

FOR SERVICE AT :
OCCUPANT OR

(customer name and premise

To maintain your gas and/or electric service(s), please pay the amount noted on the last bill you received (see "IMPORTANT" message box in the body of the bill), or make satisfactory payment arrangements within ten calendar days from the date indicated above.

AVOIDING DISCONNECTION

To avoid disconnection it will be necessary to satisfy one or more of the following options:

- Pay the amount noted on your bill (See "Important" message box in the body of the bill).
- Pay the required amount to set-up an extended payment plan (applicable to qualified customer only).
- Provide a Medical Certificate

WINTER RULE

During the time period of October 17, 2011 through April 13, 2012 residential customers can avoid disconnection or have gas and/or electric service(s) restored, on a one-time basis, by paying $175.00 and enrolling in an extended payment plan. If your gas and/or electric service(s) has been disconnected, a reconnection charge must be paid in addition to the $175.00. Reconnection charges: Gas $17.00; Electric $25.00; Both Services $38.00.

Please note: Funds from the Emergency Home Energy Assistance Program (EHEAP) or other emergency energy assistance programs can be applied toward the $175.00 payment.

PAYMENT OPTIONS

Payments can be made by any of the following methods:

- Pay over the phone by electronic check or credit card (VISA & MasterCard)
  Please call 1-877-596-5068.
- Pay at a Pay Station. Visit www.duke-energy.com or contact our Credit Department to locate a Pay Station near you.
- Pay online at www.duke-energy.com

CONTACT INFORMATION

If you have any questions about your bill, or this disconnection notice, please contact our Credit Department at 513-651-5100 or 1-800-648-7777. Our representatives are available 7:00 a.m. to 7:00 p.m. Monday through Friday and Saturday 8:00 a.m. to 1:00 p.m.

If you have a complaint in regard to this disconnection notice that can not be resolved after you have called Duke Energy, or for general utility company information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.pucc.ohio.gov.

Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.pickocc.org.

M-1349-W-R47

More important information about your service on the other side.

5159-01-00-0000001-0001-0000001

ENERGY ASSISTANCE:

United Way Referral Service
Call 211

HeatShare - Administrated by
The Salvation Army
513-762-5636

Emergency Home Energy Assistance Program (EHEAP)
Contact local Community Action Agency

Home Energy Assistance Program (HEAP)
Contact local Community Action Agency or
The Ohio Department of Development at
1-800-282-0880

This foregoing document was electronically filed with the Public Utilities

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in

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

Summary: Confidential Release Document - Unredacted deposition of Marion Byndon electronically filed by Docketing Staff on behalf of Docketing