

21-178-EL-@SS

NC
FILE

02/14/2021

Gary Logan
9463 Hunters Creek Dr.
Cincinnati, Ohio 45242
513-348-3867

Complaint Address
Account number 4020-0632-29-1
4539 Montgomery Rd.
Cincinnati, Ohio 45212

2021 FEB 23 PM 3:46

I Gary Logan was managing my family's building at 4539 Montgomery Rd with 4 apartments and 2 store fronts.

Family sold the building 12/2018. I had auto-landlord on all the units.

I forgot about the auto landlord agreement until the new owner tried to get new service.

On 04/01/2019 I sent a fax (enclosed in packet) to remove the auto landlord agreement on all units.

All the units were removed from the auto landlord agreement except apartment number 3 Account number 4020-0632-29-1.

2 months after I sent the remove auto landlord fax to Duke Energy they attached the billing from apartment number 3 Account number 4020-0632-29-1 to my home Account number 8110-0612-25-9 for Over \$500 dollars.

Duke Energy
1000 E. Main St.
Plainfield, In.46169
980-232-1028

From this date 04/01/2019 till now 02/15/2021 I have been trying to resolve this issue with Duke Energy. (Enclosed Packeted with emails & phone calls) Odd that Duke Energy would take 3 apartment units off the auto landlord agreement as well the store fronts but not apartment number 3. This should have been charged to the new owner of the building.

I would like the Commission to have this bill for Account number 40200632291 that Duke Energy has attached to my home bill Account number 8110-0612-25-9 bill is over \$500.00 to be removed.

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.
Technician JK Date Processed 2.23.21

HP Color LaserJet MFP M277dw

Fax Activity Log

Jan-1-2000 12:05AM

Date	Time	Type	Identification	Duration	Pages	Result
8/18/2017	5:19:24PM	Receive		0:39	0	Stop
10/31/2017	6:25:39PM	Send	8662060530	3:56	4	OK
2/19/2018	5:10:46PM	Receive		4:45	6	OK
6/28/2018	9:02:46AM	Send	7139613564	1:56	4	OK
11/ 3/2018	4:25:59PM	Receive		0:37	0	Stop
11/16/2018	12:32:01PM	Receive	Fax Server AR	5:05	7	OK
11/26/2018	11:29:56AM	Send	5138675138	5:21	8	OK
4/ 1/2019	12:57:49PM	Send	5137912151	0:00	0	No Answer
4/ 1/2019	12:59:35PM	Send	5134370671	1:39	1	OK
4/ 1/2019	1:02:37PM	Send	5137912151	1:19	1	OK
6/28/2019	10:12:15AM	Send	5132636292	0:33	1	OK
1/ 1/2000	12:01:06AM	Send	5132429353	0:08	0	Stop
1/ 1/2000	12:12:53AM	Send	5133211210	0:52	1	OK

888-385-3414 FAX

513-263-6292 FAX

Duke Energy

04/01/2019

Account # 8110-0612-25-9

Fax: 513-791-2151 / 888-385-3414 / 513-263-6292

Building sold Dec 2018 to
New Owner - Josh Moerlein 513-444-6323

April 1, 2019

~~REMOVE~~

Auto landlord Agreement

4539 Montgomery Road (all units)

Effective April 1, 2019

Call me to confirm that you received this fax :

Gary Logan 513-348-3867

gl9463@gmail.com

5/4/20

To: Duke Energy Auto Landlord Department

Duke Energy Fax: 513-263-6292

Duke Energy email: MWCustomerService@DukeEnergy.com

Account number: 40200632291

I, Gary Logan am having difficulty resolving the Auto Landlord Agreement. I have contacted that department several times to no avail. This subject is about a family building, 4539 Montgomery road which was sold in December, 2018.

Again, the account number for the building is 40200632291.

I am sending all documentation. I must have a confirmation via email for this account 40200632291 - 4539 Montgomery road, Apt# 3 to ensure it is closed/resolved.

My email address is gl9463@gmail.com

Sincerely,

Gary Logan



Duke Energy
1000 E Main St.
Plainfield, IN 46168
o: 980.232.1028

February 05, 2020

Gary Logan
9463 Hunters Creek Dr
Cincinnati, OH 45242

Dear Gary Logan,

Thank you for your recent contact with Duke Energy. We have been unable to reach you. Please call us at the number listed below. Our Customer Service Department will be glad to discuss your questions with you.

Please disregard this letter if you have already been contacted, or if this matter has already been resolved.

Your cooperation is appreciated.

Sincerely,
Duke Energy Customer Service
1.800.544.6900

FAX
1800 555 3853

Hom 866 236-3749

Bis 800 774-1202

BRENDIA - 8/31/2020
8:30 PM

BEEN TRYING TO RESOLVE THIS MATTER SINCE APRIL 1 2019
DAM IN DISCOVERY START NOW

This should have been past to new owner

FAX 800-366-41704

1/800-544-6900 also
customer service

TESS

8/1/2020
8:50 PM

Duke Energy

04/01/2019

Account # 8110-0612-25-9

Fax: 513-791-2151 / 888-885-3414 / 513-263-6292

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Gary Logan 513-348-3867

gi9463@gmail.com

Job	Date	Time	Type	Identification	Duration	Pages	Result
270	1/1/2000	12:27:21AM	Send	8883853414	0:36	1	OK

Jan-1-2000 12:28AM

Fax Confirmation

HP Color LaserJet MFP M277dw



Gary Logan <gl9463@gmail.com>

Automatic Landlord

2 messages

MWLandLord@duke-energy.com <MWLandLord@duke-energy.com>
To: "gl9463@gmail.com" <gl9463@gmail.com>

Tue, Mar 17, 2020 at 1:43 PM

Good afternoon,

Your request to remove 4539 Montgomery Rd, all units, has been processed. Please let me know if there is anything else I can do to assist.

Thank you,

Jenni**Landlord Desk**

MWLandlord@duke-energy.com

Fax: 513-263-6292

Phone: 513-287-3454

2nd notice
sent 3/16/2020

Patricia Banks
called 8:30 9/08/2020

Gary Logan <gl9463@gmail.com>

Wed, Apr 1, 2020 at 10:02 AM

To: "MWLandLord@duke-energy.com" <MWLandLord@duke-energy.com>

Thank you for your help!

[Quoted text hidden]

5/4/20

To: Duke Energy Auto Landlord Department

Duke Energy Fax: 513-263-6292

Duke Energy email: MWCustomerService@DukeEnergy.com

Account number: 40200632291

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Gary Logan