

FILE

21 0298 EL-C55

**Ohio**

**Public Utilities  
Commission**

00664326

Case Number

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

**Formal Complaint Form**

5607 Ebersole Ave  
Customer Address

Cincinnati OH 45227  
City State Zip

0890-0348-38-0  
Account Number

Customer Service Address (if different from above)

City State Zip

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

(Additional sheets are Attached)

Al Bu-ell  
Signature

513-885-7064  
Customer Telephone Number

2021 MAR 31 PM 3:26

RECEIVED - DOCKETING DIV

180 East Broad Street  
Columbus, Ohio 43215-3793

Updated June 3, 2020  
(614) 466-3016  
www.PUCO.ohio.gov

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Technician SL Date Processed 3.31.21

## **Formal Complaint with the Public Utilities Commission of Ohio**

1. Your name, address, and telephone number.

Antuan Burrell-El (Tenant) – 5607 Ebersole Ave – (513) 885-7064

2. The account number and service address your complaint is referencing.

Account numbers:

(Duke Energy) Account number: 0890-0348-38-0

Service Address:

5607 Ebersole Ave Cincinnati, Ohio 45227

3. A statement indicating whether you are a customer of the utility company.

I am a customer of Duke energy for the last past 5 years.

Receiving service at 5607 Ebersole Ave Cincinnati, Ohio 45227.

4. The name of the public utility you are filing a complaint against.

Duke Energy and (contractor) KS Energy

5. A brief statement that summarizes the facts which are the basis of your complaint, including the time period involved in your complaint.

On January 22, 2020, our township sent out letters advising residents that our streets were being lifted and we needed to allow access in our homes for utility companies to begin the work. On February 25, 2020 I received a letter

from the township describing the removal of trees and access requested by Duke Energy. Duke Energy notified me via post mail that contractor, KS Energy would be performing the work on their behalf.

KS Energy began to work on gas lines in March of 2020. Due to the COVID -19 national outbreak work was halted until April. On April 1, 2020 KS Energy was granted access to my basement, and turned off my gas. After completion on the same day, they attempted to restore the gas, however, complications arose and they were in the basement way longer than expected. The gas was back on but the worker advised that he could not get my furnace to work. My hot water heater was working. They returned back to the basement to continue to work on fixing the issue. Due to no success, the KS Energy worker contacted his supervisor.

The supervisor advised him not to continue trying to fix it because it was a "liability". I contacted the homeowner Herbert Barber and let him know of the damages the contractors did and what they were trying to do to resolve it. They then referred me a HVAC heating and cooling company at their expense to repair my furnace. The following week an appointment was scheduled for 1 hour Heating & Cooling Company to come out and evaluate. Their worker looked at the furnace, took some pictures and notified his supervisor that it was a "liability" to fix the furnace due to the age and it needed to be replaced. Once they left, I went outside to speak with the KS Energy workers who were still working on the neighborhood gas lines.

The worker then contacted his supervisor to notify him that the HVAC company would not work on the furnace and recommended a new one. The supervisor advised the worker to refer another company. The KS Energy worker stated that he believed it only needed a Thermocouple for my furnace to fix the issue.

The worker then went to Lowe's to purchase the item needed. Him and another worker came back and worked on the furnace for about 2 or 3 hours. When they came back upstairs, he stated that he believed he fixed it because the pilot light finally came on.

The furnace was not turned on to validate that it was working. I did not test it as well due to it being Spring time. On the day I attempted to turn the furnace on due to lower outside temperature it failed to work. I contacted Columbia Township again to file a report. The road supervisor, Mr. John Servizzi called me back and advised that KS Energy would be giving me a call. Jeremy from KS Energy called me, and I advised him of the same issues I've been having for the last several weeks.

After speaking back and forth several times I was referred to the claims department. The claims department had their insurance carrier Gallagher Bassett Insurance agent, Derek Fuhrmann contact me. He explained he wanted to treat this situation like a car wreck to determine who was at fault.

Prior to KS Energy entering my home, I have never had any issues with my furnace working. I contacted the HVAC company, Recker & Berger to schedule a diagnosis. Recker & Berger came out the next day advised that it was a liability and they could not do a diagnostic due to the age of the furnace and advised to purchase a new one.

I contacted Columbia Township again and spoke with Mr. Servizzi. Mr. Servizzi advised me to contact Duke Energy to file a report due to them being contracted by Duke Energy to do the work. I contacted Duke and started a claim through Sedgwick insurance on November 12, 2020. I reported the issue that there was a error in my report filed by the representative into my claim and it needed to be resolved. I made it clear to them to understand that my home was and is currently without no heat during the Fall/ Winter season. Where the temperatures are much lower than they were when this project first started. I notified them that it was imperative that we get this resolved and my furnace replaced as I need to keep my household which includes my children warm. I also made it clear that we looked forward to hearing from them so that this can be rectified as soon as possible. February 9, 2020 Sedgwick apologies for my loss of the furnace and any inconvenience incurred and they referred the claim back over to KS Energy.

Gallagher Bassett insurance sent out an official letter of denial on January 20, 2021 stating, "there was no negligence on their contractors part". They stated, "they never physically touched the furnace and they admitted to purchasing



the faulty part and they mistakenly stated that I was the homeowner and they watched me install the part onto the furnace”. They then stated, “because they never physically touched the furnace or replaced the part there was no negligence on KS energy contractors ”. I filed a Bona fide dispute with PUCO on February 9, 2021 and in about a week and a half there was a response from Duke Energy stating they told KS Energy to fix the furnace. KS Energies response stated, “they did purchase the faulty part and installed it themselves and made sure it was working before they left. It is a clear contradiction and it is also insurance fraud.

6. A brief statement that describes what you would like the Commission to do about your complaint.

April 1, 2020 is the date of loss

#1. A new furnace, Recker and Berger heating and cooling gave a quote for a new unit to be installed.

#2. Duke Energy needs to refund me for higher bills due to having to pay extra for using more electricity due to no furnace all winter.

#3. Reimbursement for the purchase of 5 heaters and 2 surge protectors needed to accommodate heaters running 24 hours daily that hold a few thousand watts to keep outlets from burning out and preventing a fire. Which is Compensation for not having a furnace.

#4. Oven needs to be replaced with a new unit for over usage due to having to use the oven to heat the house.

#5. Duke Energy and their contractor KS Energy are both equally responsible for negligence and immoral acts against claimant. The oath and affirmation of misfeasance, malfeasance and nonfeasance insurance has been breached. Claimant needs to be accommodated through civil litigation for defamation of character due to Gallagher Bassett falsified statements that the contractors watched claimant install the furnace part himself and the contractors never physically touched the furnace nor did they replace the part. Duke Energy and their contractor KS Energy have caused intentional emotional distress for

their denial of human error by employees, both insurances lack of urgency and response, including their unprofessional and improper handling of claim. The denial of basic rights for having no heat due to negligence of the utility company.

#6. Duke Energy agreed, participated, and protected the fraud that was intentional done by their contractor KS Energy. Duke Energies lack of moral obligation shows on its face where the 1<sup>st</sup> claim # 402011376B-0001 letterhead under the name Antuan Burress-El was mailed December 7, 2020 the original date of loss was changed from 4/1/2020 and the 2<sup>nd</sup> claim # 40210166G9C- 0001 letterhead under the fictitious name Antuan Burress with the date of loss 6/1/2020. Duke Energy changed the spelling of customer/ claimants name which is displayed on all bills, and emails for the last past 5 yrs.

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#### 1) Violated the law.

### The Constitution of the United States of America

#### **Fifth Amendment**

Under the Fifth Amendment to the U.S.A. Constitution, no one can be “deprived of life, liberty, or property, without due process of law; nor shall private property be taken for public use, without just compensation.

### The Ohio Constitution

#### Eminent domain.

#### Article I

§19 Private property shall ever be held inviolate, but subservient to the public welfare. When taken in time of war or other public exigency, imperatively requiring its immediate seizure or for the purpose of making or repairing roads, which shall be open to the public, without charge, a compensation shall be made to the owner, in money; and in all other cases, where private property shall be taken for public use, a compensation therefor shall first be made in money, or first secured by a deposit of money; and such compensation shall be assessed by a jury, without deduction for benefits to any property of the owner.

2) Failed to follow the rules and regulations on file with the PUCO.

Duke Energy was acting as a public utility when their contractors KS Energy was serving customers home with Eminent Domain for Utility or Pipeline Construction. I am also citing this case below for the Open access of Transmission tariff which is designated by the Federal Energy Regulatory Commission [‘FERC’] concerning my Electricity Bill increase during this winter of 2020 & 2021. [Cite as In re Complaint of Direct Energy Business, L.L.C. v. Duke Energy Ohio, Inc., 161 Ohio St.3d 271, 2020-Ohio-4429.]

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Yes

3) **Discriminated against you.**

The insurance representing KS Energy is GALLAGHER BASSETT, this company has violated its own policy and Ohio Law. While acting as a public utility using right of entry into customers home.

## **Client Disclosure Statement**

### **Anti-Corruption**

We take a firm stance against corruption. Corruption or bribery, in any form, runs counter to GB’s values. GB is subject to, and has policies, procedures and training in place to comply with, domestic and international anti-corruption laws, including the U.S. Foreign Corrupt Practices Act, the UK Bribery Act, OFAC and the laws of other countries in which we conduct business. Among other things, these laws prohibit any GB employee from offering, giving or receiving anything of value to improperly influence such person’s judgment or otherwise assist GB in obtaining business. We expect our business partners – such as consultants, contractors, agents or other third parties working on our behalf – to abide by the same laws.

### **Fraud**

As our reputation depends on the integrity of our actions and dealings, we are committed to the prevention and detection of fraud. GB has created controls intended to prevent, detect and mitigate the risk of fraud. Any concerns regarding fraud or financial irregularities that you notice should immediately be brought to our attention.

#### 4) Failed to provide you with service.

The insurance representing Duke Energy is Sedgwick, this company has violated its own policy's and Ohio Law. While acting as a public utility using right of entry into customers home.

What is a right of way?

A right of way is a type of easement or agreement that grants a utility the right to use, access or transit a piece of property. An easement is typically granted by property owners to an electric utility for the purpose of constructing and maintaining power lines and other equipment. Before a power line is built, Duke Energy acquires easements from property owners along the selected route.

**Duke Energy Corporation**, Understanding our claims policy and process has stated, "**Be aware that Duke Energy is not responsible for food loss, power outages, voltage fluctuations or property damage caused by acts of nature. This includes but is not limited to hurricanes, snow, ice, lightning, floods, extreme storms, heat or wind.**" **Property damages was caused by negligence of their contractors, verifying that Duke Energy is responsible for damages and inconveniences that incurred including mental anguish.**

"If Duke Energy is proven to be responsible for all or a portion of a loss, we will do our best to determine the reasonable amount of that loss and resolve the claim. Keep in mind that Duke Energy uses depreciation to determine compensation for equipment loss."

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## **SEDGWICK**

### **YOUR CLAIM**

Understanding the claims process – U.S.

Sedgwick is ready to assist you throughout the claims process. You can count on us if you have a question or need guidance. Our goal is to help you get back to your normal life as quickly as possible. We will be with you every step of the way.

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Liability + property

## 1) Claim is reported

Although we are not an insurance company, we manage claims on behalf of insurers and our clients. One of our adjusters will contact you to discuss the cause and extent of your damages and request any necessary additional information from you.

## 2) Field inspection

Next, a field inspector will take measurements and determine the extent of the damage. If a business is involved, business interruption will be included in the assessment. You will receive a copy of the completed loss estimate.

## 3) Payment + repairs

Your insurer will send you a check for the actual cash value of your property loss without additional documentation – this amount is typically the fair market value for your property, minus the deductible. In this scenario, you coordinate the repairs or replacement and apply the actual cash value payment to its cost.

If your policy covers full replacement value, coordinate with your adjuster and a qualified contractor to make the repairs. You can also ask your adjuster if our repair network can help. In this scenario, you would cover your policy's deductible and apply your actual cash value payment toward repairs. You can then submit repair receipts to the insurer for reimbursement of the remaining costs

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### **SPECIAL INVESTIGATION UNIT PROGRAM OVERVIEW**

**OUR TEAM WILL REPORT SUSPICIOUS CLAIMS TO STATE DEPARTMENTS OF INSURANCE WHEN WARRANTED, AND COOPERATE WITH STATE AGENCIES TO HELP DRIVE PROSECUTION EFFORTS.**

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### **PROPERTY SOLUTIONS**

#### **RESIDENTIAL PROPERTY CLAIMS**

**WE HAVE RESOURCES THROUGHOUT THE COUNTRY TO ASSIST WITH HOMEOWNER CLAIMS. WITH OVER 220 BRANCH LOCATIONS COVERING ALL 50 STATES, OUR ADJUSTERS ARE ABLE TO RESPOND QUICKLY TO ASSIST OUR CLIENTS AND THEIR POLICYHOLDERS WITH PROPERTY CLAIMS RESULTING FROM FIRE, WATER AND STORM DAMAGE. WE ALSO HAVE A LARGE DIRECT REPAIR NETWORK WITH MORE THAN 2,000 CERTIFIED CONTRACTORS FROM COAST TO COAST.**

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#### **SPECIALTY SERVICES**

#### **REPAIR SOLUTIONS**

#### **DEDICATED REPAIR CONCIERGE AND CONTRACTOR CREDENTIALING**

**OUR TEAM PROVIDES MANAGED REPAIR, RESTORATION AND MITIGATION SERVICES THROUGH A NETWORK OF CERTIFIED LOCAL, REGIONAL AND NATIONAL CONTRACTORS.**

**P. 800.587.4243 E. [CLAIMS@SEDGWICKREPAIR.COM](mailto:CLAIMS@SEDGWICKREPAIR.COM)**

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#### **OUR CORE VALUES**

**Taking care of people is at the heart of everything we do. Caring counts®**

Since our founding in December 1969, Sedgwick has been a purpose-and values-driven company. Our continual growth and evolution has been rooted in our consistent approach to the important work our colleagues perform each day. Our shared purpose has always been - and continues to be - to take care of people.



Accountability



Collaboration



Inclusion



Growth



Empathy

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## **O.R.C. Chpt. 163: Appropriations of property**

### **163.03 Right of entry.**

Any agency may, upon the notice prescribed in this section, prior to or subsequent to the filing of a petition pursuant to section 163.05 of the Revised Code, enter upon any lands, waters, and premises for the purpose of making such surveys, soundings, drillings, appraisals, and examinations as are necessary or proper for the purpose of the agency under sections 163.01 to 163.22, inclusive, of the Revised Code, and such entry

shall not constitute a trespass. Notice of such proposed entry shall be given to the owner or the person in possession by such means as are reasonably available not less than forty-eight hours nor more than thirty days prior to the date of such entry.

The agency shall make restitution or reimbursement for any actual damage, resulting to such lands, waters, and premises and to improvements or personal property located in, on, along, over, or under such lands, waters, and premises, as a result of such activities. If the parties are unable to agree upon restitution or other settlement, damages are recoverable by civil action to which the state or agency hereby consents.

Effective Date: 01-01-1966.

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#### **4903.08 Incrimination no excuse .**

No person shall be excused from testifying or from producing accounts, books, and papers, in any hearing before the public utilities commission[,], any public utilities commissioner, or any person appointed by the commission to investigate any matter under its jurisdiction, on the ground or for the reason that the testimony or evidence might tend to incriminate him, or subject him to a penalty or forfeiture. No such person shall be prosecuted or subjected to any penalty or forfeiture on account of, any transaction or matter concerning which he has testified or produced any documentary evidence. No person so testifying shall be exempted from prosecution or punishment for perjury in so testifying.

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5) Provided you with inadequate service.

#### **4933.02 Gas or electric companies may manufacture and supply both electricity and gas .**

Every corporation organized under the laws of this state to manufacture and supply artificial gas for light, heat, or power purposes and every corporation organized under the laws of this state to manufacture and supply electricity for light, heat, or power purposes, subject to statutory provisions relating to



the granting of franchises by municipal corporations for any such purpose in force at the time of granting the franchise, may manufacture and supply electricity and artificial gas, respectively, for light, heat, or power purposes. Such corporations may make all contracts and do all things necessary and convenient for furnishing electricity and artificial gas for both public and private objects.

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#### **4933.08 Gas meter must be sealed and stamped .**

No gas meter shall be set unless it is tested by a meter-prover, sealed, and stamped as provided in section 4933.11 of the Revised Code. A company authorizing the setting of a meter, or allowing it to be used by a consumer of gas, without being so sealed and stamped, shall forfeit not less than twenty-five nor more than one hundred dollars, to be recovered upon the complaint of such consumer, in the name of the state, before any court of competent jurisdiction.

Effective Date: 10-01-1953 .

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#### **4933.09 Testing of gas meters .**

Gas meters in use shall be tested on the request of the consumer, in his presence if desired by him, with a tested and sealed meter-prover, by an officer or servant of the gas company. If the meter is found to be correct, and it is deemed correct if the variation is not greater than three per cent, the party requesting the inspection shall pay a fee of twenty-five cents, and the expense of removing it for the purpose of being tested. The reinspection shall be stamped on the meter. If the meter is proved incorrect, no fees or expense shall be paid by the consumer, and the company shall furnish a new meter without charge to the consumer. No gas company shall charge rent for meters. This section applies to all gas companies supplying the public with either natural or artificial gas. Any person, firm, or corporation providing either natural or artificial gas to the public which fails to comply with this section shall forfeit to the state not less than twenty-five nor more than one hundred dollars, to be recovered upon the complaint of any consumer of such gas in the name of the state before any court of competent jurisdiction.

Effective Date: 10-01-1953 .

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#### **4933.10 Inspection of gas meters .**

If authorized in writing by the president, treasurer, agent, or secretary of a gas company, its officer or servant may enter, at any reasonable time, any premises lighted with gas supplied by such company, to examine or remove the gas meters, and to ascertain the quantity of gas consumed or supplied. If a person prevents or hinders such officer or servant from so entering such premises, or from making such examination or removal, a judge of a county court or judge of a municipal court of the county in which the premises are located may, on complaint by the officer or servant under oath, stating the facts in the case, so far as he has knowledge of them, issue a warrant, directed to any constable of the municipal corporation where such company is located, commanding him to take sufficient aid and go to such premises, accompanied by such officer or servant who shall examine such meters and ascertain the quantity of gas consumed or supplied, and if required, remove any meters belonging to the company.

Effective Date: 02-14-1967 .

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#### **4933.11 Meter-prover and photometer .**

All gas companies supplying the public with artificial or natural gas shall provide for their use a meter-prover, the holder of which must contain not less than five feet. Such meter-prover shall be tested in the place where it is to be used, stamped, and sealed by the public utilities commission. Such tests shall be open to the public. All gas companies supplying artificial or natural gas for illuminating purposes shall, on the order of the commission provide for their own use a photometer of a type approved by such commission. Any person, firm, or corporation supplying the public with artificial or natural gas which fails to comply with this section shall forfeit to the state not less than twenty-five nor more than one hundred dollars to be recovered upon the complaint of any consumer, in the name of the state, before any court of competent jurisdiction.

Effective Date: 01-01-2001 .

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**4933.28 Correcting residential utility billings .**

- (A) Whenever a gas, natural gas, or electric light company operated for profit or not for profit has undercharged any residential customer as the result of a meter or metering inaccuracy or other continuing problem under its control, the company may only bill the customer for the amount of the unmetered gas or electricity rendered in the three hundred sixty-five days immediately prior to the date the company remedies the meter inaccuracy. The maximum portion of the undercharge for unmetered gas or electricity rendered that may be recovered from the customer in any billing month shall be determined by dividing the amount of the undercharge by twelve and the quotient is the maximum portion of the undercharge that the company may, subject to division (C) of this section, recover from the customer in any billing month, in addition to either regular monthly charges of any type or regular level payment amounts billed in accordance with an agreement between the customer and the company. Subject to division (C) of this section, the time period over which the undercharge may be collected shall be twelve consecutive months.
- (F) This section does not apply to any act that is a theft offense, as defined in section 2913.01 of the Revised Code, and that involves tampering with utility equipment or theft of utility service, or where a physical act of a customer or its agent causes inaccurate or no recording of the meter reading, or inaccurate or no measurement of the gas or electricity rendered.

Effective: 4/9/2015  
Five Year Review (FYR) Dates: 01/21/2015 and 01/21/2020  
Promulgated Under: 111.15  
Statutory Authority: 4905.04, 4905.06, 4905.22, 4905.28  
Rule Amplifies: 4905.30, 4933.17, 4933.122, 4911.021  
Prior Effective Dates: 7/27/80, 6/13/81, 7/1/99, 9/1/04, 4/6/06, 12/7/06, 2/11/08, 1/6/11, 2/16/12

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**4901:1-13-12 Consumer safeguards and information.**

- (A) Each gas or natural gas company shall maintain a listing including the twenty-four hour emergency number in each local telephone service provider's directory operating in the gas or natural gas company's service territory.

(B) The commission staff may review and/or request modification of informational, promotional, and educational materials.

(C) Unfair and deceptive acts or practices.

No gas or natural gas company shall commit an unfair or deceptive act or practice in connection with the promotion or provision of service, including an omission of material information. An unfair or deceptive act/practice includes, but is not limited to, the following:

(1) A gas or natural gas company representing to a customer that distribution service will or may be disconnected unless the customer pays any amount due for nonregulated, nontariffed service.

(2) A gas or natural gas company charging a customer for a service for which the customer did not make an initial affirmative order. An affirmative order means that a customer must positively elect to subscribe to a service before it is added to the account. *Failure to refuse an offered or proposed service is not an affirmative order for the service.*

(4) Nothing in this rule prohibits the commission or its staff from accessing customer-specific information held by a gas or natural gas company.

(E) Upon customer request, a gas or natural gas company shall timely provide twelve months of a customer's usage history and twenty-four months of a customer's payment history to the customer.

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## **Chapter 4901:1-13 Gas Companies**

### **4901:1-13-01 Definitions.**

As used in this chapter:

(A) "Bona fide dispute" means a reasonable dispute registered with the commission's call center or a formal complaint filed with the commission's docketing division

Your complaint should show that a rule, tariff, rate, charge or practice affecting the service of the public utility is unjust and unreasonable or that the public utility has:

- ☐ Violated the law.
- ☐ Failed to follow the rules and regulations on file with the PUCO.
- ☐ Discriminated against you.
- ☐ Provided you with inadequate service.
- ☐ Failed to provide you with service.

When you have completed the formal complaint form, please mail **one original and two copies on 8 ½" x 11" paper to:**

Public Utilities Commission of Ohio  
Docketing Division  
180 E. Broad St.  
Columbus, OH 43215-3793

January 20, 2021

ANTUAN BURRESS-EL  
5607 EBERSOLE AVENUE  
CINNINATI, OH 45227

Re: Our Claim Number: 009224-001618-GD-01  
Our Client: KS Energy, LLC & Artera Services, LLC  
Underwriting Co.: AXA XL Insurance Company  
Date of Loss/Accident: May 18, 2020  
Claimant Name: Antuan Burress-El  
Your Claim Number: N/A  
Accident Location: 5607 Ebersole Ave., Cincinnati, OH

Dear Antuan Burress-El,

This letter is to advise that we have completed our investigation into your claim against our client, KS Energy, LLC & Artera Services, LLC.

We have concluded our investigation with our client and carefully reviewed all information, both gathered and provided. Our investigation revealed the damage to furnace was not caused by negligence of KS Energy (KSE). KSE denies physically replacing the faulty part in the furnace but admits to supplying the thermocouple to the claimant and being there when the homeowner, himself, installed the part. As there was no contact with the part or unit KSE cannot be held liable for the repairs damaging the unit. Furthermore, in our investigation, we have not been able to find any negligence in KSE's work or the KSE's tech's actions. This, combined with other plumbers not wanting to work on the furnace due to its age, points to towards an age / maintenance issue.

At this time based upon our review of this claim, we have concluded the damage was not a result of KS Energy's negligence. As such we cannot establish liability with the client and therefore, we respectfully deny your claim.

If you have not done so, it is suggested that you report this claim to your own insurance company for their handling.

Please be advised that Ohio has a two-year statute of limitations regarding property damage claims.

If you have any questions regarding this decision, please contact the undersigned.

Sincerely,

*Derek Fuhrmann*

Derek Fuhrmann | Resolution Manager

P.O Box 2934  
Clinton, IA 52733-2934  
D: 717-610-3860  
F: 717-697-1402  
E: [Derek\\_Fuhrmann@gbtpa.com](mailto:Derek_Fuhrmann@gbtpa.com)



Subject: Inside Gas Meter and Piping Inspection Program

01/20/21

ANTUAN BURRESS-EL  
5607 EBERSOLE AVE  
CINCINNATI, OH 45227

Dear ANTUAN BURRESS-EL:

Duke Energy needs your assistance in accessing our natural gas equipment located on your premises to perform a gas leak and corrosion inspection. The inspection is a PHMSA Regulation under the US Department of Transportation (DOT) and is necessary for safe natural gas pipeline operations. Duke Energy has arranged for this work to be performed by Southern Cross, Inc. The technicians working for Southern Cross, Inc. will be working in your neighborhood to inspect our gas metering equipment and piping located inside at: 5607 EBERSOLE AVE.

Information and appointment requests are available online at:  
<https://www.duke-energy.com/home/natural-gas/inside-piping-inspection>

The inside piping inspection involves the gas piping from the building wall to the outlet of the gas meter located inside your home. On average, an inspection should take approximately 10 minutes to complete. Southern Cross will attempt to maintain 6 feet or more distance between you while completing the inspection. You may be asked to remain in a room separate from the technician. After completing the inspection, technicians will perform post-work hygiene including:

- Hand hygiene by washing hands or using hand sanitizer containing at least 60% alcohol.
- Disinfecting and wiping down any tools prior to loading them back in vehicles.
- Disinfecting and wiping down any other objects that are touched often in vehicles, such as door handles, arm rests, steering wheel, and seatbelts as appropriate.

To schedule an appointment, please call Southern Cross toll free at (888) 694-7284 Monday through Friday, 8 a.m. – 8 p.m. or Saturday, 8 a.m. – 4 p.m.

Duke Energy is working to protect your health and safety while maintaining the essential service we provide to our communities. Please contact us if you have any questions regarding your inspection.

Regards,

Amanda Rauch, Project Manager for IPI Inspections

Inspection Appointments: (888) 694-7284  
Duke Energy Customer Service: (800) 544-6900

Sedgwick Claims Management Services, Inc.  
Po Box 14151  
Lexington, KY 40512-4151



February 01, 2021

Antuan Burress  
5607 Ebersole Ave  
Cincinnati, OH 45227

RE:      Claimant Name:      Antuan Burress  
         Client:                Duke Energy  
         Claim Number:        40210166G9C-0001  
         Date of Loss:          06/01/2020

Dear Mr. Burress:

On behalf of Duke Energy, our company is handling your claim. We are writing to update you on the investigation completed by Duke Energy.

Our information indicates that you have reported damages to your property. Duke Energy's investigation indicates that one of our contractors has recently worked on or near your property, and therefore we are referring the claim to them for handling.

We sincerely regret your loss and the inconvenience that you incurred. For your convenience, we will contact the contractor and refer your claim to them for their handling. For this particular incident, the contractor in question is: KS Energy

Contact Person: Beau Keckeisen  
Phone Number: (262) 574-5100 ext. 119

Please contact Beau Keckeisen at the number provided for further assistance.

Sedgwick manages claims on behalf of Duke Energy Corporation.

We value your privacy. For more on what personal information we may collect, how we may use this information and other important areas relating to your privacy and data protection, please read our privacy notice [www.sedgwick.com](http://www.sedgwick.com).

Sincerely,  
Rhonda McIntosh



2/1/2021

40210166G9C0001

562021020109204





# *Fred A. Nemann Co.*

6480 BENDER ROAD, SUITE A

CINCINNATI, OHIO 45233

PHONE: (513) 467-9400

FAX: (513) 467-0510



FRED A. NEMANN  
PRESIDENT

September 3, 2020

Residents,

On Tuesday and Wednesday, September 8<sup>th</sup> and 9<sup>th</sup>, the asphalt base and intermediate course will be placed on Maphet St. and Ebersole Ave.

You will not be able to use your driveways during the day while we are paving. Please park on Monning Place and not on Maphet St. nor Ebersole Ave. during the day from 7:00 AM to 6:00 PM while we are working.

Thank you for your patience and cooperation.

Sincerely,

Fred A. Neman Co.

# *Fred A. Nemann Co.*

6480 BENDER ROAD, SUITE A

CINCINNATI, OHIO 45233



FRED A. NEMANN  
PRESIDENT

August 20, 2020

PHONE: (513) 467-9400

FAX: (513) 467-0510

Dear Residents:

On Tuesday, August 25<sup>th</sup>, we will begin installing the concrete curb and gutter on Ebersole Ave and Maphet St.

We ask that needed vehicles be out of their driveways by 7:00 AM.

Residents living in this area will be unable to use their driveways for about one week. Please park on Monning Place and not on Maphet St nor Ebersole Ave during the day from 7:00 AM to 6:00 PM while we are working. Residents with special needs may contact the Fred A. Nemann Co. at 513-467-9400. Thank you for your patience and cooperation.

**NOTE: For your information, please do not apply salt of any kind to the new concrete during the first winter.**

Sincerely,

Fred A. Nemann Co.

# *Fred A. Nemann Co.*

6480 BENDER ROAD, SUITE A

CINCINNATI, OHIO 45233



FRED A. NEMANN  
PRESIDENT

August 6, 2020

PHONE: (513) 467-9400

FAX: (513) 467-0510

Dear Residents:

On Monday, August 10<sup>th</sup>, we will begin removing the roadway full width and installing gravel base on Maphet St. and Ebersole Ave. We will start at the dead end of Maphet St. This should be completed in one week.

You will not be able to use your driveways during the day while we are working. Please park on Monning Pl and not on Maphet St nor Ebersole Ave during the day from 7:00 AM to 6:00 PM while we are working.

Access to your driveways each night will be provided once the gravel base is installed.

Thank you for your patience and cooperation.

Sincerely,

Fred A. Nemann Co.

# *Fred A. Nemann Co.*

6480 BENDER ROAD, SUITE A

CINCINNATI, OHIO 45233



FRED A. NEMANN  
PRESIDENT

February 20, 2020

PHONE: (513) 467-9400

FAX: (513) 467-0510

## Residents:

On Tuesday, February 25, we will begin removing trees for the start of the Maphet Avenue and Ebersole Avenue Improvements Project. Soon thereafter, Duke Energy will install a new gas main and services. Once completed, we will proceed with the street reconstruction which consists of the following work: new curb and gutters, drive aprons, asphalt pavement with gravel base, water main, and storm sewers. Maphet Avenue will be widened, whereas, the width of Ebersole will stay the same.

We ask that you park in your driveways instead of on the street, if possible, during the day while we are working.

Residents will have access to their driveways through most of the construction except for limited times such as when the curb is installed and their drive aprons are replaced.

Our normal work hours are Monday thru Thursday, 7:00 AM to 5:00 PM.

You may call the Fred A. Nemann Co. at 513-467-9400 or John Servizzi with Columbia Township at 513-561-6046 with any questions or if you have any special needs.

Your patience and understanding throughout this project will be appreciated.

Sincerely,

Fred A. Nemann Co.



January 22, 2020

Dear Maphet and Ebersole Residents:

After several delays, Columbia Township is finally moving forward with the reconstruction of Maphet and Ebersole. Work is scheduled to begin approximately February 17 and finish by the end of July. Extensive work and realignment will be done, especially with utility lines.

In order to keep you apprised of what will be happening and to provide an opportunity to ask questions, the township will be holding an information session on January 29, 2020 at 6:00 pm at 5686 Kenwood Road in the Township building meeting room. The contractor, road project engineer and Township Road Supt. will be available at the meeting. We invite you to join us!

*Columbia Township Board of Trustees*

**Subject** Duke Energy Claim - claim #  
402011376GB-0001

**From** Northington, Marcella (Roxanne)  
<Marcella.Northington@sedgwick.com>

**To:** ANTUANBURRESS@YAHOO.COM  
<ANTUANBURRESS@YAHOO.COM>

**Date** Nov 24, 2020 at 10:43 AM

*Marcella R. Northington*/ Claims Representative-Liability  
Sedgwick Claims Management Services, Inc.  
DIRECT 615-874-7136  
Fax 866-221-5757  
EMAIL Marcella.Northington@sedgwick.com  
Caring counts

-

**Subject** Automatic reply: Duke Energy Claim -  
claim # 402011376GB-0001

**From** Northington, Marcella (Roxanne)  
<Marcella.Northington@sedgwick.com>

**To:** antuan burress  
<antuanburress@yahoo.com>

**Date** Nov 27, 2020 at 5:41 PM

I will be leaving the office today 11/25/2020 @ 12:30 pm cst office is closed today @ 1 pm cst . The office is closed 11/26 & 11/27/2020 for the holiday. I will not have access to my email or voicemails. I will return 10/19/2020 regular schedule time. If you have an urgent matter please contact our front desk at 800-541-0139 to get assistance.

Thank you,

**Subject** RE: Duke Energy Claim - claim #  
402011376GB-0001

**From** Northington, Marcella (Roxanne)  
<Marcella.Northington@sedgwick.com>

**To:** antuan burress  
<antuanburress@yahoo.com>

**Date** Nov 30, 2020 at 10:34 AM

I will send this to the Duke Energy investigator to review and will let you know of their decision.

Thanks

*Marcella R. Northington/* Claims Representative-Liability  
Sedgwick Claims Management Services, Inc.  
DIRECT 615-874-7136  
Fax 866-221-5757  
EMAIL Marcella.Northington@sedgwick.com  
Caring counts

-

---

**From:** antuan burress [<mailto:antuanburress@yahoo.com>]  
**Sent:** Friday, November 27, 2020 4:41 PM  
**To:** Northington, Marcella (Roxanne)  
**Subject:** Re: Duke Energy Claim - claim # 402011376GB-0001

**CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.**

---

Dear Ms. Northington,

*Per our conversation I finished writing my sentiments on the attachment letter at the bottom of the screen on my experience for the loss of my furnace from Duke energy contractor workers. My claims are mine as the residence in which I live and rent. Being that I am experiencing the loss of essential heat for me and my family from the negligence of*



**Subject** Updated letter

**From** antuan burrell-el  
<antuanburrell@yahoo.com>

**To:** Marcella Northington  
<marcella.northington@sedgwick.com>

**Date** Nov 30, 2020 at 11:43 AM

Sent from my iPhone



Duke energy.docx

**Subject** RE: Updated letter  
**From** Northington, Marcella (Roxanne)  
<Marcella.Northington@sedgwick.com>  
**To:** antuan burress-el  
<antuanburress@yahoo.com>  
**Date** Nov 30, 2020 at 11:58 AM

I'm confused haven't you already sent this letter ? I've already sent the letter you sent me last week for their reviewed.

Thanks

*Marcella R. Northington*/ Claims Representative-Liability  
Sedgwick Claims Management Services, Inc.  
DIRECT 615-874-7136  
Fax 866-221-5757  
EMAIL Marcella.Northington@sedgwick.com  
Caring counts

-

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**From:** antuan burress-el [<mailto:antuanburress@yahoo.com>]  
**Sent:** Monday, November 30, 2020 10:44 AM  
**To:** Northington, Marcella (Roxanne)  
**Subject:** Updated letter

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---

Sent from my iPhone

View less

## **Duke Energy (Ohio)**

To Whom It May Concern,

I'm a resident of Columbia Township, Ohio residing at 5607 Ebersole Avenue, Cincinnati, Ohio. On January 22, 2020, our township sent out letters advising residents that our streets were being lifted and we needed to allow access in our homes for utility companies to begin the work. On February 25, 2020 I received a letter from the township describing the removal of trees and access requested by Duke Energy. Duke Energy notified that contractor, KS Energy would performing the work on their behalf.

KS Energy began to work on gas lines in March of 2020. Due to the COVID -19 national outbreak work was halted until April of 2020. KS Energy was granted access to my basement, and turned off my gas. After completion on the same day, they attempted to restore the gas, however, complications arose and they were in the basement way longer than expected. The gas was back on but the worker advised that he could not get my furnace to work. My hot water heater was working. They returned back to the basement to continue to work on fixing the issue. Due to no success, the KS Energy worker contacted his supervisor.

The supervisor advised him not to continue trying to fix it because it was a "liability". They then referred me a HVAC heating and cooling company at their expense to repair my furnace. The following week an appointment was scheduled for 1 hour Heating & Cooling Company to come out and evaluate. Their worker Looked at the furnace, took some pictures and notified his supervisor that it was a "liability" to fix the furnace due to the age and it needed to be replaced. Once they left, I went outside to speak with the KS Energy workers who were still working on the neighborhood gas lines.

The worker then contacted his supervisor to notify him that the HVAC company would not work on the furnace either. The supervisor advised the worker to refer another company. The KS Energy worker stated that he believed it only needed a Thermocouple for my furnace to fix the issue.

The worker then went to Lowe's to purchase the item needed and him and another worker came back and worked on the furnace for about 2 or 3 hours. When they came back upstairs, he stated that he believed he fixed it because the pilot light finally came on.

The furnace was not turned on to validate that it was working. I did not test it as well due to it being Spring time. On the day I attempted to turn the furnace on due to lower outside temperature, it failed to work. I contacted Columbia Township again to file a report. The road supervisor, Mr. John Servizzi called me back and advised that KS Energy would be giving me a call. Jeremy from KS Energy called me, and I advised him of the same issues I've been having for the last several weeks.

After speaking back and forth several times I was referred to the claims department. The claims department had their insurance carrier Gallagher Bassett Insurance agent, Derek Fuhrmann contact me. He stated that I needed to find a certified HVAC company to come out and do a diagnostic on my furnace to determine whether or not if they were negligent or if the furnace was just too old and went out.

I disagreed and advised Mr. Fuhrman that they were liable once KS Energy entered my home and touched the furnace. Prior to KS Energy entering my home, I have never had any issues with my furnace working. He advised me that they were treating this like it is a car wreck and need to determine if they are at fault. I contacted the HVAC company, Recker & Berger to schedule a diagnosis. Recker & Berger came out the next day advised that it was a liability and they could not do a diagnostic due to the age of the furnace and advised to purchase a new one.

I contacted Columbia Township again and spoke with Mr. Servizzi. Mr. Servizzi advised me to contact Duke Energy to report due to them being contracted by Duke Energy to do the work. I contacted Duke and reported the issue but there has been error in my report filed by the representative into my claim and it needs to be resolved. I am sure you understand that my home currently has no heat during the Fall/ Winter season where the temperatures are much lower than they were when this project first started. It is imperative that we get this resolved and my furnace replaced as I need to keep my

household that includes my children warm. I look forward to hearing from you so that this can be rectified as soon as possible. Thank you in advance for attention to this matter.

Respectfully submitted,  
Antuan Burress-El

**Subject** Re: Updated letter  
**From** antuan burress  
<antuanburress@yahoo.com>  
**To:** Northington, Marcella (Roxanne)  
<Marcella.Northington@sedgwick.com>  
**Date** Nov 30, 2020 at 12:16 PM

I sent my rough draft on accident, and I tried to recall the email when I sent it.

Sent from Yahoo Mail for iPhone

On Monday, November 30, 2020, 11:58 AM, Northington, Marcella (Roxanne)  
<Marcella.Northington@sedgwick.com> wrote:

I'm confused haven't you already sent this letter ? I've already sent the letter you sent me last week for their reviewed.

Thanks

*Marcella R. Northington/* Claims Representative-Liability  
Sedgwick Claims Management Services, Inc.  
DIRECT 615-874-7136  
Fax 866-221-5757  
EMAIL [Marcella.Northington@sedgwick.com](mailto:Marcella.Northington@sedgwick.com)  
Caring counts  
-

---

**From:** antuan burress-el [<mailto:antuanburress@yahoo.com>]  
**Sent:** Monday, November 30, 2020 10:44 AM  
**To:** Northington, Marcella (Roxanne)  
**Subject:** Updated letter

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**From** Northington, Marcella (Roxanne)  
<Marcella.Northington@sedgwick.com>  
**To:** antuan burress  
<antuanburress@yahoo.com>  
**Date** Nov 30, 2020 at 1:18 PM

I've sent the second letter to the DE investigator .

*Marcella R. Northington/* Claims Representative-Liability  
Sedgwick Claims Management Services, Inc.  
DIRECT 615-874-7136  
Fax 866-221-5757  
EMAIL Marcella.Northington@sedgwick.com  
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**From:** antuan burress [<mailto:antuanburress@yahoo.com>]  
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**To:** Northington, Marcella (Roxanne)  
**Subject:** Re: Updated letter

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*Marcella R. Northington*/ Claims Representative-Liability

Sedgwick Claims Management Services, Inc.

DIRECT 615-874-7136

Fax 866-221-5757

EMAIL Marcella.Northington@sedgwick.com

Caring counts

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**Sent:** Monday, November 30, 2020 10:44 AM

**To:** Northington, Marcella (Roxanne)

**Subject:** Updated letter

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Sent from my iPhone

View less

**Subject** Re: Updated letter  
**From** antuan burress  
<antuanburress@yahoo.com>  
**To:** Northington, Marcella (Roxanne)  
<Marcella.Northington@sedgwick.com>  
**Date** Nov 30, 2020 at 2:07 PM  
Thank you so much Ms. Northington

Sent from Yahoo Mail for iPhone

On Monday, November 30, 2020, 1:18 PM, Northington, Marcella (Roxanne) <Marcella.Northington@sedgwick.com> wrote:

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DIRECT [615-874-7136](tel:615-874-7136)

Fax [866-221-5757](tel:866-221-5757)

EMAIL [Marcella.Northington@sedgwick.com](mailto:Marcella.Northington@sedgwick.com)

Caring counts

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**Sent:** Monday, November 30, 2020 10:44 AM

**To:** Northington, Marcella (Roxanne)

**Subject:** Updated letter

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**Subject** Claim No.: 009224-001618-GD-01  
BURRESS-EL, ANTUAN

**From** Derek Fuhrmann  
<Derek\_Fuhrmann@gbtpa.com>

**To:** antuanburrese@yahoo.com  
<antuanburrese@yahoo.com>

**Date** Nov 5, 2020 at 3:56 PM

Hello Antuan,

It was a pleasure speaking with you this afternoon. As I mentioned over the phone, please provide photos of your damaged furnace. Please be sure to include a photo(s) of the make and serial number for my investigation.

In regards to resolving your claim, please have someone come out and inspect the furnace to determine the reasoning why it is not working. Please ask the repair person to write a report explaining what is damaged and why or how it was damaged and obtain a repair quote so that we can confirm what caused the furnace not to work.

If you have any questions feel free to contact me.

Thank you,

**Derek Fuhrmann** | Resolution Manager | Gallagher Bassett

**Reporting Branch:** Mechanicsburg Liability Hub (179) | **Office Location:** Ithaca, NY

**Mailing Address:** 1215 Manor Drive, Suite #101 – Mechanicsburg, PA 17055

**D:** 717-610-3860 | **F:** 717-697-1402

**E:** [Derek\\_Fuhrmann@gbtpa.com](mailto:Derek_Fuhrmann@gbtpa.com)

Alternate Point of Contact: Ed Marunyak@gbtpa.com | [717-610-3502](tel:717-610-3502)

**Subject** Re: Claim No.: 009224-001618-GD-01  
BURRESS-EL, ANTUAN

**From** antuan burress  
<antuanburrese@yahoo.com>

**To:** Derek Fuhrmann  
<Derek\_Fuhrmann@gbtpa.com>

**Date** Nov 9, 2020 at 11:34 AM

Dear Mr. Fuhrmann,

Per are conversation, these are the pictures requested of the furnace unite in my home.

Respectfully submitted,  
Antuan Burress-El

Sent from Yahoo Mail for iPhone

On Thursday, November 5, 2020, 3:56 PM, Derek Fuhrmann <Derek\_Fuhrmann@gbtpa.com> wrote:

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**D:** 717-610-3860 | **F:** 717-697-1402

**Subject** RE: Claim No.: 009224-001618-GD-01  
BURRESS-EL, ANTUAN

**From** Derek Fuhrmann  
<Derek\_Fuhrmann@gbtpa.com>

**To:** antuan burress  
<antuanburress@yahoo.com>

**Date** Nov 9, 2020 at 12:27 PM

Hello Antuan,

There were not photos attached to your email.

Thanks,

**Derek Fuhrmann** | Resolution Manager | Gallagher Bassett  
**Reporting Branch:** Mechanicsburg Liability Hub (179) | **Office Location:** Ithaca,  
NY  
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Alternate Point of Contact: Ed\_Marunyak@gbtpa.com | 717-610-3502

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**To:** Derek Fuhrmann <Derek\_Fuhrmann@gbtpa.com>  
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BURRESS-EL, ANTUAN

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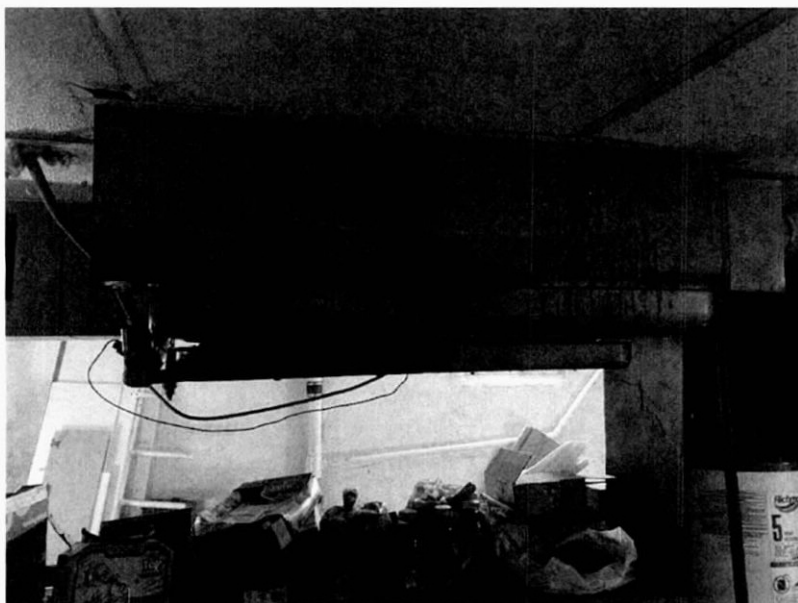
View less

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BURRESS-EL, ANTUAN

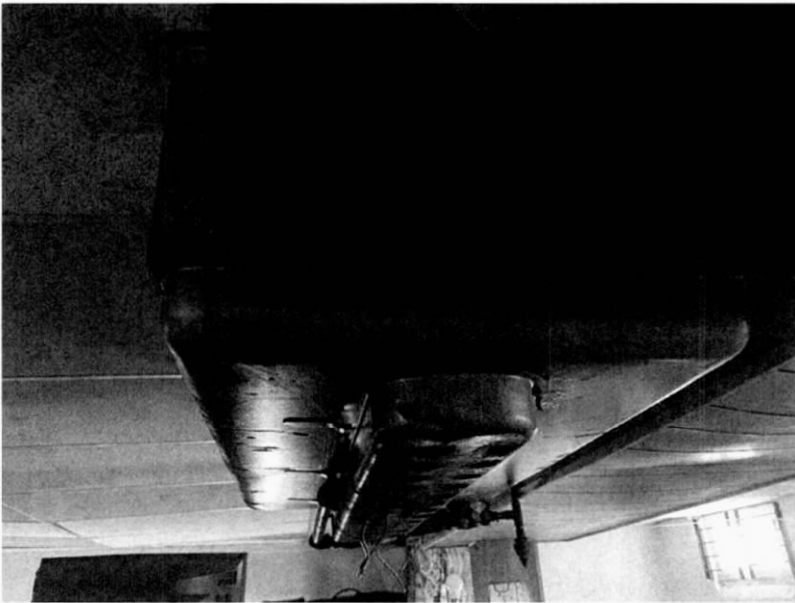
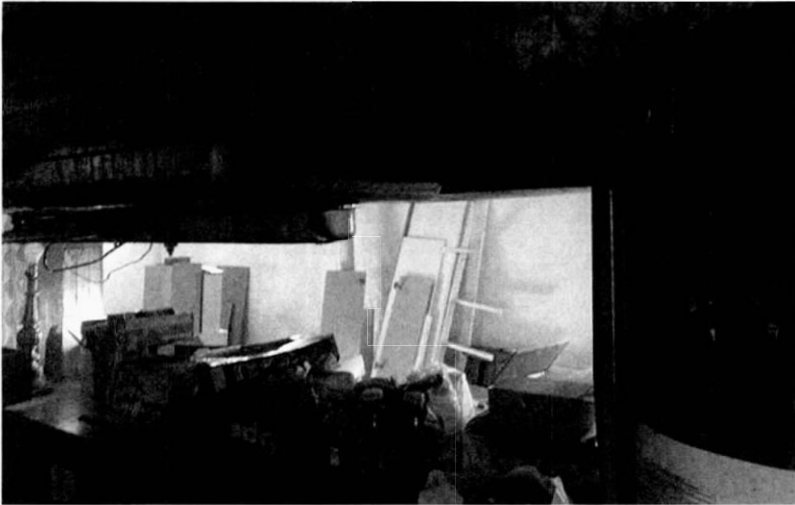
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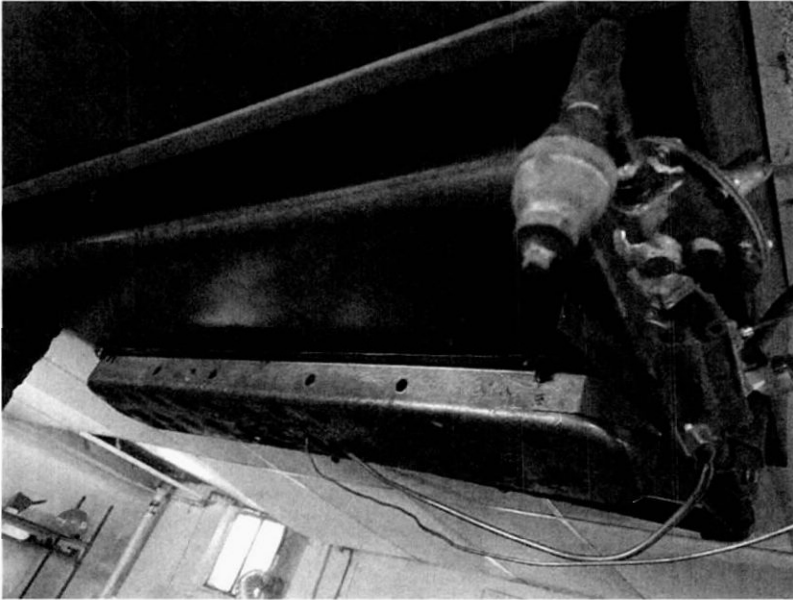
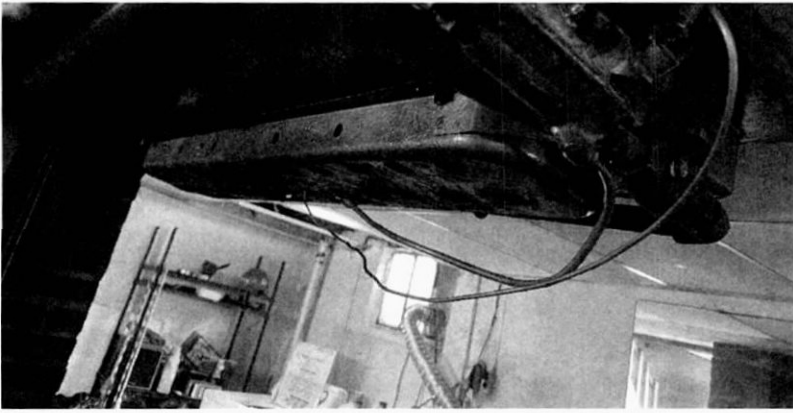
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**Date** Nov 9, 2020 at 12:58 PM











Sent from Yahoo Mail for iPhone

[View more](#)

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**From** antuan burress  
<antuanburrese@yahoo.com>

**To:** Derek Fuhrmann  
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**Date** Nov 9, 2020 at 12:59 PM

My apologies, I resent the message with attachments.

Sent from Yahoo Mail for iPhone

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<antuanburrese@yahoo.com> wrote:

Inline image

Inline image

Inline image

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Thank you,

**Derek Fuhrmann** | Resolution Manager | Gallagher Bassett

**Reporting Branch:** Mechanicsburg Liability Hub (179) | **Office Location:**  
Ithaca, NY

**Mailing Address:** 1215 Manor Drive, Suite #101 – Mechanicsburg, PA  
17055

**D:** 717-610-3860 | **F:** 717-697-1402

**E:** Derek\_Fuhrmann@gbtpa.com

Alternate Point of Contact: Ed\_Marunyak@gbtpa.com | 717-610-3502

View less

**Subject** RE: Claim No.: 009224-001618-GD-01  
BURRESS-EL, ANTUAN

**From** Derek Fuhrmann  
<Derek\_Fuhrmann@gbtpa.com>

**To:** antuan burress  
<antuanburress@yahoo.com>

**Date** Nov 10, 2020 at 9:49 AM

Hello Antuan,

I have received the photos. Can you send a photo of the furnace information? Usually a sticker that lists the manufacturer and model. Also, just to remind you I will need an estimate for repairs and a report explaining the damage to the unit.

Thanks,

**Derek Fuhrmann** | Resolution Manager | Gallagher Bassett  
**Reporting Branch:** Mechanicsburg Liability Hub (179) | **Office Location:** Ithaca, NY  
**Mailing Address:** 1215 Manor Drive, Suite #101 - Mechanicsburg, PA 17055  
**D:** 717-610-3860 | **F:** 717-697-1402  
**E:** [Derek\\_Fuhrmann@gbtpa.com](mailto:Derek_Fuhrmann@gbtpa.com)  
Alternate Point of Contact: [Ed\\_Marunyak@gbtpa.com](mailto:Ed_Marunyak@gbtpa.com) | 717-610-3502

**From:** antuan burress <[antuanburress@yahoo.com](mailto:antuanburress@yahoo.com)>  
**Sent:** Monday, November 9, 2020 12:59 PM  
**To:** Derek Fuhrmann <[Derek\\_Fuhrmann@gbtpa.com](mailto:Derek_Fuhrmann@gbtpa.com)>  
**Subject:** Re: Claim No.: 009224-001618-GD-01  
BURRESS-EL, ANTUAN

**[EXTERNAL]**

My apologies, I resent the message with attachments.

Sent from Yahoo Mail for iPhone

On Monday, November 9, 2020, 12:58 PM, antuan burress  
<[antuanburress@yahoo.com](mailto:antuanburress@yahoo.com)> wrote:



Sent from Yahoo Mail for iPhone

On Monday, November 9, 2020, 12:27 PM, Derek Fuhrmann  
<[Derek\\_Fuhrmann@gbtpa.com](mailto:Derek_Fuhrmann@gbtpa.com)> wrote:

Hello Antuan,

There were not photos attached to your email.

Thanks,

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Alternate Point of Contact: [Ed\\_Marunyak@gbtpa.com](mailto:Ed_Marunyak@gbtpa.com) | [717-610-3502](tel:717-610-3502)

**From:** antuan burress <[antuanburress@yahoo.com](mailto:antuanburress@yahoo.com)>

**Sent:** Monday, November 9, 2020 11:35 AM

**To:** Derek Fuhrmann <[Derek\\_Fuhrmann@gbtpa.com](mailto:Derek_Fuhrmann@gbtpa.com)>

**Subject:** Re: Claim No.: 009224-001618-GD-01  
BURRESS-EL, ANTUAN

EXTERNAL

Dear Mr. Fuhrmann,

Per are conversation, these are the pictures requested of the furnace unite in my home.

Respectfully submitted,

Antuan Burrell-El

Sent from Yahoo Mail for iPhone

On Thursday, November 5, 2020, 3:56 PM, Derek Fuhrmann  
<[Derek\\_Fuhrmann@gbtpa.com](mailto:Derek_Fuhrmann@gbtpa.com)> wrote:

Hello Antuan,

It was a pleasure speaking with you this afternoon. As I mentioned over the phone, please provide photos of your damaged furnace. Please be sure to include a photo(s) of the make and serial number for my investigation.

In regards to resolving your claim, please have someone come out and inspect the furnace to determine the reasoning why it is not working. Please ask the repair person to write a report explaining what is damaged and why or how it was damaged and obtain a repair quote so that we can confirm what caused the furnace not to work.

If you have any questions feel free to contact me.

Thank you,

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Alternate Point of Contact: [Ed\\_Marunyak@gbtpa.com](mailto:Ed_Marunyak@gbtpa.com) | [717-610-3502](tel:717-610-3502)

View less

**Subject** RE: Claim No.: 009224-001618-GD-01  
BURRESS-EL, ANTUAN

**From** Derek Fuhrmann  
<Derek\_Fuhrmann@gbtpa.com>

**To:** antuan burress  
<antuanburress@yahoo.com>

**Date** Jan 4 at 6:22 PM

Hello Antuan,

Hope you had an enjoyable holiday.

I am following up with my request for a photo of the furnace information to include model number and serial number. Also, a reminder that I am also requesting an estimate for the repairs and a report explaining the damage.

Thanks,

**Derek Fuhrmann** | Resolution Manager | Gallagher Bassett

**Reporting Branch:** Mechanicsburg Liability Hub (179) | **Office Location:** Ithaca, NY

**Mailing Address:** 1215 Manor Drive, Suite #101 – Mechanicsburg, PA 17055

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**E:** [Derek\\_Fuhrmann@gbtpa.com](mailto:Derek_Fuhrmann@gbtpa.com)

Alternate Point of Contact: Ed Marunyak@gbtpa.com | 717-610-3502

**From:** Derek Fuhrmann

**Sent:** Tuesday, November 10, 2020 9:49 AM

**To:** 'antuan burress' <antuanburress@yahoo.com>

**Subject:** RE: Claim No.: 009224-001618-GD-01  
BURRESS-EL, ANTUAN

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I have received the photos. Can you send a photo of the furnace information? Usually a sticker that lists the manufacturer and model. Also, just to remind you I will need an estimate for repairs and a report explaining the damage to the unit.

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- . - .

**Derek Fuhrmann** | Resolution Manager | Gallagher Bassett

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BURRESS-EL, ANTUAN

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Alternate Point of Contact: [Ed\\_Marunyak@gbtpa.com](mailto:Ed_Marunyak@gbtpa.com) | [717-610-3502](tel:717-610-3502)

**Subject** Re: Claim No.: 009224-001618-GD-01  
BURRESS-EL, ANTUAN

**From** antuan burress  
<antuanburrese@yahoo.com>

**To:** Derek Fuhrmann  
<Derek\_Fuhrmann@gbtpa.com>

**Date** Jan 13 at 5:36 PM

Hi Mr. Fuhrmann,

Thank you for your holiday spirit, I hope you and your family had a happy holiday as well. I am uploading pics now for what information I found on the furnace. Including estimates and report explaining damages. Thank you and we pray to get this situation handled without anymore delays. We have been without heat for all this time.

Antuan Burress-El





HEATING & COOLING  
FREE ESTIMATE  
QUALITY GUARANTEED



Date: 1/2/21  
Customer: \_\_\_\_\_

513-617-5677

Materials & Services

Unit Price Amount

Installation of a Goodman  
60% BTU 96% Furnace with  
duct work or replacement of  
gas or electric  
10 year parts warranty  
1 year labor warranty

Owner Signature: \_\_\_\_\_

Thank You!

HVAC

Service Order  
Invoice

5607 E. Maple  
Cincinnati, OH 45226

Labor	Rate	Amount
Material + Labor		
Total		\$8500

LE HEATING  
FREE ESTIMATE  
QUALITY GUARANTEE

4403 Service  
Cincinnati, OH 45226

20

513

Service  
repairs  
permitted  
with in

Customer Sign

& COOLING  
 TEED  
 427

Date: 1/2/21  
 Customer: \_\_\_\_\_

Call - Dirt from the  
 on the side with  
 visit to operate properly  
 eds to be replaced

Materials & Services	Unit Price	Amount

Signature: *[Signature]*  
 Thank You!

5107 Ebenezer  
 city, OH 43014

# HVAC

Service Order  
 Invoice

Laboer	Rate	Amount
Service Call		
Total		\$1150



View less

**Subject** Claim No.: 009224-001618-GD-01  
BURRESS-EL, ANTUAN

**From** Derek Fuhrmann  
<Derek\_Fuhrmann@gbtpa.com>

**To:** antuanburrese@yahoo.com  
<antuanburrese@yahoo.com>

**Date** Jan 20 at 10:17 AM

Hello Antuan,

At this time based upon our review of this claim, we have concluded the damage was not a result of KS Energy's negligence. As such we cannot establish liability with the client and therefore, we respectfully deny your claim. Attached you will find a formal denial letter.

Thanks you,

**Derek Fuhrmann** | Resolution Manager | Gallagher Bassett

**Reporting Branch:** Mechanicsburg Liability Hub (179) | **Office Location:** Ithaca, NY

**Mailing Address:** 1215 Manor Drive, Suite #101 - Mechanicsburg, PA 17055

**D:** 717-610-3860 | **F:** 717-697-1402

**E:** [Derek\\_Fuhrmann@gbtpa.com](mailto:Derek_Fuhrmann@gbtpa.com)

Alternate Point of Contact: Ed Marunyak@gbtpa.com | [717-610-3502](tel:717-610-3502)



009224-001618-GD-01 Denial Letter.pdf

**Subject** Re: Claim No.: 009224-001618-GD-01  
BURRESS-EL, ANTUAN

**From** antuan burress  
<antuanburress@yahoo.com>

**To:** Derek Fuhrmann  
<Derek\_Fuhrmann@gbtpa.com>

**Date** Jan 20 at 11:54 AM

Hi Mr. Fuhrmann,

I just received your letter denying the liability of the damages done by KS Energy. But we have a few problems with your investigation:

1. I am not the homeowner- Homeowner: Herbert Barber
2. I'm not skilled or qualified to touch a furnace.
3. I do not have any knowledge of how furnace parts look or how furnace parts operate.
4. I would not touch anything in the house because it does not belong to me.

You must use common sense and assessment in your judgment of an investigation. Before you go off the assumption that a person who's not a home owner and has no knowledge of how a furnace even works.

You need a proper investigation unbiased and impartial. Going forward I will have the homeowner reach out to you and your office to deal with this matter.

Antuan Burress-El

Sent from Yahoo Mail for iPhone

On Wednesday, January 20, 2021, 10:17 AM, Derek Fuhrmann <Derek\_Fuhrmann@gbtpa.com> wrote:

Hello Antuan,

At this time based upon our review of this claim, we have concluded the damage was not a result of KS Energy's negligence. As such we cannot establish liability with the client and therefore, we respectfully deny your claim. Attached you will find a formal

we respectfully deny your claim. Attached you will find a formal denial letter.

Thanks you,

**Derek Fuhrmann** | Resolution Manager | Gallagher Bassett

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Alternate Point of Contact: Ed Marunyak@gbtpa.com | [717-610-3502](tel:717-610-3502)

View less

January 20, 2021

ANTUAN BURRESS-EL  
5607 EBERSOLE AVENUE  
CINNINCINATI, OH 45227

Re: Our Claim Number: 009224-001618-GD-01  
Our Client: KS Energy, LLC & Artera Services, LLC  
Underwriting Co.: AXA XL Insurance Company  
Date of Loss/Accident: May 18, 2020  
Claimant Name: Antuan Burress-El  
Your Claim Number: N/A  
Accident Location: 5607 Ebersole Ave., Cincinnati, OH

Dear Antuan Buress-El,

This letter is to advise that we have completed our investigation into your claim against our client, KS Energy, LLC & Artera Services, LLC.

We have concluded our investigation with our client and carefully reviewed all information, both gathered and provided. Our investigation revealed the damage to furnace was not caused by negligence of KS Energy (KSE). KSE denies physically replacing the faulty part in the furnace but admits to supplying the thermocouple to the claimant and being there when the homeowner, himself, installed the part. As there was no contact with the part or unit KSE cannot be held liable for the repairs damaging the unit. Furthermore, in our investigation, we have not been able to find any negligence in KSE's work or the KSE's tech's actions. This, combined with other plumbers not wanting to work on the furnace due to its age, points to towards an age / maintenance issue.

At this time based upon our review of this claim, we have concluded the damage was not a result of KS Energy's negligence. As such we cannot establish liability with the client and therefore, we respectfully deny your claim.

If you have not done so, it is suggested that you report this claim to your own insurance company for their handling.

Please be advised that Ohio has a two-year statute of limitations regarding property damage claims.

If you have any questions regarding this decision, please contact the undersigned.

Sincerely,

*Derek Fuhrmann*

Derek Fuhrmann | Resolution Manager

P.O Box 2934  
Clinton, IA 52733-2934  
D: 717-610-3860  
F: 717-697-1402  
E: [Derek\\_Fuhrmann@gbtpa.com](mailto:Derek_Fuhrmann@gbtpa.com)

**Subject** Fwd: 5607 Ebersole Cincinnati Ohio  
45227 furnace repair or replaced  
refused by your company claims that  
the parts were sent out to the tenant  
which is a total lie and I need to be  
made whole every thing in and on my  
property was in good working order  
until

**From** Herbert Barber  
<herbbigpimp@gmail.com>

**To:** antuan burress  
<antuanburress@yahoo.com>

**Date** Jan 21 at 10:36 AM

Sent from my iPhone

Begin forwarded message:

**From:** Derek Fuhrmann  
<Derek\_Fuhrmann@gbtpa.com>  
**Date:** January 20, 2021 at 1:17:30 PM EST  
**To:** Herbert Barber <herbbigpimp@gmail.com>  
**Subject: RE: 5607 Ebersole Cincinnati Ohio 45227  
furnace repair or replaced refused by your  
company claims that the parts were sent out to the  
tenant which is a total lie and I need to be made  
whole every thing in and on my property was in  
good working order until**

Hello Herbert,

With the information provided we stand behind our denial of this claim. I am unable to read your prior email. If you dispute our findings please provide your theory of liability along with documentation and photos that support it including maintenance and repair record. Please also include the claim number in any correspondence.

Thank you,

Derek Fuhrmann | Resolution Manager | Gallagher

Bassett

Reporting Branch: Mechanicsburg Liability Hub (179) I

Office Location: Ithaca, NY

Mailing Address: 1215 Manor Drive, Suite #101 -  
Mechanicsburg, PA 17055

D: 717-610-3860 | F: 717-697-1402

E: [Derek\\_Fuhrmann@gbtpa.com](mailto:Derek_Fuhrmann@gbtpa.com)

Alternate Point of Contact: [Ed\\_Marunyak@gbtpa.com](mailto:Ed_Marunyak@gbtpa.com)

I 717-610-3502

-----Original Message-----

From: Herbert Barber <[herbbigpimp@gmail.com](mailto:herbbigpimp@gmail.com)>

Sent: Wednesday, January 20, 2021 12:24 PM

To: Derek Fuhrmann <[Derek\\_Fuhrmann@gbtpa.com](mailto:Derek_Fuhrmann@gbtpa.com)>

Subject: 5607 Ebersole Cincinnati Ohio 45227 furnace  
repair or replaced refused by your company claims  
that the parts were sent out to the tenant which is a  
total lie and I need to be made whole every thing in  
and on my property was in good working order until ...

[EXTERNAL]

Sent from my iPhone



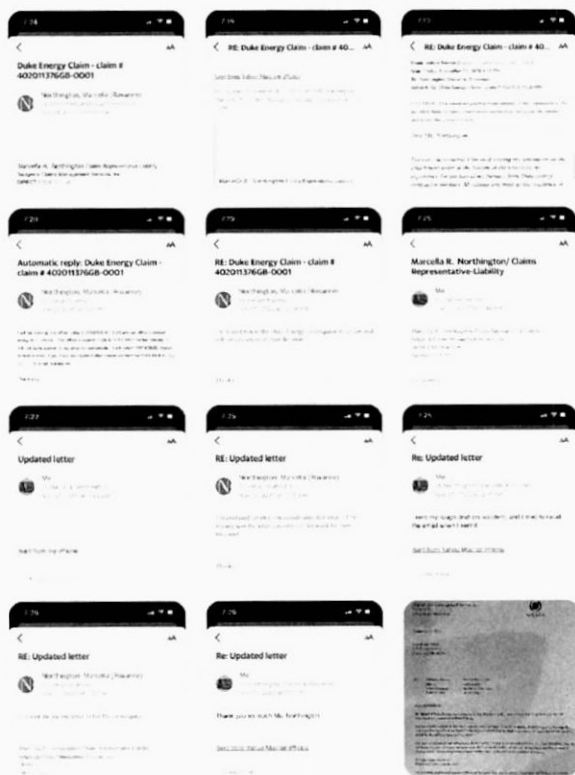
**Subject** Fw: 402011376GB-0001.PNG

**From** antuan burress  
<antuanburress@yahoo.com>

**To:** PUCO Consumer Call Center  
<contactthepuco@puc.state.oh.us>

**Date** Feb 25 at 2:27 AM

View less



Duke energy.docx



Duke energy.docx

Sedgwick Claims Management Services, Inc.  
Po Box 14151  
Lexington, KY 40512-4151



December 07, 2020

Antuan Burrese-El  
5607 Eversole Ave  
Cincinnati, OH 45227

RE:      Claimant Name:      Antuan Burrese-El  
         Client:                Duke Energy  
         Claim Number:        402011376GB-0001  
         Date of Loss:          04/01/2020

Dear Sir/Madame:

On behalf of Duke Energy, our company is handling your claim. We are writing to update you on the investigation completed by Duke Energy.

*Our information indicates that you have reported damages to your property. Duke Energy's investigation indicates that one of our contractors has recently worked on or near your property, and therefore we are referring the claim to them for handling.*

For your convenience, we will contact the contractor and refer your claim to them for their handling. For this particular incident, the contractor in question is an entity called, KS Energy. If you have not heard from KS Energy within five business days, please contact Beau Keckeisen at the number provided.

Contact: Beau Keckeisen  
Phone 262-574-5100 ext. 119

We sincerely regret your loss and the inconvenience that you incurred. If you have any questions, please contact me at the number listed above. Sedgwick manages claims on behalf of Duke Energy Corporation.

We value your privacy. For more on what personal information we may collect, how we may use this information and other important areas relating to your privacy and data protection, please read our privacy notice [www.sedgwick.com](http://www.sedgwick.com).

Sincerely,



\* C 2 0 2 2 4 9 4 2 . 1 1 0 - 4 1 7 3 \*

**Subject** Recker And Boerger Quote  
**From** antuan burress  
<antuanburress@yahoo.com>  
**To:** <bret.litmer@duke-energy.com>, PUCO  
Consumer Call Center  
<contactthepuco@puc.state.oh.us>,  
Herbert Barber  
<herbbigpimp@gmail.com>  
**Date** Mar 4 at 1:51 PM

Hi Mr. Bret Litmer,

Per our conversation yesterday you requested for me to get a quote for a new furnace. And you also requested a copy of the denial letter that was sent from your contractor KS Energy. I hope that this information including the denial letter that was sent yesterday to you by email will suffice your request from me. Thank you!

Respectfully submitted,  
Antuan Burress-El

<https://my.thecomfortzone.com/quote-mobile/f0328319d76c418abd9b60f9a6f7e29c/d0dbe915091d400bd8ee7f27f0791303>

Sent from Yahoo Mail for iPhone

**Subject** RE: [EXTERNAL] Recker And Boerger  
Quote

**From** Litmer, Bret <Bret.Litmer@duke-energy.com>

**To:** antuan burress  
<antuanburress@yahoo.com>

**Date** Mar 4 at 3:15 PM

The link you provided takes me to a blank page for Recker and Boerger. Can you please provide a copy of their quote?

Thanks

**From:** antuan burress <antuanburress@yahoo.com>

**Sent:** Thursday, March 4, 2021 1:52 PM

**To:** Litmer, Bret <Bret.Litmer@duke-energy.com>; PUCO  
Consumer Call Center <contactthepuco@puc.state.oh.us>;  
Herbert Barber <herbbigpimp@gmail.com>

**Subject:** [EXTERNAL] Recker And Boerger Quote

**\*\*\* CAUTION! EXTERNAL SENDER \*\*\* STOP.  
ASSESS. VERIFY!!** Were you expecting this email?  
Are grammar and spelling correct? Does the content  
make sense? Can you verify the sender? If suspicious  
report it, then do not click links, open attachments or  
enter your ID or password.

Hi Mr. Bret Litmer,

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[https://my.thecomfortzone.com/quote-  
mobile/f0328319d76c418abd9b60f9a6f7e29c/d0dbe91509  
1d400bd8ee7f27f0791303](https://my.thecomfortzone.com/quote-mobile/f0328319d76c418abd9b60f9a6f7e29c/d0dbe915091d400bd8ee7f27f0791303)

**Subject** Fw: [EXTERNAL] Recker And Boerger  
Quote

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<antuanburress@yahoo.com>

**To:** <bret.litmer@duke-energy.com>, PUCO  
Consumer Call Center  
<contactthepuco@puc.state.oh.us>,  
Herbert Barber  
<herbbigpimp@gmail.com>

**Date** Mar 4 at 6:48 PM

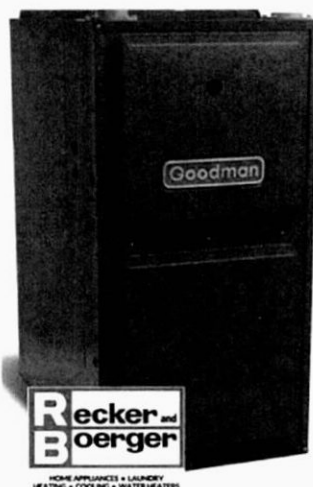


## Herbert Barber

5607 EBERSOLE AVE CINCINNATI OH 45227-1201

(513) 885-7064

Quote #HV002537



\$3,599.00

Furnace



### Furnace

- 96% efficient 60,000 BTU gas furnace

70% efficient 60,000 BTU gas furnace

- Sealed combustion, safe, clean and efficient
- Single stage gas valve with one "high-stage" setting
- Multi-speed ECM blower motor
- 1 year labor limited warranty
- 10 year parts limited warranty
- 10 year unit replacement heat exchanger limited warranty
- Lifetime heat exchanger limited warranty



**BETTER  
FURNACE**

\$600.00



**BEST  
FURNACE**

\$1,100.00

\*\*\*System needs to be 40k BTU, 710sqft home\*\*\* Price includes removing floor furnace, installing new duct system with 5-6 heat runs, running gas line for new furnace, installing pvc pipe for flue and fresh air intake, permits and taxes. Total: \$8695.00



**Call Allen 513.881.4702**

Sent from Yahoo Mail for iPhone

Begin forwarded message:

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<[Bret.Litmer@duke-energy.com](mailto:Bret.Litmer@duke-energy.com)> wrote:

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**Sent:** Thursday, March 4, 2021 1:52 PM

**To:** Litmer, Bret <[Bret.Litmer@duke-energy.com](mailto:Bret.Litmer@duke-energy.com)>; PUCO Consumer Call Center

<[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>; Herbert Barber

<[herbbigpimp@gmail.com](mailto:herbbigpimp@gmail.com)>

**Subject:** [EXTERNAL] Recker And Boerger Quote

**\*\*\* CAUTION! EXTERNAL SENDER \*\*\* STOP. ASSESS. VERIFY!!** Were you expecting this email? Are grammar and spelling correct? Does the content make sense? Can you verify the sender? If suspicious report it, then do not click links, open attachments or enter your ID or password.

Hi Mr. Bret Litmer,

Per our conversation yesterday you requested for me to get a quote for a new furnace. And you also requested a copy of the denial letter that was sent from your contractor KS Energy. I hope that this information including the denial letter that was sent yesterday to you by email will suffice your request from me. Thank you!

Respectfully submitted,  
Antuan Burress-El

<https://my.thecomfortzone.com/quote-mobile/f0328319d76c418abd9b60f9a6f7e29c/d0dbe915091d400bd8ee7f27f0791303>

Sent from Yahoo Mail for iPhone

View less

**Subject** Re: [EXTERNAL] Recker And Boerger  
Quote

**From** antuan burress  
<antuanburress@yahoo.com>

**To:** <bret.litmer@duke-energy.com>, PUCO  
Consumer Call Center  
<contactthepuco@puc.state.oh.us>,  
Herbert Barber  
<herbbigpimp@gmail.com>

**Date** Mar 4 at 6:51 PM





HOME APPLIANCES • LAUNDRY  
HEATING • COOLING • WATER HEATERS

HV002538

Herbert Barber

5607 EBERSOLE AVE  
CINCINNATI OH 45227-  
1201  
(513) 885-7064

\$3,599.00

#### Furnace

- 96% efficient 80,000 BTU gas furnace
- Sealed combustion, safe, clean and efficient
- Single stage gas valve with one "high-stage" setting
- Multi-speed ECM blower motor
- 1 year labor limited warranty
- 10 year parts limited warranty
- 10 year unit replacement heat exchanger limited warranty
- Lifetime heat exchanger limited warranty



\*\*\*System needs to be 40k BTU, 710sqft home\*\*\* Price includes removing floor furnace, installing new duct system with 5-6 heat runs, running gas line for new furnace, installing pvc pipe for flue and fresh air intake, permits and taxes. Total: \$8685.00

Call Allen 513.881.4702

Sent from Yahoo Mail for iPhone

On Thursday, March 4, 2021, 6:48 PM, antuan burress  
<antuanburress@yahoo.com> wrote:

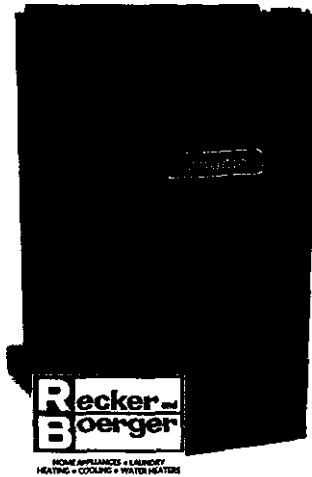


# Herbert Barber

5607 EBERSOLE AVE CINCINNATI OH 45227-1201

(513) 885-7064

Quote #HV002537



\$3,599.00

Furnace



## Furnace

- 96% efficient 60,000 BTU gas furnace
- Sealed combustion, safe, clean and efficient
- Single stage gas valve with one "high-stage" setting
- Multi-speed ECM blower motor

- 1 year labor limited warranty
- 10 year parts limited warranty
- 10 year unit replacement heat exchanger limited warranty
- Lifetime heat exchanger limited warranty



**BETTER  
FURNACE**

\$600.00



**BEST  
FURNACE**

\$1,100.00

\*\*\*System needs to be 40k BTU, 710sqft home\*\*\* Price includes removing floor furnace, installing new duct system with 5-6 heat runs, running gas line for new furnace, installing pvc pipe for flue and fresh air intake, permits and taxes. Total: \$8695.00



**Call Allen 513 881 4702**

Sent from Yahoo Mail for iPhone

Begin forwarded message:

On Thursday, March 4, 2021, 3:15 PM, Litmer, Bret  
<Bret.Litmer@duke-energy.com> wrote:

The link you provided takes me to a blank page for Recker and Boerger. Can you please provide a copy of their quote?

Thanks

**From:** antuan burress <antuanburress@yahoo.com>

**Sent:** Thursday, March 4, 2021 1:52 PM  
**To:** Litmer, Bret <Bret.Litmer@duke-energy.com>;  
PUCO Consumer Call Center  
<contactthepuco@puc.state.oh.us>; Herbert Barber  
<herbbigpimp@gmail.com>  
**Subject:** [EXTERNAL] Recker And Boerger Quote

**\*\*\* CAUTION! EXTERNAL SENDER \*\*\* STOP.  
ASSESS. VERIFY!!** Were you expecting this email?  
Are grammar and spelling correct? Does the content  
make sense? Can you verify the sender? If  
suspicious report it, then do not click links, open  
attachments or enter your ID or password.

Hi Mr. Bret Litmer,

Per our conversation yesterday you requested for me to  
get a quote for a new furnace. And you also requested  
a copy of the denial letter that was sent from your  
contractor KS Energy. I hope that this information  
including the denial letter that was sent yesterday to  
you by email will suffice your request from me. Thank  
you!

Respectfully submitted,  
Antuan Burrell-El

[https://my.thecomfortzone.com/quote-  
mobile/f0328319d76c418abd9b60f9a6f7e29c/d0dbe915  
091d400bd8ee7f27f0791303](https://my.thecomfortzone.com/quote-mobile/f0328319d76c418abd9b60f9a6f7e29c/d0dbe915091d400bd8ee7f27f0791303)

Sent from Yahoo Mail for iPhone

View less

**DUKE ENERGY**

Account Number 0890-0348-38-0

10 14

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

☐

Due Date	Amount Due
Jan 10, 2020	\$ 261.58

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

024737 000004889



ANTUAN BURRESS-EL  
5607 EBERSOLE AVE  
CINCINNATI OH 45227-1201

PO Box 1326  
Charlotte NC 28201-1326



2 6789

400 00000261580 08900348380 011020208 00000265500

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT

Page 1 of 2

Name /Service Address	For Inquiries Call	Account Number
Antuan Burress-El 5607 Ebersole Cincinnati OH 45227	Duke Energy 1-800-544-6900	0890-0348-38-0

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Dec 19 not included Last payment received Dec 10 Bill prepared on Dec 19, 2019 Next meter reading Jan 21, 2020

Meter	Number	Reading From	Reading To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas	000954364	Nov 18	Dec 18	30	2428	2473	45
Elec	100657481	Nov 18	Dec 18	30	56526	58545	2,019

Gas - Residential	Current Billing
Usage - 45 CCF	Amt Due - Previous Bill \$ 241.37
Duke Energy - Rate RS \$ 58.06	Payment(s) Received 241.37cr
<b>Current Gas Charges \$ 58.06</b>	<b>Balance Forward 0.00</b>
Gas Cost Recovery \$0.38169470/CCF	Current Gas Charges 58.06
	Current Electric Charges 203.52
	<b>Current Amount Due \$ 261.58</b>

Electric - Residential
Usage - 2,019 kWh
Duke Energy - Rate RS \$ 203.52
<b>Current Electric Charges \$ 203.52</b>

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.3816947 per CCF, which includes a base GCR of \$0.3639 and Ohio excise tax of \$0.0177947.

Our community is stronger when neighbors help neighbors. Help a neighbor in need stay warm this winter with a contribution to HeatShare. To donate, see the enclosed bill insert or go to [duke-energy.com/donate](http://duke-energy.com/donate).

Smart meter technology allows Duke Energy the ability to remotely disconnect your electric service. If electric service is to be disconnected for nonpayment, a Duke Energy employee will not visit your home. Rather, we will attempt to contact you by text and/or phone message.

Due Date	Amount Due	After Jan 10, 2020
Jan 10, 2020	\$ 261.58	\$ 265.50



Name	Service Address	Account Number
Antuan Burrese-EI	5607 Ebersole Cincinnati OH 45227	0890-0348-38-0

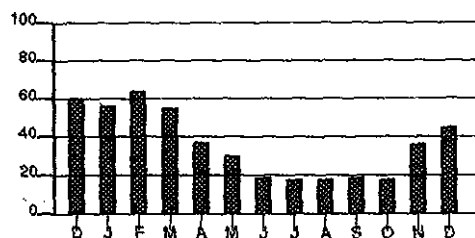
**PRICE TO COMPARE:** In order for you to save money, an electric supplier must offer you a price lower than 4.57 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov). To learn more about Price to Compare, visit [www.duke-energy.com](http://www.duke-energy.com) or contact Duke Energy for a written explanation.

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.00. Peak Demand Reduction = \$0.00. and Renewable Energy = \$1.99.

Explanation of Current Charges		
<b>Gas</b>	<b>Duke Energy</b>	
Meter - 000954364	Rate RS - Residential Service	
CCF Usage - 45	Fixed Delivery Service Charge	\$ 33.03
Nov 18 - Dec 18	Usage-Based Charge	
30 Days	45 CCF @ \$ 0.03272800	1.47
	Gas Delivery Riders	6.38
	Gas Cost Recovery	
	45 CCF @ \$ 0.38169470	17.18
		\$ 58.06
	<b>Total Current Gas Charges</b>	<b>\$ 58.06</b>
<b>Electric</b>	<b>Duke Energy</b>	
Meter - 100657481	Rate RS - Residential Svc-Winter	
kWh Usage - 2,019	Distribution-Customer Chg	\$ 6.00
Nov 18 - Dec 18	Delivery Charges	
30 Days	Distribution-Energy Chg	
	2,019 kWh @ \$ 0.03148200	63.56
	Delivery Riders	40.70
	Total Delivery Charges	\$ 104.26
	Generation Riders	0.94
	Generation Charges	
	Rider RC	20.60
	Rider RE	77.23
	Rider AERR	0.19
	Rider SCR	5.70cr
	Total Generation Charges	\$ 92.32
		203.52
	<b>Total Current Electric Charges</b>	<b>\$ 203.52</b>

CCF

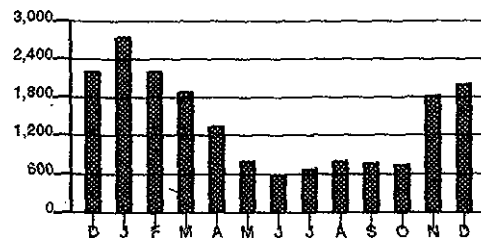
Gas Usage



Calculations based on most recent 12 month history  
Total Usage 415  
Average Usage 35

kWh

Electric Usage



Calculations based on most recent 12 month history  
Total Usage 16,857  
Average Usage 1,388

	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Gas	60	56	64	55	37	30	19	18	18	19	18	36	45
Electric	2,220	2,769	2,221	1,895	1,357	823	627	708	834	785	776	1,843	2,019



## DUKE ENERGY

Account Number 0890-0348-38-0

10 14

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

Due Date	Amount Due
Feb 13, 2020	\$ 264.76

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

024694 000005599



ANTUAN BURRESS-EL  
5607 EBERSOLE AVE  
CINCINNATI OH 45227-1201

PO Box 1326  
Charlotte NC 28201-1326

400 00000264768 08900348380 021320200 00000268739

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT

Page 1 of 3

Name /Service Address	For Inquiries Call	Account Number
Antuan Burress-El 5607 Ebersole Cincinnati OH 45227	Duke Energy 1-800-544-6900	0890-0348-38-0

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Jan 22 not included Last payment received Jan 13 Bill prepared on Jan 22, 2020 Next meter reading Feb 19, 2020

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Gas	000954364	Dec 18 Jan 21	34	2473	2536	63
Elec	100657481	Dec 18 Jan 21	34	58545	60565	2,020

Gas - Residential
Usage - 63 CCF
Duke Energy - Rate RS \$ 65.77
<b>Current Gas Charges \$ 65.77</b>
Gas Cost Recovery \$0.3762404/CCF

Current Billing
Amt Due - Previous Bill \$ 261.58
Payment(s) Received 265.80cr
<b>Balance Forward 4.22cr</b>
Current Gas Charges 65.77
Current Electric Charges 203.21
<b>Current Amount Due \$ 264.76</b>

Electric - Residential
Usage - 2,020 kWh
Duke Energy - Rate RS \$ 203.21
<b>Current Electric Charges \$ 203.21</b>

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.3762404 per CCF, which includes a base GCR of \$0.3587000 and Ohio excise tax of \$0.0175404.

Pursuant to state law, the Universal Service Fund rider (Rider USF) has been adjusted. In Case No. 17-1263-EL-SSO, the PUCO approved adjustments to Rider AER-R (Alternative Energy Recovery), Rider DCI (Distribution Capital Investment), and Rider SCR (Supplier Cost Reconciliation). In Case No. 19-2123-EL-ATA, the PUCO approved adjustments to Rider LGR (Legacy Generation Rider) and Rider PSR (Price Stabilization Rider). Overall, a typical residential customer using 1,000 kWh per month will see an increase of approximately \$0.30 or 0.26% per month effective January 2020.

Due Date	Amount Due	After
Feb 13, 2020	\$ 264.76	Feb 13, 2020
		\$ 268.73



Name	Service Address	Account Number
Antuan Burrell-EI	5607 Ebersole Cincinnati OH 45227	0890-0348-38-0

Smart meter technology allows Duke Energy the ability to remotely disconnect your electric service. If electric service is to be disconnected for nonpayment, a Duke Energy employee will not visit your home. Rather, we will attempt to contact you by text and/or phone message.

**PRICE TO COMPARE:** In order for you to save money, an electric supplier must offer you a price lower than 4.61 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov). To learn more about Price to Compare, visit [www.duke-energy.com](http://www.duke-energy.com) or contact Duke Energy for a written explanation.

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.00, Peak Demand Reduction = \$0.00, and Renewable Energy = \$1.99.

Explanation of Current Charges		
<b>Gas</b> Meter - 000954364 CCF Usage - 63 Dec 18 - Jan 21 34 Days	<b>Duke Energy</b>	
	Rate RS - Residential Service	
	Fixed Delivery Service Charge	\$ 33.03
	Usage-Based Charge	
	63 CCF @ \$ 0.03272800	2.06
	Gas Delivery Riders	6.98
	Gas Cost Recovery	
	63 CCF @ \$ 0.37624040	23.70
		\$ 65.77
	<b>Total Current Gas Charges</b>	<b>\$ 65.77</b>
<b>Electric</b> Meter - 100657481 kWh Usage - 2,020 Dec 18 - Jan 21 34 Days	<b>Duke Energy</b>	
	Rate RS - Residential Svc-Winter	
	Distribution-Customer Chg	\$ 6.00
	Delivery Charges	
	Distribution-Energy Chg	
	2,020 kWh @ \$ 0.03148200	63.59
	Delivery Riders	39.50
	Total Delivery Charges	\$ 103.09
	Generation Riders	0.94
	Generation Charges	
	Rider RC	20.60
	Rider RE	77.26
	Rider AERR	0.43
	Rider SCR	5.11cr
	Total Generation Charges	\$ 93.18
		203.21
	<b>Total Current Electric Charges</b>	<b>\$ 203.21</b>



Account Number 0890-0348-38-0

10 14

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

Due Date	Amount Due
Mar 13, 2020	\$ 269.90

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

023664 000005239



ANTUAN BURRESS-EL  
5607 EBERSOLE AVE  
CINCINNATI OH 45227-1201

PO Box 1326  
Charlotte NC 28201-1326



2 678

400 00000269905 08900348380 031320208 00000273953

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Page 1 of 3

Name /Service Address	For Inquiries Call	Account Number
Antuan Burress-El 5607 Ebersole Cincinnati OH 45227	Duke Energy 1-800-544-6900	0890-0348-38-0

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Feb 20 not included Last payment received Feb 14 Bill prepared on Feb 20, 2020 Next meter reading Mar 19, 2020

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Gas	000954364	Jan 21	Jan 31	10	2536	2559	23
Gas	000954364*	Jan 31	Feb 19	19	00000	37	37
Elec	100657481	Jan 21	Jan 31	10	60565	61406	841
Elec	328100865*	Jan 31	Feb 19	19	00000	1267	1,267

\* New Meter

\* New Meter

Gas - Residential	Current Billing
Usage - 60 CCF	Amt Due - Previous Bill \$ 264.76
Duke Energy - Rate RS \$ 63.16	Payment(s) Received 268.73cr
Current Gas Charges \$ 63.16	Balance Forward 3.97cr
Gas Cost Recovery \$0.35463310/CCF	Current Gas Charges 63.16
	Current Electric Charges 210.71
	Current Amount Due \$ 269.90
Electric - Residential	
Usage - 2,108 kWh	
Duke Energy - Rate RS \$ 210.71	
Current Electric Charges \$ 210.71	

A new bill design is coming soon. It's simpler, more reader-friendly and easier to navigate. And it's just one more way we're enhancing your experience. Learn more by visiting [duke-energy.com/MyNewBill](http://duke-energy.com/MyNewBill).

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.3546331 per CCF, which includes a base GCR of \$0.3381000 and Ohio excise tax of \$0.0165331.

Due Date	Amount Due	After
Mar 13, 2020	\$ 269.90	Mar 13, 2020
		\$ 273.95



Name	Service Address	Account Number
Antuan Burrese-EI	5607 Ebersole Cincinnati OH 45227	0890-0348-38-0

**PRICE TO COMPARE:** In order for you to save money, an electric supplier must offer you a price lower than 4.57 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov). To learn more about Price to Compare, visit [www.duke-energy.com](http://www.duke-energy.com) or contact Duke Energy for a written explanation.

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.00, Peak Demand Reduction = \$0.00, and Renewable Energy = \$1.82.

Explanation of Current Charges			
<b>Gas</b>		<b>Duke Energy</b>	
Meter - 000954364		Rate RS - Residential Service	
CCF Usage - 23		Fixed Delivery Service Charge	\$ 33.03
Jan 21 - Jan 31		Usage-Based Charge	
10 Days		60 CCF @ \$ 0.03272800	1.96
Meter - * 000954364		Gas Delivery Riders	6.89
CCF Usage - 37		Gas Cost Recovery	
		60 CCF @ \$ 0.35463310	21.28
Billed CCF - 60			
Jan 31 - Feb 19			
19 Days			
* Meter Change			
<b>Total Current Gas Charges</b>			<b>\$ 63.16</b>
<b>Electric</b>		<b>Duke Energy</b>	
Meter - 100657481		Rate RS - Residential Svc-Winter	
kWh Usage - 841		Distribution-Customer Chg	\$ 6.00
Jan 21 - Jan 31		Delivery Charges	
10 Days		Distribution-Energy Chg	
Meter - * 328100865		2,108 kWh @ \$ 0.03148200	66.36
kWh Usage - 1,267		Delivery Riders	41.09
		Total Delivery Charges	\$ 107.45
Jan 31 - Feb 19		Generation Riders	0.98
19 Days		Generation Charges	
* Meter Change		Rider RC	21.28
		Rider RE	79.89
		Rider AERR	0.45
		Rider SCR	5.34cr
		Total Generation Charges	\$ 96.28
<b>Total Current Electric Charges</b>			<b>\$ 210.71</b>

DUKE ENERGY

Account Number 0890-0348-38-0

10 14

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

☐

Due Date	Amount Due
Apr 13, 2020	\$ 236.68

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

022204 000005095



ANTUAN BURRESS-EL  
5607 EBERSOLE AVE  
CINCINNATI OH 45227-1201

PO Box 1326  
Charlotte NC 28201-1326



2 8

400 00000236683 08900348380 041320206 00000240230

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Page 1 of 3

Name /Service Address	For Inquiries Call	Account Number
Antuan Burress-El 5607 Ebersole Cincinnati OH 45227	Duke Energy 1-800-544-6900	0890-0348-38-0

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Mar 20 not included Last payment received Mar 13 Bill prepared on Mar 20, 2020 Next meter reading Apr 20, 2020

Meter	Number	Reading From	Reading To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas	000954364	Feb 19	Mar 19	29	37	94	57
Elec	328100865	Feb 19	Mar 19	29	1267	2971	1,704

Gas - Residential
Usage - 57 CCF
Duke Energy - Rate RS \$ 59.47
<b>Current Gas Charges \$ 59.47</b>
Gas Cost Recovery \$0.31204780/CCF

Current Billing
Amt Due - Previous Bill \$ 269.90
Payment(s) Received 269.90cr
<b>Balance Forward 0.00</b>
Current Gas Charges 59.47
Current Electric Charges 177.21
<b>Current Amount Due \$ 236.68</b>

Electric - Residential
Usage - 1,704 kWh
Duke Energy - Rate RS \$ 177.21
<b>Current Electric Charges \$ 177.21</b>

Important power line safety reminder. Stay away from power lines. Do not work near overhead lines. Always assume that downed lines are energized and dangerous. Report downed power lines to Duke Energy immediately by calling 1-800-543-5599.

A new bill design is coming soon. It's simpler, more reader-friendly and easier to navigate. And it's just one more way we're enhancing your experience. Learn more by visiting [duke-energy.com/MyNewBill](http://duke-energy.com/MyNewBill).

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.3120478 per CCF, which includes a base GCR of \$0.2975000 and Ohio excise tax of \$0.0145478.

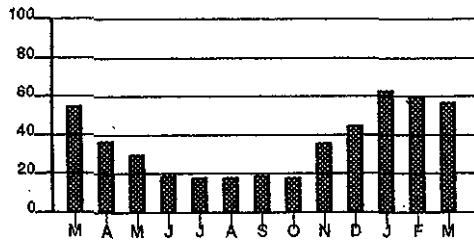
Due Date	Amount Due	After Apr 13, 2020
Apr 13, 2020	\$ 236.68	\$ 240.23



Name	Service Address	Account Number
Antuan Burrese-EI	5607 Ebersole Cincinnati OH 45227	0890-0348-38-0

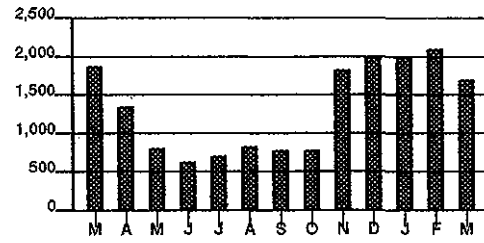
CCF

Gas Usage



kWh

Electric Usage



Calculations based on most recent 12 month history  
 Total Usage 420  
 Average Usage 35

Calculations based on most recent 12 month history  
 Total Usage 15,604  
 Average Usage 1,300

	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
Gas	55	37	30	19	18	18	19	18	36	45	63	60	57
Electric	1,895	1,357	823	627	708	834	785	776	1,843	2,019	2,020	2,108	1,704

# DUKE ENERGY

Account Number 0890-0348-38-0

10 14

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

☐

Due Date	Amount Due
May 13, 2020	\$ 243.37

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

018246 000004057  
ANTUAN BURRESS-EL  
5607 EBERSOLE AVE  
CINCINNATI OH 45227-1201



PO Box 1326  
Charlotte NC 28201-1326

400 00000243370 08900348380 051320204 00000243370

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT

Page 1 of 3

Name /Service Address	For Inquiries Call	Account Number
Antuan Burress-El 5607 Ebersole Cincinnati OH 45227	Duke Energy 1-800-544-6900	0890-0348-38-0

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Apr 21 not included Bill prepared on Apr 21, 2020 Next meter reading May 19, 2020

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Gas	000954364	Mar 19 Apr 20	32	94	145	51
Elec	328100865	Mar 19 Apr 20	32	2971	4324	1,353

Gas - Residential
Usage - 51 CCF
Duke Energy - Rate RS \$ 53.85
Current Gas Charges \$ 53.85
Gas Cost Recovery \$0.24638660/CCF

Current Billing
Amt Due - Previous Bill \$ 236.68
<b>Balance Forward 236.68</b>
Current Gas Charges 53.85
Current Electric Charges 149.52
Agmt #5117213 Amt Due 40.00
Transfer to Agmt #5117213 236.68cr
<b>Current Amount Due \$ 243.37</b>

Electric - Residential
Usage - 1,353 kWh
Duke Energy - Rate RS \$ 149.52
Current Electric Charges \$ 149.52

Account Balance
Current Charges \$ 203.37
Agreement Balance 236.68
<b>Total Account Balance \$ 440.05</b>

Know what's below. Call before you dig. Always call 811 before you dig, it's the law. Making this free call at least 48 hours before you dig gets utility lines marked and helps protect you from injury and expense. Call 811 or visit [oups.org](http://oups.org).

Have concerns about a possible environmental or regulatory violation involving Duke Energy? You can report it anonymously 24/7 at 1-855-355-7042 or at [duke-energy-env.alertline.com](http://duke-energy-env.alertline.com).

Due Date	Amount Due
May 13, 2020	\$ 243.37



Name	Service Address	Account Number
Antuan Burrese-EI	5607 Ebersole Cincinnati OH 45227	0890-0348-38-0

As a provider of an essential service, we are determined to continue delivering reliable power while helping protect the health & well-being of our communities. Visit [dukeenergyupdates.com](http://dukeenergyupdates.com) to learn what we're doing in response to COVID-19.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.2463866 per CCF, which includes a base GCR of \$0.2349000 and Ohio excise tax of \$0.0114866.

Per the Electric Security Plan approved in Case No. 17-1263-EL-SSO, the PUCO approved adjustments to Rider AER-R (Alternative Energy Recovery), Rider DCI (Distribution Capital Investment), and Rider SCR (Supplier Cost Reconciliation). Overall, a typical residential customer using 1,000 kWh per month will see an increase of approximately \$1.92 or 1.7% per month effective April 2020.

Smart meter technology allows Duke Energy the ability to remotely disconnect your electric service. If electric service is to be disconnected for nonpayment, a Duke Energy employee will not visit your home. Rather, we will attempt to contact you by text and/or phone message.

**PRICE TO COMPARE:** In order for you to save money, an electric supplier must offer you a price lower than 5.31 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov). To learn more about Price to Compare, visit [www.duke-energy.com](http://www.duke-energy.com) or contact Duke Energy for a written explanation.

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.00. Peak Demand Reduction = \$0.00, and Renewable Energy = \$1.17.

Explanation of Current Charges			
<b>Gas</b>		<b>Duke Energy</b>	
Meter - 000954364		Rate RS - Residential Service	
CCF Usage - 51		Fixed Delivery Service Charge	\$ 33.03
Mar 19 - Apr 20		Usage-Based Charge	
32 Days		51 CCF @ \$ 0.03272800	1.67
		Gas Delivery Riders	6.58
		Gas Cost Recovery	
		51 CCF @ \$ 0.24638660	12.57
			\$ 53.85
		<b>Total Current Gas Charges</b>	<b>\$ 53.85</b>
<b>Electric</b>		<b>Duke Energy</b>	
Meter - 328100865		Rate RS - Residential Svc-Winter	
kWh Usage - 1,353		Distribution-Customer Chg	\$ 6.00
Mar 19 - Apr 20		Delivery Charges	
32 Days		Distribution-Energy Chg	
		1,353 kWh @ \$ 0.03148200	42.60
		Delivery Riders	28.39
		Total Delivery Charges	\$ 70.99
		Generation Riders	0.63
		Generation Charges	
		Rider RC	15.49
		Rider RE	57.30
		Rider AERR	0.24
		Rider SCR	1.13cr
		Total Generation Charges	\$ 71.90
			149.52
		<b>Total Current Electric Charges</b>	<b>\$ 149.52</b>

## REMINDER NOTICE

Account Number 0890-0348-38-0

10 14

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

Due Date	Amount Due
Jun 11, 2020	\$ 611.36

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

022535 000004833



ANTUAN BURRESS-EL  
5607 EBERSOLE AVE  
CINCINNATI OH 45227-1201

PO Box 1326  
Charlotte NC 28201-1326

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400 00000611360 08900348380 061120203 00000611360

## REMINDER NOTICE

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT

Page 1 of 3

Name /Service Address	For Inquiries Call	Account Number
Antuan Burress-El 5607 Ebersole Cincinnati OH 45227	Duke Energy 1-800-544-6900	0890-0348-38-0

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after May 20 not included Bill prepared on May 20, 2020 Next meter reading Jun 18, 2020

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		Days	Meter Reading		Usage
		From	To		Previous	Present	
Gas	000954364	Apr 20	May 19	29	145	174	29
Elec	328100865	Apr 20	May 19	29	4324	5393	1,069

Gas - Residential	
Usage -	29 CCF
Duke Energy - Rate RS	\$ 46.80
Current Gas Charges	\$ 46.80
Gas Cost Recovery \$0.24512790/CCF	

Current Billing	
Amt Due - Previous Bill	\$ 243.37
Balance Forward	243.37
Current Gas Charges	46.80
Current Electric Charges	124.51
Agmt #5117213 Ending Bal	196.68
Current Amount Due	\$ 611.36

Electric - Residential	
Usage -	1,069 kWh
Duke Energy - Rate RS	\$ 124.51
Current Electric Charges	\$ 124.51

PLEASE NOTE: Our records indicate that your previous bill was not paid in full. As a result, you have been removed from your agreement. The entire agreement balance is now due.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.2451279 per CCF, which includes a base GCR of \$0.2337000 and Ohio excise tax of \$0.0114279.

## REMINDER NOTICE

Due Date	Amount Due
Jun 11, 2020	\$ 611.36



## REMINDER NOTICE

Page 2 of 3

Name	Service Address	Account Number
Antuan Burrese-EI	5607 Ebersole Cincinnati OH 45227	0890-0348-38-0

In Case No. 19-1769-GA-RDR, the PUCO approved a change to Rider AMRP, Accelerated Main Replacement Program. This change results in a decrease of \$0.13 per month to your bill.

Energy theft affects all of us - driving up energy costs and increasing the risk to public safety. You can help by reporting suspicious activity. Call 1-800-544-6900 or complete an energy theft form at [duke-energy.com](http://duke-energy.com), under the customer service link.

In Case No. 17-1263-EL-SSO, the PUCO approved a change to Rider DR-ECF (part of the Delivery Riders). A typical residential customer using 1,000 kWh per month will see an increase of approximately \$0.05 or 0.04%.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 5.75 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov). To learn more about Price to Compare, visit [www.duke-energy.com](http://www.duke-energy.com) or contact [Energy](mailto:Energy) for a written explanation.

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.00. Peak Demand Reduction = \$0.00. and Renewable Energy = \$0.92.

Explanation of Current Charges			
<b>Gas</b> Meter - 000954364 CCF Usage - 29 Apr 20 - May 19 29 Days	<b>Duke Energy</b>		
	Rate RS - Residential Service		
	Fixed Delivery Service Charge	\$ 33.03	
	Usage-Based Charge		
	29 CCF @ \$ 0.03272800	0.95	
	Gas Delivery Riders	5.71	
	Gas Cost Recovery		
	29 CCF @ \$ 0.24512790	7.11	\$ 46.80
	<b>Total Current Gas Charges</b>		<b>\$ 46.80</b>
	<b>Duke Energy</b>		
	Rate RS - Residential Svc-Winter		
<b>Electric</b> Meter - 328100865 kWh Usage - 1,069 Apr 20 - May 19 29 Days	Distribution-Customer Chg		\$ 6.00
	Delivery Charges		
	Distribution-Energy Chg		
	1,069 kWh @ \$ 0.03148200	33.65	
	Delivery Riders	22.94	
	Total Delivery Charges	\$ 56.59	
	Generation Riders	0.50	
	Generation Charges		
	Rider RC	13.32	
	Rider RE	48.80	
	Rider AERR	0.19	
	Rider SCR	0.89cr	
	Total Generation Charges	\$ 61.42	124.51
	<b>Total Current Electric Charges</b>		<b>\$ 124.51</b>

Agreement Information			
<b>Summary</b>		Previous Agreement Balance	\$ 196.68
Agreement Number - 5117213		Agreement Balance	\$ 0.00
Agreement Amount - \$ 236.68			
Agreement Date - 03/27/20			
Number of Payments - 6			





duke-energy.com  
1.800.544.6900

## Your Energy Bill

page 1 of 4

Service address  
5607 EBERSOLE  
CINCINNATI OH 45227

Bill date Jul 21, 2020  
For service Jun 18 - Jul 20  
32 days

Account number **0890-0348-38-0**

### Billing summary

Previous amount due	\$343.40
Payment received Jul 16	-150.00
Current Gas Charges	42.50
Current Electric Charges	93.78
<b>Total amount due Aug 12</b>	<b>\$329.68</b>



Thank you for your payment.

Extended payment arrangements are available for customers who have experienced economic hardship during COVID-19. Stay up to date on other actions we're taking to help customers at [dukeenergyupdates.com](http://dukeenergyupdates.com).

Higher temperatures mean higher bills because your AC uses more energy to maintain the same temperature. Keeping your thermostat on the highest comfortable setting means less work for your AC and more savings for you.

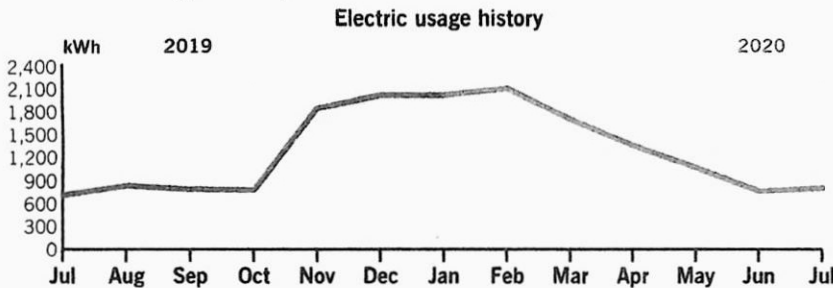
Our standard credit policies may be resuming with your next billing period. If you need additional time to pay, visit [duke-energy.com/extratime](http://duke-energy.com/extratime) or call 800-544-6900 to set up a payment plan.

Per the Electric Security Plan approved in Case No. 17-1263-EL-SSO, the PUCO approved adjustments to Rider AER-R (Alternative Energy Recovery), Rider DCI (Distribution Capital Investment), and Rider SCR (Supplier Cost Reconciliation). In Case No. 20-1093-EL-RDR, the PUCO approved an adjustment to Rider LGR, Legacy Generation Rider (part of the Delivery Riders). Overall, a typical residential customer using 1,000 kWh per month will see an increase of approximately \$0.66 or 0.6% per month effective July 2020.

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

Our simplified energy bill is just one of many steps we are taking to improve your experience. Check out our online tutorial page at [duke-energy.com/TourTheBill](http://duke-energy.com/TourTheBill) to explore the enhancements and find answers to all your questions.

### Your usage snapshot



	Current Month	Jul 2019	12-Month Usage	Avg Monthly Usage
Electric (kWh)	808	708	16,084	1,340
12-month usage based on most recent history				

Mail your payment at least 7 days before the due date or pay instantly at [duke-energy.com/billing](http://duke-energy.com/billing).

Please return this portion with your payment. Thank you for your business.



Duke Energy Return Mail  
PO Box 1090  
Charlotte, NC 28201-1090

Account number  
**0890-0348-38-0**

#### Amount due

**\$329.68**  
by Aug 12

Late fees are currently  
suspended due to COVID-19.

\$ \_\_\_\_\_  
Add here, to help others with  
a contribution to HeatShare.

\$ \_\_\_\_\_  
Amount enclosed

021608 000004858



ANTUAN BURRESS-EL  
5607 EBERSOLE AVE  
CINCINNATI OH 45227-1201



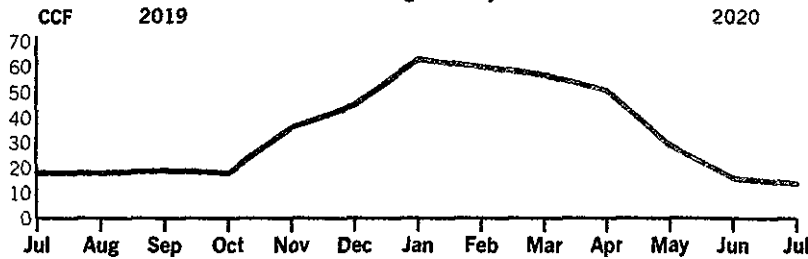
Duke Energy Payment Processing  
PO Box 1326  
Charlotte, NC 28201-1326

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## Your usage snapshot - continued

### Gas usage history



	Current Month	Jul 2019	12-Month Usage	Avg Monthly Usage
Gas (CCF)	14	18	426	36
12-month usage based on most recent history				

### Current electric usage for meter number 328100865

Actual reading on Jul 20	6966
Previous reading on Jun 18	- 6158
Energy used	808 kWh
kWh Usage	808



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

### Current gas usage for meter number 000954364

Actual reading on Jul 20	204
Previous reading on Jun 19	- 190
Gas used	14 CCF



One centum cubic foot (CCF) is the amount of gas in a 100-cubic-foot space. If you have a standard oven, it would take about 20 hours to use 1 CCF of gas.

## Billing details - Electric

Meter - 328100865	
Rate RS - Residential Svc-Summer	
Distribution-Customer Chg	\$6.00
Delivery Charges	
Distribution-Energy Chg	
808 kWh @ \$0.031482	25.44
Delivery Riders	17.84
Generation Riders	0.38
Generation Charges	
Retail Capacity Rider (RC)	10.30
Retail Energy Rider (RE)	34.36
Rider AERR	0.03
Supplier Cost Reconciliation Rider (SCR)	-0.57
<b>Total Charges</b>	<b>\$93.78</b>

Your current rate is Residential Service - Summer (RS).

For a complete listing of all Ohio rates and riders, visit [duke-energy.com/rates](http://duke-energy.com/rates)

**PRICE TO COMPARE:** In order for you to save money, an electric supplier must offer you a price lower than 5.46 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov). To learn more about Price to Compare, visit [www.duke-energy.com](http://www.duke-energy.com) or contact Duke Energy for a written explanation.

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.00, Peak Demand Reduction = \$0.00, and Renewable Energy = \$0.70.

Riders are costs the Public Utilities Commission of Ohio has approved to cover investments in improving the energy infrastructure or other additional expenses.



duke-energy.com  
1.800.544.6900

## Your Energy Bill

page 1 of 4

**Service address**  
5607 EBERSOLE  
CINCINNATI OH 45227

**Bill date** Aug 19, 2020  
**For service** Jul 20 - Aug 18  
29 days

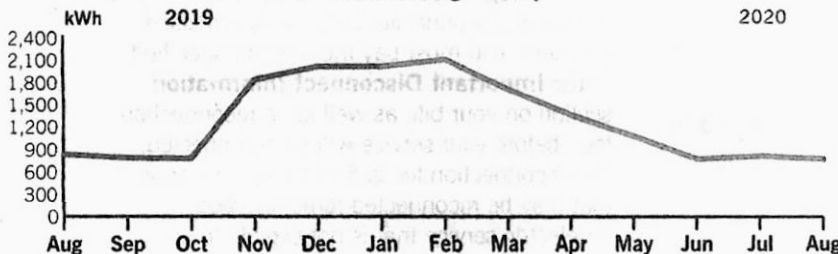
**Account number** 0890-0348-38-0

### Billing summary - Disconnect Notice

Previous amount due	\$329.68
Payment received Aug 11	-193.40
Current Gas Charges	42.61
Current Electric Charges	89.35
<b>Total amount due Sep 10</b>	<b>\$268.24</b>

### Your usage snapshot

Electric usage history



	Current Month	Aug 2019	12-Month Usage	Avg Monthly Usage
Electric (kWh)	766	834	16,016	1,335
12-month usage based on most recent history				

### Important Disconnect Information

Your service may be disconnected if your past due amount of **\$136.28** is not paid by **09/03/2020**. A reconnection charge will be required. In addition, a service deposit may be required; In this situation, **payment arrangements may be available by calling us at the number above.**

If your service is disconnected for non payment, in addition to a reconnection charge, you may be required to pay a deposit in the amount of \$250.00 before service is restored.

You also have the option to retain or have reconnected one of your services by requesting a separation of service and paying for the past due amount of either gas or electric charges. Please contact us at the number shown above to request a separation of service option.

Additional information on payment assistance can also be found on the enclosed disconnect notice or at [duke-energy.com/home/billing/special-assistance](http://duke-energy.com/home/billing/special-assistance).

The late-payment charge is a 1.5 percent fee added for the overdue amount of the regulated portion of your previous month's bill.



Thank you for your payment.

In Case No. 20-318-GA-UEx, the PUCO approved an adjustment to Rider UE-G, Uncollectible Expense Rider of \$0.007778 to \$0.005064 effective July 30, 2020. Also, in Case No. 20-418-GA-PIP, the PUCO approved an adjustment to Rider PIPP, Percentage of Income Payment Plan of \$0.007190 to \$0.005126 effective July 30, 2020. A typical customer using 70 CCF a month will see a decrease of \$0.35 or (0.6%).

Duke Energy does not maintain customers' natural gas piping after or downstream of the meter. You should maintain such piping by periodically inspecting for leaks. If the piping is metal, you should also check for signs of corrosion. You should repair such piping if leaks or corrosion are discovered. For assistance locating, inspecting or repairing buried piping, please contact a licensed heating/plumbing

**Mail your payment at least 7 days before the due date or pay instantly at [duke-energy.com/billing](http://duke-energy.com/billing). Late payments are subject to a 1.5% late charge.**

Please return this portion with your payment. Thank you for your business.



Duke Energy Return Mail  
PO Box 1090  
Charlotte, NC 28201-1090

**Account number**  
0890-0348-38-0

### Amount due

**\$268.24**  
by Sep 10

To avoid disconnection, pay  
**\$136.28 by Sep 03.**

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
Add here, to help others with  
a contribution to HeatShare. **Amount enclosed**

020141 000006051



ANTUAN BURRESS-EL  
5607 EBERSOLE AVE  
CINCINNATI OH 45227-1201



Duke Energy Payment Processing  
PO Box 1326  
Charlotte, NC 28201-1326

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contractor. You should always call 811 prior to digging. Once your lines are marked, always dig by hand if digging near natural gas piping.

Our standard credit policies will be resuming with your next billing period. If you need additional time to pay, visit [duke-energy.com/ExtraTime](http://duke-energy.com/ExtraTime) or call 800-544-6900 to set up a payment plan.

Our simplified energy bill is just one of many steps we are taking to improve your experience. Check out our online tutorial page at [duke-energy.com/TourTheBill](http://duke-energy.com/TourTheBill) to explore the enhancements and find answers to all your questions.

## Your usage snapshot - continued

Current electric usage for meter number 328100865	
Actual reading on Aug 18	7732
Previous reading on Jul 20	- 6966
Energy used	766 kWh
kWh Usage	766



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

Current gas usage for meter number 000954364	
Actual reading on Aug 18	218
Previous reading on Jul 20	- 204
Gas used	14 CCF



One centum cubic foot (CCF) is the amount of gas in a 100-cubic-foot space. If you have a standard oven, it would take about 20 hours to use 1 CCF of gas.

## Billing details - Electric

Meter - 328100865	
Rate RS - Residential Svc-Summer	
Distribution-Customer Chg	\$6.00
Delivery Charges	
Distribution-Energy Chg	
766 kWh @ \$0.031482	24.12
Delivery Riders	17.03
Generation Riders	0.36
Generation Charges	
Retail Capacity Rider (RC)	9.77
Retail Energy Rider (RE)	32.58
Rider AERR	0.03
Supplier Cost Reconciliation Rider (SCR)	-0.54
<b>Total Charges</b>	<b>\$89.35</b>

Your current rate is Residential Service - Summer (RS).

For a complete listing of all Ohio rates and riders, visit [duke-energy.com/rates](http://duke-energy.com/rates)

**PRICE TO COMPARE:** In order for you to save money, an electric supplier must offer you a price lower than 5.46 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov). To learn more about Price to Compare, visit [www.duke-energy.com](http://www.duke-energy.com) or contact Duke Energy for a written explanation.

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.00, Peak Demand Reduction = \$0.00, and Renewable Energy = \$0.66.

Riders are costs the Public Utilities Commission of Ohio has approved to cover investments in improving the energy infrastructure or other additional expenses.

## Billing details - Gas

Meter - 954364	
Rate RS - Residential Service	

Your current rate is Residential Service (RS).



duke-energy.com  
1.800.544.6900

## Your Energy Bill

page 1 of 4

**Service address**  
5607 EBERSOLE  
CINCINNATI OH 45227

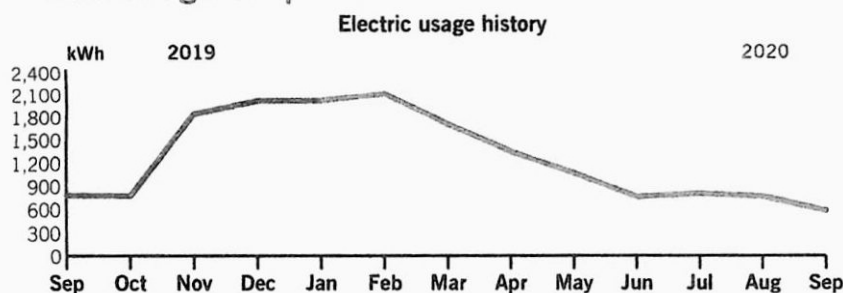
**Bill date** Sep 18, 2020  
**For service** Aug 18 - Sep 17  
30 days

**Account number** 0890-0348-38-0

### Billing summary - Disconnect Notice

Previous amount due	\$268.24
Payment received Sep 10	-136.28
Late Payment Charge(s)	1.98
Current Gas Charges	43.33
Current Electric Charges	70.55
<b>Total amount due Oct 12</b>	<b>\$247.82</b>

### Your usage snapshot



	Current Month	Sep 2019	12-Month Usage	Avg Monthly Usage
Electric (kWh)	588	785	15,819	1,318
12-month usage based on most recent history				

### Important Disconnect Information

Your service may be disconnected if your past due amount of **\$131.96** is not paid by **10/05/2020**. A reconnection charge will be required. In addition, a service deposit may be required; In this situation, **payment arrangements may be available by calling us at the number above.**

If your service is disconnected for non payment, in addition to a reconnection charge, you may be required to pay a deposit in the amount of \$245.00 before service is restored.

You also have the option to retain or have reconnected one of your services by requesting a separation of service and paying for the past due amount of either gas or electric charges. Please contact us at the number shown above to request a separation of service option.

Additional information on payment assistance can also be found on the enclosed disconnect notice or at [duke-energy.com/home/billing/special-assistance](http://duke-energy.com/home/billing/special-assistance).

The late-payment charge is a 1.5 percent fee added for the overdue amount of the regulated portion of your previous month's bill.



Thank you for your payment.

Smart meter technology allows Duke Energy the ability to remotely disconnect your electric service. If electric service is to be disconnected for nonpayment, a Duke Energy employee will not visit your home. Rather, we will attempt to contact you by text and/or phone message.

Higher temperatures mean higher bills because your AC uses more energy to maintain the same temperature. Keeping your thermostat on the highest comfortable setting means less work for your AC and more savings for you.

Standard billing and payment practices are resuming. Extended payment arrangements are available for customers who need more time to pay. Visit [duke-energy.com/ExtraTime](http://duke-energy.com/ExtraTime) to set up a payment plan.

**Mail your payment at least 7 days before the due date** or pay instantly at [duke-energy.com/billing](http://duke-energy.com/billing). Late payments are subject to a 1.5% late charge.

Please return this portion with your payment. Thank you for your business.



Duke Energy Return Mail  
PO Box 1090  
Charlotte, NC 28201-1090

**Account number**  
0890-0348-38-0

### Amount due

**\$247.82**  
by Oct 12

To avoid disconnection, pay  
\$131.96 by Oct 05.

\$

Add here, to help others with  
a contribution to HeatShare.

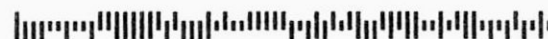
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**Amount enclosed**

020964 000007025



ANTUAN BURRESS-EL  
5607 EBERSOLE AVE  
CINCINNATI OH 45227-1201



Duke Energy Payment Processing  
PO Box 1326  
Charlotte, NC 28201-1326

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## Your usage snapshot - continued

Current electric usage for meter number 328100865	
Actual reading on Sep 17	8320
Previous reading on Aug 18	- 7732
Energy used	588 kWh
kWh Usage	588



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

Current gas usage for meter number 000954364	
Actual reading on Sep 17	232
Previous reading on Aug 18	- 218
Gas used	14 CCF



One centum cubic foot (CCF) is the amount of gas in a 100-cubic-foot space. If you have a standard oven, it would take about 20 hours to use 1 CCF of gas.

## Billing details - Electric

Meter - 328100865	
Rate RS - Residential Svc-Summer	
Distribution-Customer Chg	\$6.00
Delivery Charges	
Distribution-Energy Chg	
588 kWh @ \$0.031482	18.51
Delivery Riders	13.65
Generation Riders	0.27
Generation Charges	
Retail Capacity Rider (RC)	7.50
Retail Energy Rider (RE)	25.01
Rider AERR	0.03
Supplier Cost Reconciliation Rider (SCR)	-0.42
<b>Total Charges</b>	<b>\$70.55</b>

Your current rate is Residential Service - Summer (RS).

For a complete listing of all Ohio rates and riders, visit [duke-energy.com/rates](http://duke-energy.com/rates)

**PRICE TO COMPARE:** In order for you to save money, an electric supplier must offer you a price lower than 5.46 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov). To learn more about Price to Compare, visit [www.duke-energy.com](http://www.duke-energy.com) or contact Duke Energy for a written explanation.

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.00, Peak Demand Reduction = \$0.00, and Renewable Energy = \$0.51.

Riders are costs the Public Utilities Commission of Ohio has approved to cover investments in improving the energy infrastructure or other additional expenses.

## Billing details - Gas

Meter - 954364	
Rate RS - Residential Service	
Fixed Delivery Service Charge	\$33.03
Usage-Based Charge	
14 CCF @ \$0.032728	0.46
Gas Delivery Riders	5.12
Gas Cost Recovery	
14 CCF @ \$0.3369067	4.72

Your current rate is Residential Service (RS).

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.3369067 per CCF, which includes a base GCR of \$0.3212000 and Ohio excise tax of \$0.0157067





duke-energy.com  
1.800.544.6900

## Your Energy Bill

page 1 of 4

**Service address**  
5607 EBERSOLE  
CINCINNATI OH 45227

**Bill date** Oct 19, 2020  
**For service** Sep 17 - Oct 16  
29 days

**Account number** 0890-0348-38-0

### Billing summary

Previous amount due	\$247.82
Payment received Oct 14	-200.00
Late Payment Charge(s)	0.72
Current Gas Charges	43.13
Current Electric Charges	100.03
<b>Total amount due Nov 10</b>	<b>\$191.70</b>



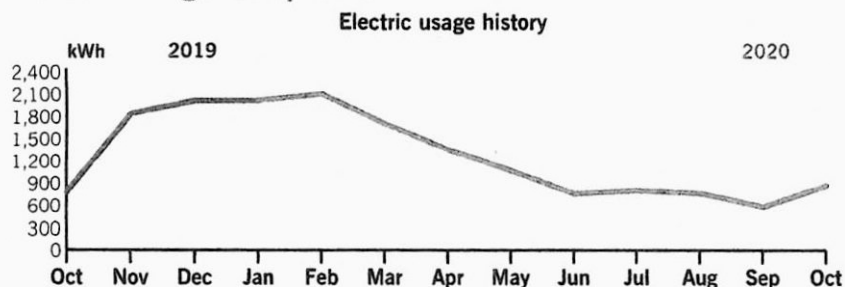
Thank you for your payment.

Smart meter technology allows Duke Energy the ability to remotely disconnect your electric service. If electric service is to be disconnected for nonpayment, a Duke Energy employee will not visit your home. Rather, we will attempt to contact you by text and/or phone message.

Standard billing and payment practices have resumed. Customers facing economic hardship may qualify for financial help. Visit 211.org or call 211 to find local agencies that can assist.

In Case No. 20-1151-EL-RDR, the PUCO approved an adjustment to Rider BTR (Base Transmission Rider - part of the Delivery Riders). Per the Electric Security Plan approved in Case No. 17-1263-EL-SSO, the PUCO approved adjustments to Rider AER-R (Alternative Energy Recovery), Rider DCI (Distribution Capital Investment), and Rider SCR (Supplier Cost Reconciliation). In Case No. 18-1185-EL-UNC, the PUCO approved an adjustment to Rider ETCJA, Electric Tax Cuts and Jobs Act Rider (part of the Delivery Riders). Overall, a typical residential customer using 1,000 kWh per month will see a decrease of approximately \$0.56 or (0.5%) per month effective October 2020.

### Your usage snapshot



	Current Month	Oct 2019	12-Month Usage	Avg Monthly Usage
Electric (kWh)	872	776	15,915	1,326
12-month usage based on most recent history				

**Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing.** Late payments are subject to a 1.5% late charge.

Please return this portion with your payment. Thank you for your business.



Duke Energy Return Mail  
PO Box 1090  
Charlotte, NC 28201-1090

**Account number**  
0890-0348-38-0

#### Amount due

**\$191.70**  
by Nov 10

After Nov 10, the amount due will increase to \$194.58.

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
Add here, to help others with a contribution to HeatShare. **Amount enclosed**

022698 000006003



ANTUAN BURRESS-EL  
5607 EBERSOLE AVE  
CINCINNATI OH 45227-1201

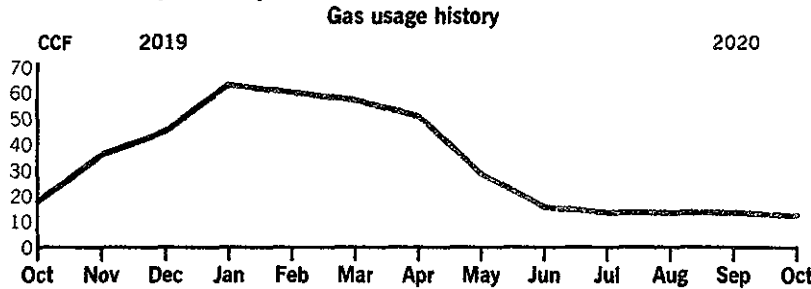


Duke Energy Payment Processing  
PO Box 1326  
Charlotte, NC 28201-1326

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## Your usage snapshot - continued



	Current Month	Oct 2019	12-Month Usage	Avg Monthly Usage
Gas (CCF)	13	18	412	34
12-month usage based on most recent history				

### Current electric usage for meter number 328100865

Actual reading on Oct 16	9192
Previous reading on Sep 17	- 8320
Energy used	872 kWh
kWh Usage	872



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

### Current gas usage for meter number 000954364

Actual reading on Oct 16	245
Previous reading on Sep 17	- 232
Gas used	13 CCF



One centum cubic foot (CCF) is the amount of gas in a 100-cubic-foot space. If you have a standard oven, it would take about 20 hours to use 1 CCF of gas.

## Billing details - Electric

<b>Meter - 328100865</b>	
<b>Rate RS - Residential Svc-Winter</b>	
Distribution-Customer Chg	\$6.00
Delivery Charges	
Distribution-Energy Chg	
872 kWh @ \$0.031482	27.45
Delivery Riders	20.29
Generation Riders	0.41
Generation Charges	
Retail Capacity Rider (RC)	11.12
Retail Energy Rider (RE)	37.09
Rider AERR	0.15
Supplier Cost Reconciliation Rider (SCR)	-2.48
<b>Total Charges</b>	<b>\$100.03</b>

Your current rate is Residential Service - Winter (RS).

For a complete listing of all Ohio rates and riders, visit [duke-energy.com/rates](http://duke-energy.com/rates)

**PRICE TO COMPARE:** In order for you to save money, an electric supplier must offer you a price lower than 5.26 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov). To learn more about Price to Compare, visit [www.duke-energy.com](http://www.duke-energy.com) or contact Duke Energy for a written explanation.

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.00, Peak Demand Reduction = \$0.00, and Renewable Energy = \$0.75.

Riders are costs the Public Utilities Commission of Ohio has approved to cover investments in improving the energy infrastructure or other additional expenses.





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## Your Energy Bill

page 1 of 4

### Service address

ANTUAN BURRESS-EL  
5607 EBERSOLE  
CINCINNATI OH 45227

Bill date Nov 18, 2020

For service Oct 16 - Nov 17  
32 days

Account number **0890-0348-38-0**

### Billing summary

Previous amount due	\$191.70
Payment received Nov 12	-150.00
Late Payment Charge(s)	0.63
Current Gas Charges	44.84
Current Electric Charges	178.33
<b>Total amount due Dec 10</b>	<b>\$265.50</b>



Thank you for your payment.

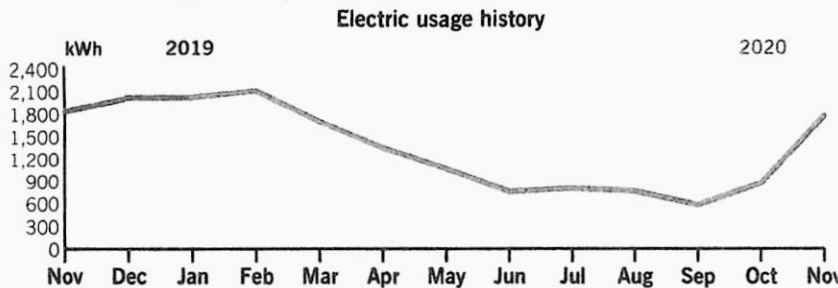
Smart meter technology allows Duke Energy the ability to remotely disconnect your electric service. If electric service is to be disconnected for nonpayment, a Duke Energy employee will not visit your home. Rather, we will attempt to contact you by text and/or phone message.

Help neighbors struggling to pay their energy bills with a gift to HeatShare. Duke Energy gives \$100,000 each year and matches donations up to \$100,000. Learn more at [duke-energy.com/OhioShare](http://duke-energy.com/OhioShare).

Duke Energy does not maintain customers' natural gas piping after or downstream of the meter. You should maintain such piping by periodically inspecting for leaks. If the piping is metal, you should also check for signs of corrosion. You should repair such piping if leaks or corrosion are discovered. For assistance locating, inspecting or repairing buried piping, please contact a licensed heating/plumbing contractor. You should always call 811 prior to digging. Once your lines are marked, always dig by hand if digging near natural gas piping.

In Case No. 20-344-EL-RDR, the PUCO approved an adjustment to Rider DSR, Distribution Storm Rider (part of the Delivery Riders) effective October 28, 2020. In Case No. 20-960-EL-UEx and 20-959-EL-UEx, the PUCO approved adjustments to Riders UE-ED and UE-GEN (Uncollectible Expense Riders) effective October 28, 2020. A typical residential customer using 1,000 kWh per month will see a decrease of \$0.31 or (0.27%).

### Your usage snapshot



	Current Month	Nov 2019	12-Month Usage	Avg Monthly Usage
Electric (kWh)	1,771	1,843	15,843	1,320
12-month usage based on most recent history				

**Mail your payment at least 7 days before the due date or pay instantly at [duke-energy.com/billing](http://duke-energy.com/billing).** Late payments are subject to a 1.5% late charge.

Please return this portion with your payment. Thank you for your business.



Duke Energy Return Mail  
PO Box 1090  
Charlotte, NC 28201-1090

Account number  
**0890-0348-38-0**

### Amount due

**\$265.50**  
by Dec 10

After Dec 10, the amount due will increase to \$269.48.

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
Add here, to help others with Amount enclosed  
a contribution to HeatShare.

023431 000005410



ANTUAN BURRESS-EL  
5607 EBERSOLE AVE  
CINCINNATI OH 45227-1201



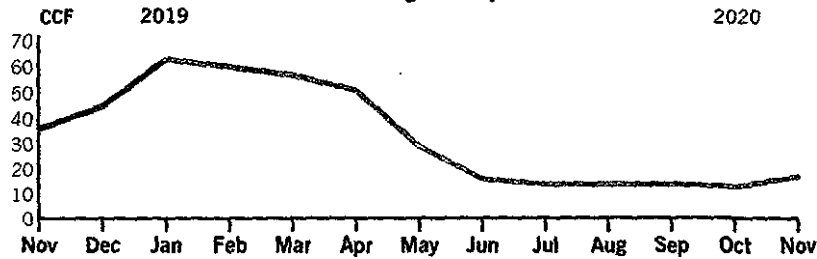
Duke Energy Payment Processing  
PO Box 1326  
Charlotte, NC 28201-1326

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## Your usage snapshot - continued

### Gas usage history



	Current Month	Nov 2019	12-Month Usage	Avg Monthly Usage
Gas (CCF)	17	36	393	33
12-month usage based on most recent history				

### Current electric usage for meter number 328100865

Actual reading on Nov 17	10963
Previous reading on Oct 16	- 9192
Energy used	1,771 kWh
kWh Usage	1,771



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

### Current gas usage for meter number 000954364

Actual reading on Nov 17	262
Previous reading on Oct 16	- 245
Gas used	17 CCF



One centum cubic foot (CCF) is the amount of gas in a 100-cubic-foot space. If you have a standard oven, it would take about 20 hours to use 1 CCF of gas.

## Billing details - Electric

<b>Meter - 328100865</b>	
<b>Rate RS - Residential Svc-Winter</b>	
Distribution-Customer Chg	\$6.00
Delivery Charges	
Distribution-Energy Chg	
1,771 kWh @ \$0.031482	55.75
Delivery Riders	38.41
Generation Riders	0.74
Generation Charges	
Retail Capacity Rider (RC)	18.64
Retail Energy Rider (RE)	63.52
Rider AERR	0.31
Supplier Cost Reconciliation Rider (SCR)	-5.04
<b>Total Charges</b>	<b>\$178.33</b>

Your current rate is Residential Service - Winter (RS).

For a complete listing of all Ohio rates and riders, visit [duke-energy.com/rates](http://duke-energy.com/rates)

**PRICE TO COMPARE:** In order for you to save money, an electric supplier must offer you a price lower than 4.37 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov). To learn more about Price to Compare, visit [www.duke-energy.com](http://www.duke-energy.com) or contact Duke Energy for a written explanation.

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.00, Peak Demand Reduction = \$0.00, and Renewable Energy = \$1.53.

Riders are costs the Public Utilities Commission of Ohio has approved to cover investments in improving the energy infrastructure or other additional expenses.



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## Your Energy Bill

page 1 of 4

**Service address**  
ANTUAN BURRESS-EL  
5607 EBERSOLE  
CINCINNATI OH 45227

**Bill date** Dec 21, 2020  
**For service** Nov 17 - Dec 19  
32 days

**Account number** 0890-0348-38-0

### Billing summary

Previous amount due	\$265.50
Payment received Dec 14	-200.00
Late Payment Charge(s)	0.98
Current Gas Charges	46.20
Current Electric Charges	254.04
<b>Total amount due Jan 12</b>	<b>\$366.72</b>

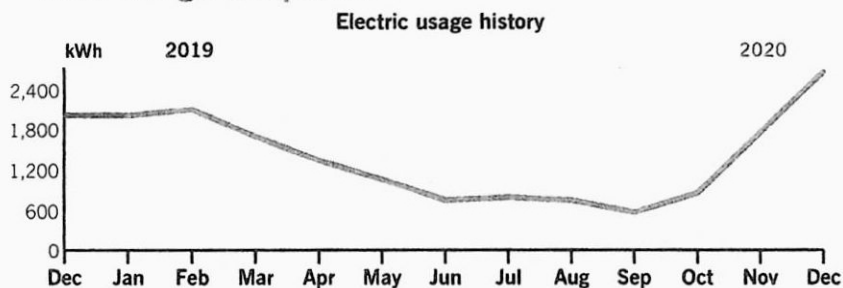


Thank you for your payment.

Smart meter technology allows Duke Energy the ability to remotely disconnect your electric service. If electric service is to be disconnected for nonpayment, a Duke Energy employee will not visit your home. Rather, we will attempt to contact you by text and/or phone message.

Help neighbors struggling to pay their energy bills with a gift to HeatShare. Duke Energy gives \$100,000 each year and matches donations up to \$100,000. Learn more at [duke-energy.com/OhioShare](http://duke-energy.com/OhioShare).

### Your usage snapshot



	Current Month	Dec 2019	12-Month Usage	Avg Monthly Usage
Electric (kWh)	2,670	2,019	16,494	1,375
12-month usage based on most recent history				

**Mail your payment at least 7 days before the due date or pay instantly at [duke-energy.com/billing](http://duke-energy.com/billing). Late payments are subject to a 1.5% late charge.**

Please return this portion with your payment. Thank you for your business.



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Charlotte, NC 28201-1090

**Account number**  
0890-0348-38-0

#### Amount due

**\$366.72**  
by Jan 12

After Jan 12, the amount due will increase to \$372.22.

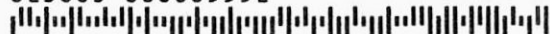
\$

Add here, to help others with a contribution to HeatShare.

\$

**Amount enclosed**

023003 000005552



ANTUAN BURRESS-EL  
5607 EBERSOLE AVE  
CINCINNATI OH 45227-1201



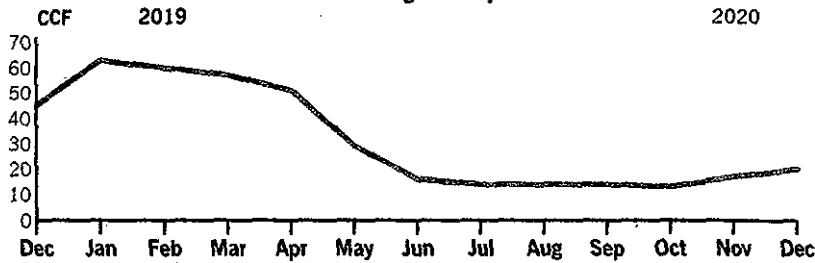
Duke Energy Payment Processing  
PO Box 1326  
Charlotte, NC 28201-1326

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## Your usage snapshot - continued

### Gas usage history



	Current Month	Dec 2019	12-Month Usage	Avg Monthly Usage
Gas (CCF)	20	45	368	31
12-month usage based on most recent history				

### Current electric usage for meter number 328100865

Actual reading on Dec 18	13633
Previous reading on Nov 17	- 10963
Energy used	2,670 kWh
kWh Usage	2,670



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

### Current gas usage for meter number 000954364

Actual reading on Dec 19	282
Previous reading on Nov 17	- 262
Gas used	20 CCF



One centum cubic foot (CCF) is the amount of gas in a 100-cubic-foot space. If you have a standard oven, it would take about 20 hours to use 1 CCF of gas.

## Billing details - Electric

### Meter - 328100865

#### Rate RS - Residential Svc-Winter

Distribution-Customer Chg	\$6.00
Delivery Charges	
Distribution-Energy Chg	
2,670 kWh @ \$0.031482	84.06
Delivery Riders	56.49
Generation Riders	1.12
Generation Charges	
Retail Capacity Rider (RC)	25.50
Retail Energy Rider (RE)	88.00
Rider AERR	0.47
Supplier Cost Reconciliation Rider (SCR)	-7.60
<b>Total Charges</b>	<b>\$254.04</b>

Your current rate is Residential Service - Winter (RS).

For a complete listing of all Ohio rates and riders, visit [duke-energy.com/rates](http://duke-energy.com/rates)

**PRICE TO COMPARE:** In order for you to save money, an electric supplier must offer you a price lower than 3.98 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov). To learn more about Price to Compare, visit [www.duke-energy.com](http://www.duke-energy.com) or contact Duke Energy for a written explanation.

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.00, Peak Demand Reduction = \$0.00, and Renewable Energy = \$2.31.

Riders are costs the Public Utilities Commission of Ohio has approved to cover investments in improving the energy infrastructure or other additional expenses.



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1.800.544.6900

## Your Energy Bill

page 1 of 4

**Service address**  
ANTUAN BURRESS-EL  
5607 EBERSOLE  
CINCINNATI OH 45227

**Bill date** Jan 22, 2021  
**For service** Dec 18 - Jan 21  
34 days

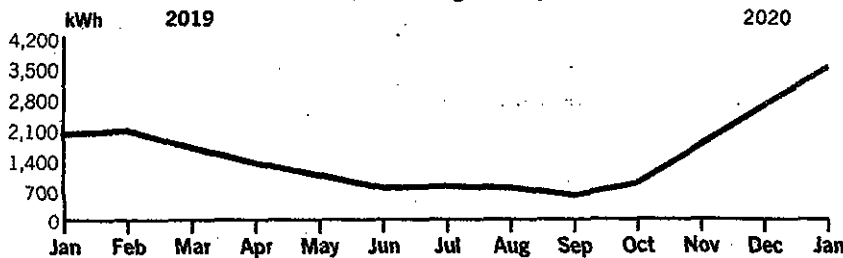
**Account number** 0890-0348-38-0

### Billing summary - Disconnect Notice

Previous amount due	\$366.72
Payment received Jan 13	-200.00
Late Payment Charge(s)	2.50
Current Gas Charges	48.32
Current Electric Charges	337.43
<b>Total amount due Feb 15</b>	<b>\$554.97</b>

### Your usage snapshot

Electric usage history



	Current Month	Jan 2019	12-Month Usage	Avg Monthly Usage
Electric (kWh)	3,545	2,020	18,019	1,502
12-month usage based on most recent history				

### Important Disconnect Information

Your service may be disconnected if your past due amount of **\$166.72** is not paid by **02/08/2021**. A reconnection charge will be required. In addition, a service deposit may be required; in this situation, **payment arrangements may be available by calling us at the number above.**

If your service is disconnected for non payment, in addition to a reconnection charge, you may be required to pay a deposit in the amount of \$265.00 before service is restored.

You also have the option to retain or have reconnected one of your services by requesting a separation of service and paying for the past due amount of either gas or electric charges. Please contact us at the number shown above to request a separation of service option.

Additional information on payment assistance can also be found on the enclosed disconnect notice or at [duke-energy.com/home/billing/special-assistance](http://duke-energy.com/home/billing/special-assistance).

The late-payment charge is a 1.5 percent fee added for the overdue amount of the regulated portion of your previous month's bill.



Thank you for your payment.

Cold temperatures mean higher bills because your heating system uses more energy to maintain the same temperature. Keeping your thermostat on the lowest comfortable setting means less work for your system and more savings for you.

Pursuant to state law, the Universal Service Fund rider (Rider USF) has been adjusted. In Case No. 17-1263-EL-SSO, the PUCO approved adjustments to Rider AER-R (Alternative Energy Recovery), Rider DCI (Distribution Capital Investment), and Rider SCR (Supplier Cost Reconciliation). In Case No. 19-2123-EL-ATA, the PUCO approved adjustments to Rider LGR (Legacy Generation Rider). In Case No. 16-576-EL-POR, the PUCO approved adjustments to Rider EE-PDRR (Energy Efficiency Rider). Overall, a typical residential customer using 1,000 kWh per month will see an increase of

**Mail your payment at least 7 days before the due date or pay instantly at [duke-energy.com/billing](http://duke-energy.com/billing). Late payments are subject to a 1.5% late charge.**

Please return this portion with your payment. Thank you for your business.



Duke Energy Return Mail  
PO Box 1090  
Charlotte, NC 28201-1090

**Account number**  
0890-0348-38-0

**\$554.97**  
by Feb 15

To avoid disconnection, pay  
\$166.72 by Feb 08.

\$ \_\_\_\_\_  
Add here, to help others with  
a contribution to HeatShare.

\$ \_\_\_\_\_  
**Amount enclosed**

021030 000006516



ANTUAN BURRESS-EL  
5607 EBERSOLE AVE  
CINCINNATI OH 45227-1201



Duke Energy Payment Processing  
PO Box 1326  
Charlotte, NC 28201-1326

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approximately \$2.72 or 2.4% per month effective January 2021.

## Your usage snapshot - continued

Current electric usage for meter number 328100865	
Actual reading on Jan 21	17178
Previous reading on Dec 18	- 13633
Energy used	3,545 kWh
kWh Usage	3,545



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

Current gas usage for meter number 000954364	
Actual reading on Jan 21	308
Previous reading on Dec 19	- 282
Gas used	26 CCF



One centum cubic foot (CCF) is the amount of gas in a 100-cubic-foot space. If you have a standard oven, it would take about 20 hours to use 1 CCF of gas.

## Billing details - Electric

Meter - 328100865	
Rate RS - Residential Svc-Winter	
Distribution-Customer Chg	\$6.00
Delivery Charges	
Distribution-Energy Chg	
3,545 kWh @ \$0.031482	111.60
Delivery Riders	81.00
Generation Riders	1.48
Generation Charges	
Retail Capacity Rider (RC)	32.19
Retail Energy Rider (RE)	111.83
Rider AERR	0.58
Supplier Cost Reconciliation Rider (SCR)	-7.25
<b>Total Charges</b>	<b>\$337.43</b>

Your current rate is Residential Service - Winter (RS).

For a complete listing of all Ohio rates and riders, visit [duke-energy.com/rates](http://duke-energy.com/rates)

**PRICE TO COMPARE:** In order for you to save money, an electric supplier must offer you a price lower than 3.87 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov). To learn more about Price to Compare, visit [www.duke-energy.com](http://www.duke-energy.com) or contact Duke Energy for a written explanation.

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.00, Peak Demand Reduction = \$0.00, and Renewable Energy = \$3.06.

Riders are costs the Public Utilities Commission of Ohio has approved to cover investments in improving the energy infrastructure or other additional expenses.

## Billing details - Gas

Meter - 954364	
Rate RS - Residential Service	
Fixed Delivery Service Charge	\$33.03
Usage-Based Charge	
26 CCF @ \$0.032728	0.85
Gas Delivery Riders	5.46
Gas Cost Recovery	
26 CCF @ \$0.3454028	8.98

Your current rate is Residential Service (RS).

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.3454028 per CCF, which includes a base GCR of \$0.3293000 and Ohio excise tax of \$0.0161028.



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## Your Energy Bill

page 1 of 4

**Service address**  
ANTUAN BURRESS-EL  
5607 EBERSOLE  
CINCINNATI OH 45227

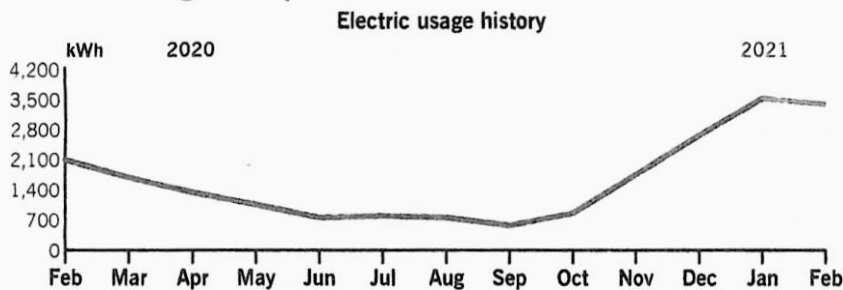
**Bill date** Feb 22, 2021  
**For service** Jan 21 - Feb 19  
29 days

**Account number** 0890-0348-38-0

### Billing summary - Disconnect Notice

Previous amount due	\$554.97
Payment received Feb 11	-250.00
Late Payment Charge(s)	4.57
Current Gas Charges	46.31
Current Electric Charges	325.35
<b>Total amount due Mar 16</b>	<b>\$681.20</b>

### Your usage snapshot



	Current Month	Feb 2020	12-Month Usage	Avg Monthly Usage
Electric (kWh)	3,406	2,108	19,317	1,610
12-month usage based on most recent history				

### Important Disconnect Information

Your service may be disconnected if your past due amount of **\$304.97** is not paid by **03/09/2021**. A reconnection charge will be required. In addition, a service deposit may be required; In this situation, **payment arrangements may be available by calling us at the number above.**

If your service is disconnected for non payment, in addition to a reconnection charge, you may be required to pay a deposit in the amount of \$275.00 before service is restored.

You also have the option to retain or have reconnected one of your services by requesting a separation of service and paying for the past due amount of either gas or electric charges. Please contact us at the number shown above to request a separation of service option.

Additional information on payment assistance can also be found on the enclosed disconnect notice or at [duke-energy.com/home/billing/special-assistance](http://duke-energy.com/home/billing/special-assistance).

The late-payment charge is a 1.5 percent fee added for the overdue amount of the regulated portion of your previous month's bill.



Thank you for your payment.

Duke Energy does not maintain customers' natural gas piping after or downstream of the meter. You should maintain such piping by periodically inspecting for leaks. If the piping is metal, you should also check for signs of corrosion. You should repair such piping if leaks or corrosion are discovered. For assistance locating, inspecting or repairing buried piping, please contact a licensed heating/plumbing contractor. You should always call 811 prior to digging. Once your lines are marked, always dig by hand if digging near natural gas piping.

**Mail your payment at least 7 days before the due date** or pay instantly at [duke-energy.com/billing](http://duke-energy.com/billing). Late payments are subject to a 1.5% late charge.

Please return this portion with your payment. Thank you for your business.



Duke Energy Return Mail  
PO Box 1090  
Charlotte, NC 28201-1090

**Account number**  
0890-0348-38-0

### Amount due

**\$681.20**  
by Mar 16

To avoid disconnection, pay  
\$304.97 by Mar 09.

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
Add here, to help others with  
a contribution to HeatShare. **Amount enclosed**

020984 000006539



ANTUAN BURRESS-EL  
5607 EBERSOLE AVE  
CINCINNATI OH 45227-1201



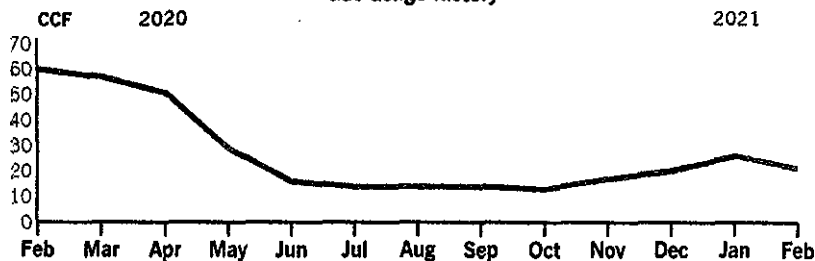
Duke Energy Payment Processing  
PO Box 1326  
Charlotte, NC 28201-1326

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## Your usage snapshot - continued

### Gas usage history



	Current Month	Feb 2020	12-Month Usage	Avg Monthly Usage
Gas (CCF)	21	60	292	24
12-month usage based on most recent history				

### Current electric usage for meter number 328100865

Actual reading on Feb 19	20584
Previous reading on Jan 21	- 17178
Energy used	3,406 kWh
kWh Usage	3,406



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

### Current gas usage for meter number 000954364

Actual reading on Feb 19	329
Previous reading on Jan 21	- 308
Gas used	21 CCF



One centum cubic foot (CCF) is the amount of gas in a 100-cubic-foot space. If you have a standard oven, it would take about 20 hours to use 1 CCF of gas.

## Billing details - Electric

### Meter - 328100865

#### Rate RS - Residential Svc-Winter

Distribution-Customer Chg	\$6.00
Delivery Charges	
Distribution-Energy Chg	
3,406 kWh @ \$0.031482	107.23
Delivery Riders	77.95
Generation Riders	1.42
Generation Charges	
Retail Capacity Rider (RC)	31.12
Retail Energy Rider (RE)	108.04
Rider AERR	0.56
Supplier Cost Reconciliation Rider (SCR)	-6.97
<b>Total Charges</b>	<b>\$325.35</b>

Your current rate is Residential Service - Winter (RS).

For a complete listing of all Ohio rates and riders, visit [duke-energy.com/rates](http://duke-energy.com/rates)

**PRICE TO COMPARE:** In order for you to save money, an electric supplier must offer you a price lower than 3.90 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov). To learn more about Price to Compare, visit [www.duke-energy.com](http://www.duke-energy.com) or contact Duke Energy for a written explanation.

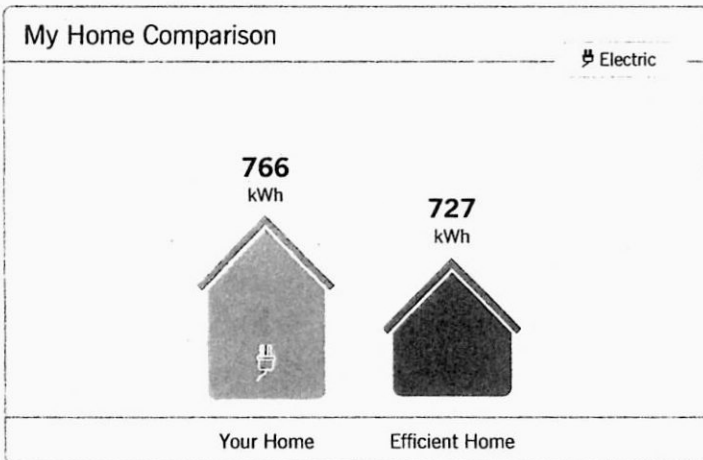
The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.00, Peak Demand Reduction = \$0.00, and Renewable Energy = \$2.94.

Riders are costs the Public Utilities Commission of Ohio has approved to cover investments in improving the energy infrastructure or other additional expenses.

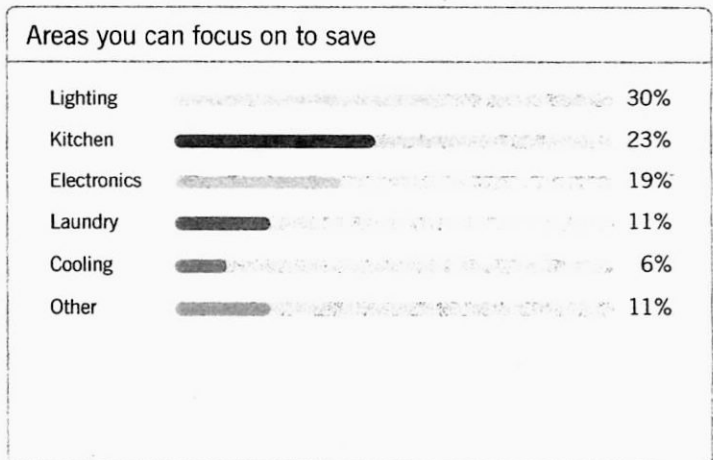


**Way to go!** You are among the **most efficient** homes in your area and the envy of your neighbors. Although you're doing a great job, there still may be ways for you to save even more. Check out the tips below.

## How am I doing?



## Forecasted electricity use for September.



## Who am I being compared to?

Group size	Square footage	Year built	Heating
2,687 Homes	1,900-2,500	1927-1937	Non-electric heating

We compare you to nearby similar homes based on the age, size, and heating source of your home. Update this information by completing a home profile at [duke-energy.com/MyHomeEnergy](http://duke-energy.com/MyHomeEnergy) or calling 888.873.3853.



Make your report more accurate. Update your profile online!

[duke-energy.com/MyHomeEnergy](http://duke-energy.com/MyHomeEnergy)

## How can I save more?

**Every little bit helps!**

**Clean out your dryer's venting ducts**

The venting ducts that go from your dryer to the outdoors can get clogged and decrease your dryer's efficiency. Trapped lint and debris are a fire hazard if you let them build up. To keep your dryer running efficiently and safely, periodically remove your ducts and clean them out. Keep the area outside your home around the vent duct exit clear, too.

**Save up to \$15 per year.**

**Unplug DVRs that are not used regularly**

Cable boxes and DVRs can use as much power as a full-sized refrigerator! Unplug boxes that are used infrequently—say, less than once a week. These can include boxes in guest rooms, kid's rooms when they are away at camp or college, or in vacation homes. When you want to use the box again, just plug it in about half an hour ahead of time to let it restore programming.

Learn More at [duke-energy.com/MyHomeEnergy](http://duke-energy.com/MyHomeEnergy)