



Public Utilities Commission

00658674

Case Number

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

FILE

Formal Complaint Form

George A. Dreiling

Customer Name (Please Print)

257 W. Co. Rd. 925 North

Customer Address

Batesville IN 47006

City

State Zip

8210-0047-23-0

Account Number

730 Derby Av (Cinti OH 45232)

Customer Service Address (if different from above)

Cincinnati OH 45232

City

State Zip

Against

DUKE ENERGY

Utility Company Name

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

21-0483-EL-CSS

PUCO

2021 APR 21 AM 11:30

RECEIVED-DOCKETING DIV

George A. Dreiling

Signature

513 206 8812

Customer Telephone Number

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

Technician JK

Date Processed 4.21.21

To Whom This May Concern 4/15/21

I spoke with Mike Cote department head at PUCO and expressed my concern over DUKE Energy sending me a disconnect NOTICE which will take effect on 4/23/2021 if I don't pay \$2729.53 in penalties and late fees now.

Acct: # 8210 0047 230 which is why I am disputing these charges in a FORMAL COMPLAINT with PUCO.

He advised me to have the Attorney Examiner order DUKE to pend or delay any disconnection attempt while this formal complaint is in progress

P.S. I called DUKE Energy concerning this matter and their supervisor said that all that needs to be done is have a Representative from PUCO to call DUKE to order this delay.

DUKE's Phone # 1 800 544 6900

Thank You George A Dreiling

-
- ezTrak Home
- Review Records
- Contractors »
- Pay Online »
- ezLinks »
- Apply-Permits »
- Sign In
- ezTrak Registration

ezTrak Record Details

Detailed Information for Project/Case#:CIC2003020 at 730 Derby av, Cincinnati

Please select the relevant tab below to view more information.

- General Information
- Approvals
- Inspections

Approvals:

Items Approved:

The following table lists Items Approved: along with the most current action taken on the Item. Items may be linked to a history of prior comments. This list of comments can be viewed by clicking on the Item link if present.

Item	Date:	Action	Comments
------	-------	--------	----------

514-RCO SUBMTL REQUIRED	8/26/2020	Approved	
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- ezTrak Home
- Review Records
- Contractors »
- Pay Online »
- ezLinks »
- Apply-Permits »
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- ezTrak Registration

ezTrak Record Details

Detailed Information for Project/Case#:CIC2003020 at 730 Derby av, Cincinnati

Please select the relevant tab below to view more information.

- General Information
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Inspections:

Items Approved:

The following table lists Items Approved: along with the most current action taken on the Item. Items may be linked to a history of prior comments. This list of comments can be viewed by clicking on the Item link if present.

Item	Date:	Action	Comments
9070-FINAL INSPECTION	10/1/2020	Approved	(14B) Finished visible wiring only as noted: NEW SERVICE AND EQUIPMENT AND BRANCH CIRCUIT FOR STOVE FOR FIRST FLOOR UNIT ONLY
9050-TEMPORARY RELEASE	9/9/2020	Approved	(9C) OK to release permanent meter on a temporary basis, line side only, as per letter on file and as noted: Release meters for 1st floor front & 1st floor rear. RESET EXISTING METER 2ND FLOOR

Additional Items:

Note: Some of the Additional Items listed below may not be applicable to this particular project and therefore may not require an Approval/Inspection. The requirement is determined by the department on a per permit basis for the project

Please contact the Department to obtain more details

The following table lists additional items linked to this project.

Item Description
9010ROUGH-IN INSPECTION
9015IN-PROGRESS INSPECTION
9020UNDERGROUND INSPECTION
9025FIELD CONSULTATION
9030SERVICE SURVEY
9035DEFINED AREA SURVEY
9040TOTAL SURVEY
9045CONSTRUCTION TEMPORARY
9051OUTAGE & RECONNECT
9055ELECTRIC SIGN
9057LOW ENERGY WIRING
9058EMERGENCY INSPECTION
9060DEFECT INSPECTION



-
- ezTrak Home
- Review Records
- Contractors »
- Pay Online »
- ezLinks »
- Apply-Permits »
- Sign In
- ezTrak Registration

ezTrak Record Details

Detailed Information for Project/Case#:CIC2003020 at 730 Derby av, Cincinnati

Please select the relevant tab below to view more information.

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General Information:

Type Inspection Bureau

Sub Type R Service Added Wiring

Title

Description NEW SERVICE & STOVE CKT

Location

Parcel Number021900530002

Key Dates:

Applied Date Tuesday, August 25, 2020

Current StatusFINAL

Status as of Thursday, October 1, 2020

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Final Inspection by
IBI
10/1/20

inspection Bureau, Inc.

CINCINNATI, OHIO 45202

ELECTRICAL INSTALLATION APPROVED
AS PER CERTIFICATE ON FILE

Date 10-1-20 Cert. # CIC 2003020

Add. 730 DERBY

Type of Work RJW *As Noted ☐

*Exclude: Signs ☐ HVAC ☐

Fire Alarm ☐ Other: ☐

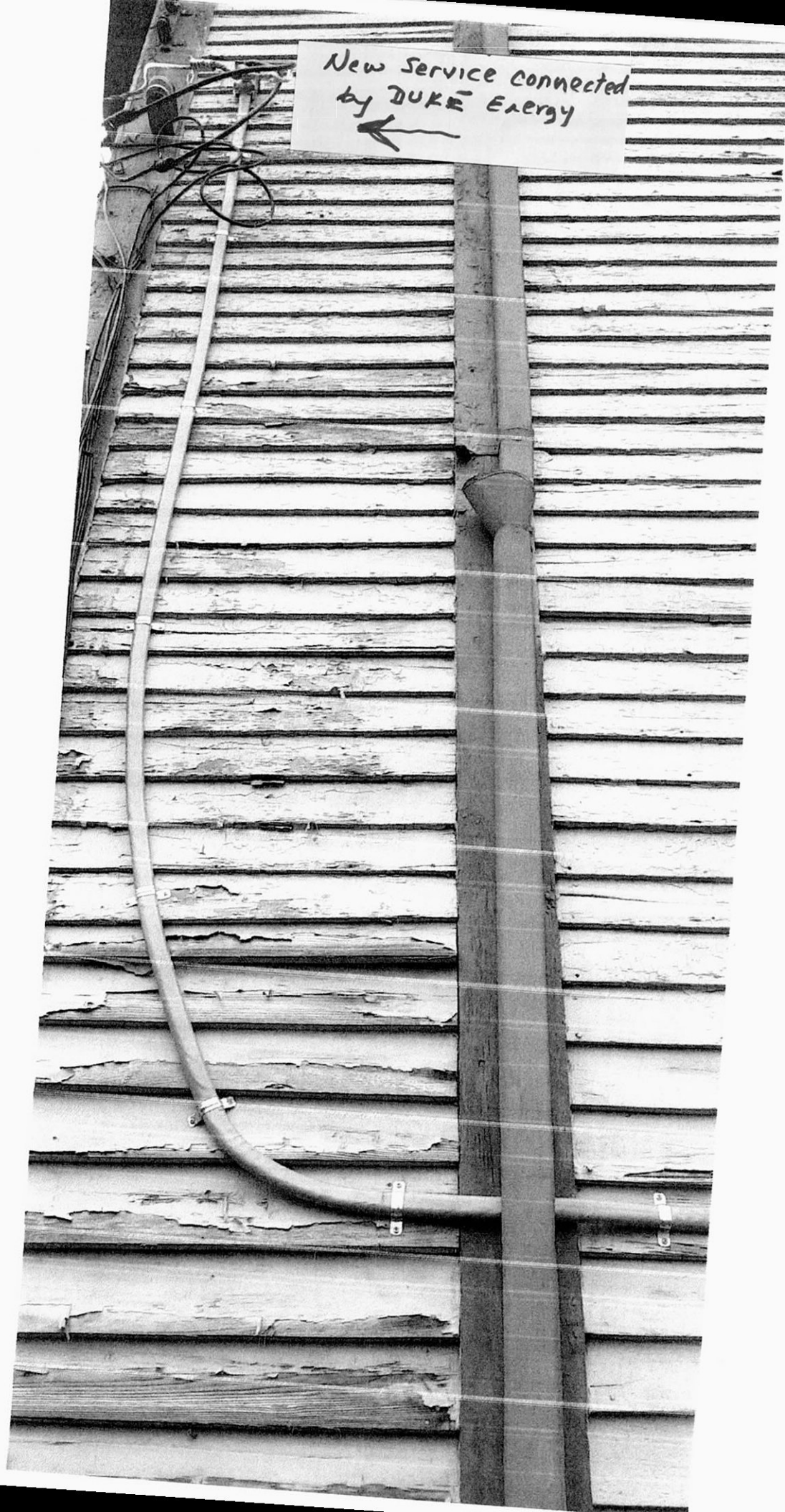
Elec. Insp. IBI RG

New Service connected
by DUKE Energy



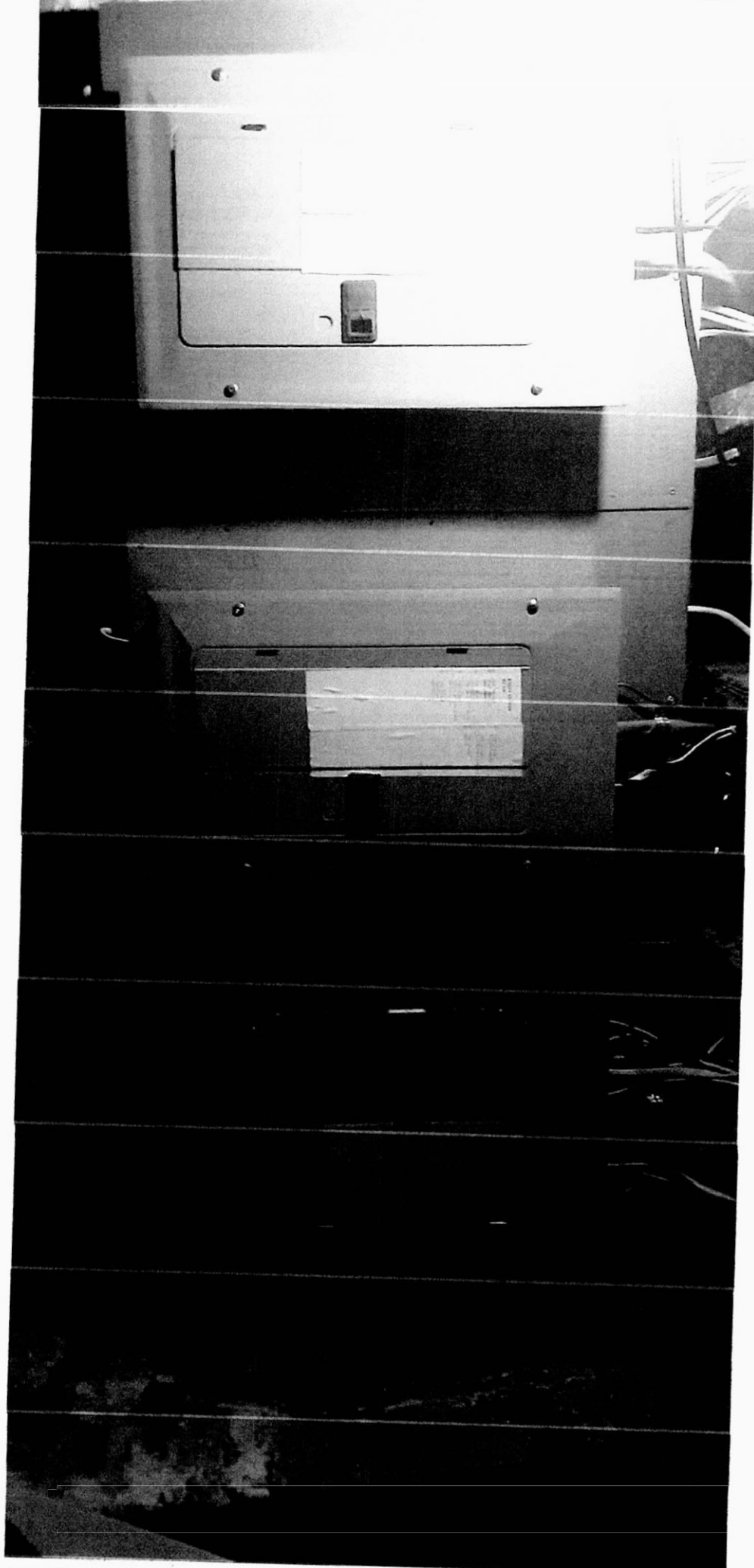
Case #

00658674



Case #
00658674

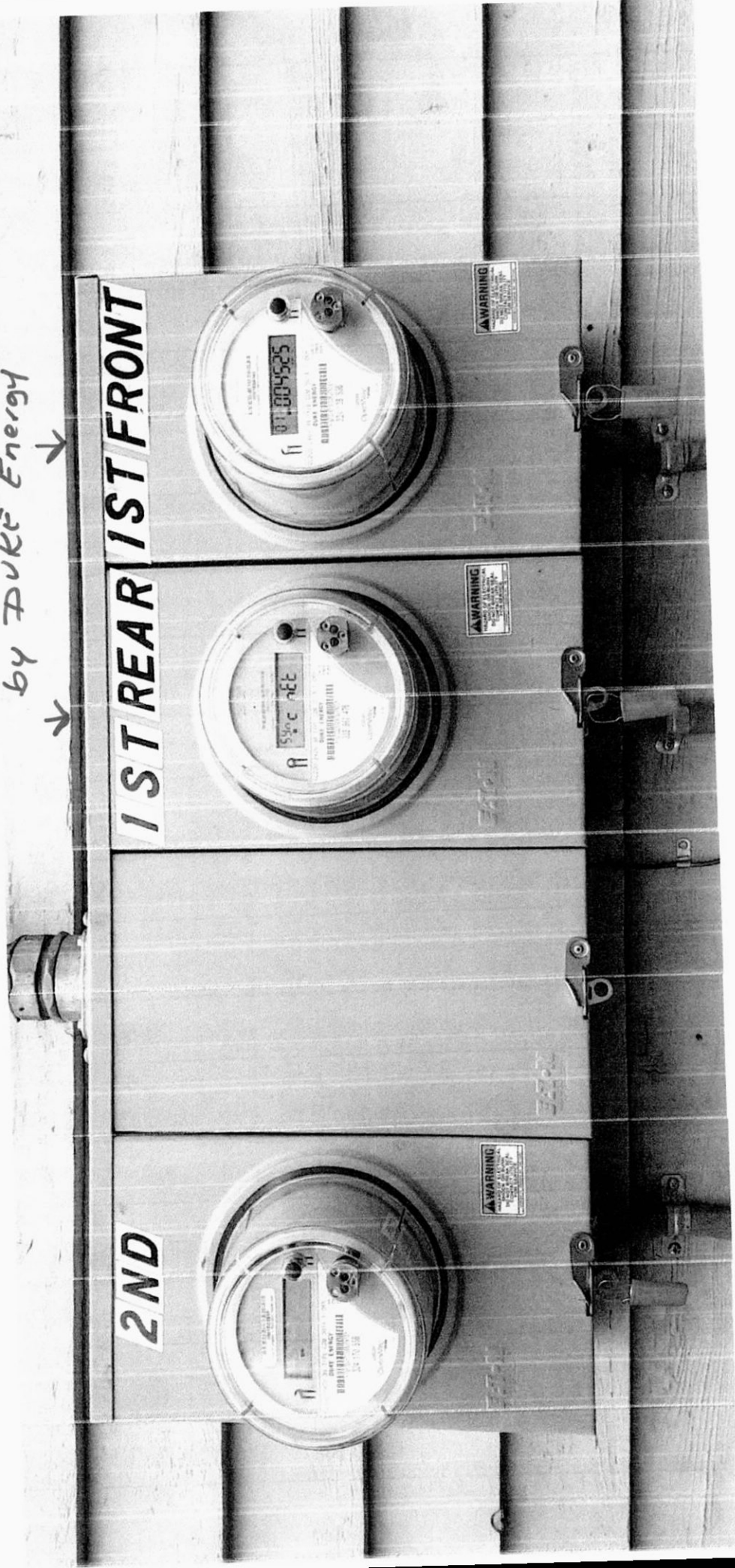
2 New Breaker Boxes
Inspected by IBI



3 Meter Socket
installed
4/9/20

Case #
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2 New Meters installed
by DUKE Energy



All electric was upgraded with new wiring outlets - elect. stove connection between 2 New Breaker Boxes for 1st floor frt. / 1st floor rear June - Sept.

Permit was filed with the City of Cincinnati
8/25/20 Permit # C1C003020

8/24/20 Load calculation was approved

9/4/20 3 meter base was installed with two open sockets for the 2 new meters
- Jump was placed to prep base to receive the meter
9/9/20 1st inspection to approve the meter

(temporary) release to Duke Energy

→ inspector said nothing about the jump line placed on the meter box. to the electrician

(phone contact) Duke said the new meters should be installed Monday 9/14 or Tuesday 9/15

- Between this date ^{9/9/20} and 9/14 a complaint was called in by evicted tenants: Jerry Horn and Shannon Barrett stating I was stealing electric

So instead of meters being placed on Monday the Tamper Crew was sent out and shut off the electric

I was never notified of any problem nor was the tenant told she was going to lose the power to her apartment

I did not get notified of this disconnection nor was my tenant

9/14/20 - My tenant called me Monday when she discovered the power was shut off so I called electrician he came back to jump the 2 new panels to the original panel and ran by the original meter to give her electric

9/17/20 - Duke came out to install only 1 meter instead of required 2 meters for 1st floor frt. / and 1st floor rear - so this process had to be rescheduled till they brought out 2 meters

9/28/20 Duke came back out with 2 meters and installed them

10/1/20 Final inspection done - closed the permit out.

11/29/20 Called tenant about picking up December rent when she told me she had a letter from Duke Energy that was mailed to 730 Derby Apt 1. with my name on it. I told her to open it up and she said it was a bill for \$2436.52. I had no idea what this was



duke-energy.com
1.800.544.6900

Case # 00658674

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Bill date Nov. 9, 2020

GEORGE DREILING

Kristen - Revenue Dept

Account number 1550-3977-01-7

Final Bill

Previous amount due	\$2,436.52
Total amount due Dec 01	\$2,436.52

26 did not know where this acct. # came from
↑

8/25 Permit

8/26 Load calculation approved inspection IBI

8/27 approved 1st inspection meter release sent to DUKE (pull out meter)

9/9 approved meter release sent to DUKE (pull out meter)

9/17 meter installed not 2' clear had to jump 18" front after meter inst.

10/1 final close permit out

9/4 3 meter box was set with 1" gap sockets

Permit # C1C003020

Revenue agreement records?

to agree on a reasonable offer?

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.

Final Bill



Duke
PO Box
Charle

Mailed to 730 Derby
Apt 1 NOT my address
in Indiana

Account number
1550-3977-01-7

\$2,436.52
by Dec 1

After Dec 1, the amount due
will increase to \$2,473.07.

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

\$ _____
Amount enclosed

038617 000000352

GEORGE DREILING
730 DERBY AVE APT 1
CINCINNATI OH 45232-1869



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

990155039770170002200002436520000000000000002436522

Copy 1st page of Lease to show she was
legally living here when DUKE said the Apt.
Residential Lease Agreement should have been
vacant

1. PRELIMINARY TERMS

This Rental Agreement is made this 9th Day of July, 2020.
Between:

Tenant's Name: Lynette Johnson

Tenant's Address: 730 Derby Ave #1
Cincinnati OH 45232

Herein after referred to as "Tenant"

Owner's Name: George A Drilling

Owner's Address: 257 W. G. Rd. #25 N.
Batesville IN 47006

Herein after referred to as "Landlord"

For the rental property {Herein after referred to as Premises} described to and located at:

730 Derby Ave #1 Cincinnati OH 45232
Together with the following furniture, appliances, and any fixtures:
Stove & refrigerator

2. USE OF PREMISES:

Tenant agrees that the leased premises are to be occupied for residence purposes only for not more than 2 adults and 2 children, and that no other persons shall occupy such premises without the written consent of the Landlord.

AT NO TIME SHALL MORE THAN 4 PERSONS OCCUPY THE PREMISES.

3. TERMS

The premises are hereby leased for a tenancy from month to month beginning:

DATE: 7-9-, 20 20. And ends upon any violation of this lease which is agreed to.

4. RENT:

The Tenant agrees to pay without demand of the Landlord, and the Landlord agrees to accept, as rent for the use and occupancy of the premises for the sum of \$ 800.00

Per month payable in advance of or on the 1ST. of each month, commencing on

7-9, 20 20. All rental payments to the landlord shall be made at such a place as designated by the Landlord. As of the time of signing of this agreement, rental Payments shall be made: Due on 1st of month

Furthermore, if the rent is not paid in full by the 5th of the month without demand of the Landlord, the Tenant shall pay \$ 25.00 LATE PAYMENT FEE.

*****THE TENANT WILL BE SERVED A THREE DAY NOTICE TO LEAVE THE PREMISES UPON FAILURE TO PAY RENT BEFORE THE 5TH OF THE MONTH

11/29/20 was told about bill mailed to ^{Case# 00658674}

730 Derby Av Apt 1 addressed to me
Lynette Johnson lives at this Apt.

My bills for this building are usually mailed
to my home address in Indiana
Lynette thought it was junk mail.

- Asked her to open mail and she told me
it was a Final Bill for \$2436.52
due on DEC 1.

- I had no idea what this bill was
for as I have always paid my DUKE
bills on time and never late!

11/29/20 I called two times one at 9:00
and got thru at 6:30 and was disconnected
while talking to rep. at 7:00 pm.

11/30/20 I Called again at 9:00 and DUKE rep.
told me he was not assigned this acct
and Kristen was not there

I called at 10:30 on hold for 40 min.
and got through - was told they would email
Kristen and she would call me 24 to 48 hours.

12/1 + 12/2 → No calls from Kristen

12/3 - I called back 9:10 on hold till 9:40
talked to Theresa and call disconnected at 9:10

Called back 10:00 on hold till 10:20 talked to
Misty - said she would email Kristen

12/4 Called 10:00 on hold till 10:19 talked to Karen -
11:11 10:23 talked to Paula

12/3 Called Lynette ^{Apt. #1} Johnson after she told me
she had a letter from DUKE Energy addressed
to me - I told her to open it and read to
me what it was → ^{FINAL} Bill for \$2436.52
dated 11/9/2020

→ This bill was never mailed to my mailing
address for my regular bills for this address

12/3 Called DUKE 9:10 talked to Theresa
on line to 9:40
9:47 disconnected
called 9:50 Answered 10:20 talked to Mist
was told Kriston was on this case

12/4 I called

Case # 00658674

1/4/21 Called 8:15 put on hold till 8:30 Carrie answered and told me to fax information from the electrician Ed McNamara to: 513 419 1460 or email to:

Recievables@DUKE-ENERGY.COM
Attn: Kristen / Tamper Dept.

I called my electrician to see if he emailed her and he confirmed he did but got no response from Kristen

1/5/21

So I called back to get confirmation that Kristen recieved everything they needed. At 8:30 I talked to Shania and was told she would email Kristen and to expect a call back within 24 hrs.

1/6/21

I called back again at 9:30 and was on hold till 10:15 and again was told they would email Kristen again

1/7/21

Returned call again and was told the same thing

1/14/21

Called 8:30 talked to Tiffany and was transferred to Kristen Dept. she was not available

1/14/21

Called 10:45 talked to Meghan and was told she would email the Revenue dept.

1/19/21

Called 7:05 talked to Tyler transferred to Trey in Revenue Dept and was told the crew chief would call me back

→ Never recieved a Call back

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After Kristen finally contacted me she told me that she talked to the tamper crew and they confirmed the meter was jumped (which my electrician never denied) and told me there was no reason to talk to anyone else. I asked her to please contact the electrician that did this work to hear his explanation on why the meter was jumped. So Kristen agreed so I gave her his name and phone number and told her he would answer her call.

- She never called him

Evidently my evicted tenant (1/1/20)^{Court date} called to report the tampering claim and Duke sent a Tamper Crew out Monday 9/14/20 and disconnected the jumped meter to Apt. 1 which was occupied by my tenant Lynette Johnson - and supposedly the Tamper Crew was told the Apt 1 was vacant which was not true! Lynette began living in this Apt on 2/9/2020 and the meter remained in my name until the work was completed, which included new Breaker Boxes and 2 new meters.

Case #00658674

HAMILTON COUNTY MUNICIPAL COURT, HAMILTON COUNTY, OHIO

George A. Drexling
 YOUR NAME
257 W. Co. Rd. 925 IN.
 ADDRESS
Batesville IN. 47006
 CITY, STATE, ZIP CODE

CASE NO. 19CV31571

COMPLAINT FOR EVICTION AND MONEY

VS.

☐ IN ACCORDANCE WITH CIVIL RULE
 4.6 (C) OR (D) AND (E), ORDINARY
 MAIL WAIVER REQUESTED

Jerry Horn & Shannon Barrett & Others
 THEIR NAME
730 Derby Av APT. # 1
 ADDRESS
Cincinnati, OH 45232
 CITY, STATE, ZIP CODE

FIRST CLAIM

1. Plaintiff(s) states that they are the owner(s) of the premises. The address that the tenant is to be evicted from is:
730 Derby Av. apt. # 1 Cincinnati, Hamilton County, Ohio.
2. Defendant(s) entered said premises as a tenant of the plaintiff, and have either entered into an unlawful and forcible entry and detention, or an unlawful and forcible detention after a peaceable or lawful entry of the described premises.
3. Plaintiff served the defendant with a notice in writing on: Dec. 12, 2019
4. The date on the notice when the tenants were told to leave was: Dec. 15, 2019

SECOND CLAIM

1. Plaintiff reiterates and reaffirms all of the allegations in the first claim. The tenant(s) owe rent in the amount of \$ 4535.00 which includes all rent up to and including the current rental period.
2. Plaintiff is entitled to \$ 23.33 per day (divide 1 month's rent by 30 to get amount) as damages for use and occupancy of the premises until the date of judgment, this being the reasonable value for the use of said premises.

THIRD CLAIM

1. Plaintiff reiterates and reaffirms all of the allegations in both the first and second claims.
2. Plaintiff may be entitled to money for damages beyond "normal wear and tear", in addition to late charges and utilities, in an amount not to exceed \$ 700.00 (you must make an estimate on this amount).

WHEREFORE, PLAINTIFF DEMANDS:

- (a) Restitution and recovery of said premises.
- (b) Judgment for back rent in the amount of \$ 4535.00 (See line 1 on second claim).
- (c) \$ 23.33 per day until date of judgment for use and occupancy of said premises (See line 2 on second claim).
- (d) Damages, late charges, and utilities not to exceed \$ 700.00 (See line 2 on third claim), and costs.

19 CV 31571

HAMILTON COUNTY
 CLERK OF COURTS

George A. Drexling
 SIGNATURE
George A. Drexling
 NAME (PLEASE PRINT)
257 W. Co. Rd. 925 IN
 ADDRESS
Batesville IN. 47006
 CITY, STATE, ZIP CODE
513 206 8812
 TELEPHONE NUMBER

Case # 00658674

Case # 00658674
Finally I decided I was getting nowhere with Kristen

- 2/18 I called PUCO to begin 1 stage of informal complaint or appeal. I spoke with Dorita who was assigned my case
- 2/19 # 658674 but she did say that DUKE began this tenant case because of a complaint from evicted tenants Shannon Barrett and Terry Horn who were not living there when they made the complaint. She tried to see if DUKE would work with me and she was told no.
- 2/19 Called DUKE ^{→ 10:30 Lashana} - emailed Kristen regarding this complaint from previous tenants who were evicted and owed me \$4600 - she never told me where the complaint originated from.
- 2/19 Told DORITA I was not satisfied because everything was done above board - permit - 3 inspections and final approval etc. she would mail me FORMAL APPEAL Papers (Jamica)
- 3/3 Called PUCO to see where FORMAL APPEAL paper where - said they were just mailed could take 1 1/2 - 2 weeks
- 3/19 Called PUCO - said they mailed out packet (Lashana) so it must be US Mail Problem - said she co

After getting the 1st Temporary release
I jumped both meters so that
DUKE would know that there were
NO shorts in the electric system
(and there would be no sparks) and
that DUKE could plug the meters in
and have no problems and once
installed they could see when
plugged in the meters were working
properly.

How could DUKE possibly think you
were stealing electric when we were
in the process of a valid permit
and three inspections by the
FBI in Cincinnati.

9/9/20 FBI inspector saw this work
with meter jumped and didn't say
there was anything wrong when he
met with the Electrician at the
property.

Ed McNamara

Phone # 513 432 1196



duke-energy.com
1.800.544.6900

Your Energy Bill

page 1 of 3

Service address
GEORGE DREILING
730 DERBY, FL: 2
CINCINNATI OH 45232

Bill date Apr 8, 2021
For service Mar 8 - Apr 7
30 days

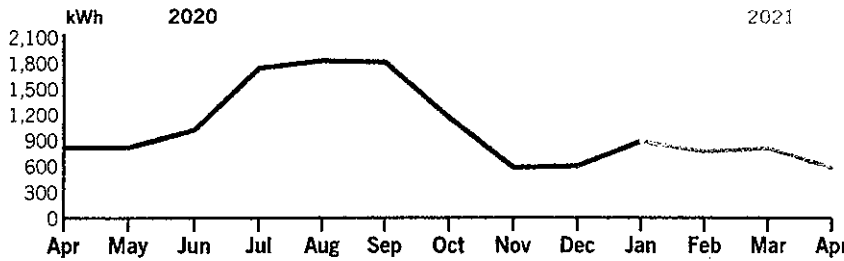
Account number 8210-0047-23-0

Billing summary - Disconnect Notice

Previous amount due	\$2,714.68
Payment received Mar 23	-95.34
Late Payment Charge(s)	39.29
Current Electric Charges	70.90
Total amount due Apr 30	\$2,729.53

Your usage snapshot

Electric usage history



	Current Month	Apr 2020	12-Month Usage	Avg Monthly Usage
Electric (kWh)	584	821	12,649	1,054
12-month usage based on most recent history				

Important Disconnect Information

Your service may be disconnected if your past due amount of **\$183.75** is not paid by **04/23/2021**. 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 \$150.00 before service is restored.

Additional information on payment assistance can also be found on the enclosed disconnect notice or at 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.

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.

Per the Electric Security Plan approved in Case No. 17-1263-EL-SSO, the PUCO approved adjustments to Rider AER-R (Alternative Energy Recovery) and Rider SCR (Supplier Cost Reconciliation). Overall, a typical residential customer using 1,000 kWh per month will see an increase of approximately \$0.24 or 0.2% per month effective April 2021.

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
8210-0047-23-0

\$2,729.53
by Apr 30

To avoid disconnection, pay
\$183.75 by Apr 23.

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

034358 000000142



GEORGE DREILING
257 W COUNTY ROAD 925 N
BATESVILLE IN 47006-9678



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

99082100047230000220000265863000000709000002729534

ob.dco.duke.bills.20210408215344.91.afp-68715-000000142

Your usage snapshot - continued

Current electric usage for meter number 324170558

Actual reading on Apr 7	38075
Previous reading on Mar 8	- 37491
Energy used	584 kWh
kWh Usage	584



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.

Billing details - Electric

Meter - 324170558
Rate RS - Residential Svc-Winter

Distribution-Customer Chg	\$6.00
Delivery Charges	
Distribution-Energy Chg	
584 kWh @ \$0.031482	18.39
Delivery Riders	14.94
Generation Riders	0.24
Generation Charges	
Retail Capacity Rider (RC)	7.45
Retail Energy Rider (RE)	24.84
Rider AERR	0.16
Supplier Cost Reconciliation Rider (SCR)	-1.12
Total Charges	\$70.90

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

For a complete listing of all Ohio rates and riders, visit duke-energy.com/rates

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 5.36 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. To learn more about Price to Compare, visit 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 = \$0.50.

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

