

BEFORE

THE PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of the Application of)	
Duke Energy Ohio, Inc., for an)	Case No. 21-887-EL-AIR
Increase in Electric Distribution Rates.)	
In the Matter of the Application of)	
Duke Energy Ohio, Inc., for Tariff)	Case No. 21-888-EL-ATA
Approval.)	
In the Matter of the Application of)	
Duke Energy Ohio, Inc., for Approval)	Case No. 21-889-EL-AAM
to Change Accounting Methods.)	

DIRECT TESTIMONY OF

LESLEY G. QUICK

ON BEHALF OF

DUKE ENERGY OHIO, INC.

_____	Management policies, practices, and organization
_____	Operating income
_____	Rate Base
_____	Allocations
_____	Rate of return
_____	Rates and tariffs
<u> X </u>	Other: Expanding Fee Free Payment Options

October 15, 2021

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ATTACHMENT:

Attachment LGQ-1 Customer Survey Verbatims

I. INTRODUCTION AND PURPOSE

1 **Q. PLEASE STATE YOUR NAME AND BUSINESS ADDRESS.**

2 A. My name is Lesley G. Quick, and my business address is 400 South Tryon Street,
3 Charlotte, North Carolina 28202.

4 **Q. BY WHOM ARE YOU EMPLOYED AND IN WHAT CAPACITY?**

5 A. I am employed by Duke Energy Carolinas, LLC (DEC) as Vice President of
6 Strategic Planning, Governance and Technology within Customer Services. DEC
7 is a subsidiary of Duke Energy Corporation (Duke Energy) which provides
8 various services to Duke Energy Ohio, Inc., (Duke Energy Ohio or Company) and
9 other affiliated companies of Duke Energy.

10 **Q. PLEASE BRIEFLY DESCRIBE YOUR EDUCATION AND**
11 **PROFESSIONAL EXPERIENCE.**

12 A. I obtained a bachelor's degree in Financial Management from Clemson University
13 in 2002. I started with Duke Energy two weeks after graduation and have
14 remained an employee for the past 19 years. Since 2002, I have worked for the
15 Company in a variety of roles, each with increasing responsibility, in Finance,
16 Rates and Regulatory Compliance, Corporate Strategy, Customer Solutions
17 products and services, and Revenue Services. I assumed my current position in
18 Customer Services in 2020.

19 **Q. PLEASE DESCRIBE YOUR RESPONSIBILITIES AS VICE PRESIDENT**
20 **OF STRATEGIC PLANNING, GOVERNANCE, AND TECHNOLOGY IN**
21 **CUSTOMER SERVICES.**

1 A. My responsibilities include the oversight, leadership, integration, and
2 implementation of strategic business planning governance, change management,
3 audit and compliance, and technology support. I provide direction and leadership
4 in the development of organizational business plans to ensure alignment and
5 achievement of objectives, regulatory compliance and reporting, key performance
6 indicators and operational metrics. Additionally, I lead the Consumer Affairs
7 division, which is a centralized team that resolves commission complaints and
8 other sensitive or escalated issues through a variety of channels including social
9 media. This team is also a key contact for our customer assistance agencies. They
10 also monitor trending to address potential process improvements to drive down
11 complaint volume.

12 **Q. HAVE YOU PREVIOUSLY TESTIFIED BEFORE THE PUBLIC**
13 **UTILITIES COMMISSION OF OHIO?**

14 A. No. I have, however, previously appeared or testified before other regulatory
15 commissions in other states including Kentucky, Indiana, South Carolina, and
16 Florida.

17 **Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY IN THESE**
18 **PROCEEDINGS?**

19 A. The purpose of my testimony is to highlight Duke Energy Ohio's exceptional
20 service to its customers and how that translates to customer satisfaction. I also
21 describe some of the steps the Company is taking to further improve the
22 experience and satisfaction of its customers when they engage with Duke Energy
23 Ohio. Finally, I support the Company's proposal to establish a fee-free payment

option (Fee-Free Program) for residential customers who use credit cards, debit cards, electronic checks, and prepaid cards (collectively, Card Payments) to pay their electric bills.

II. OVERVIEW OF CUSTOMER SERVICES

Q. PLEASE DESCRIBE THE COMPANY’S CUSTOMER SERVICE GOAL.

A. One of the Company’s most important goals is to provide excellent customer service. Duke Energy strives to exceed customer expectations by building genuine connections with all customers by soliciting customer feedback, taking note of evolving customer expectations, anticipating customer needs, leveraging emerging technologies, and offering dynamic solutions to customer issues. Customer service is a factor in the policies, programs, and decisions that the Company implements.

Q. PLEASE BRIEFLY DESCRIBE HOW THE COMPANY MEASURES EXCELLENCE IN CUSTOMER SERVICE?

A. As discussed by Duke Energy Ohio witness Amy B. Spiller, the Company has implemented a comprehensive array of customer satisfaction measurement tools to understand and identify those aspects of the current customer experience that may cause difficulties or concerns for some customers. The Company’s proprietary relationship study, CX Monitor, surveys customers to measure sentiment and satisfaction – both on an overall basis and with key experiences they have had with Duke Energy Ohio over the past 12 months. Examples of these experiences include their billing and payment experience or use of the Company’s web or phone channels. Customers provide a score for each

1 experience they have had on a '0-10' scale as well as open-ended verbatim
2 comments detailing the primary reason(s) for their score. The value of the CX
3 Monitor over other surveys is that it asks our own customers about their
4 perceptions, which can be compared against their actual experiences. Duke
5 Energy Ohio has been able to leverage the data to generate insights, which has
6 helped prioritize investment to drive customer satisfaction. The Company has also
7 implemented Fastrack 2.0, a proprietary post-transaction measurement program.
8 Fastrack 2.0 measures the quality of recent interactions customers have with the
9 Company in near real-time, enabling the timely evaluation of its customer
10 performance.

11 **Q. HOW DOES THE COMPANY UTILIZE CUSTOMER CARE CENTERS,**
12 **ITS CALL CENTER OPERATION?**

13 A. Duke Energy Ohio utilizes two Customer Care Centers in the Midwest to support
14 our Ohio utility operations and serve our customers. These two Midwest customer
15 care centers are located at 139 East Fourth Street, Cincinnati, Ohio, and at 1000
16 East Main Street, Plainfield, Indiana. Both centers are open from 7:00 a.m. to 7:00
17 p.m. Monday through Friday for residential customers and 7:00 a.m. to 6:00 p.m.
18 Monday through Friday for business customers. During the ongoing COVID-19
19 pandemic, most Customer Care specialists transitioned to a remote working
20 environment to continue serving customers safely. We also utilize vendor call
21 centers in Alabama, North Carolina, and West Virginia to supplement our
22 Midwest customer care centers and, in 2021, the Company will add another
23 vendor call center in Florida to serve Midwest customers.

1 Also, the Company has the Duke Energy Social Media Customer Care
2 program, which operates Monday through Friday from 8:00 a.m. to 5:00 p.m.
3 assisting customers on the Duke Energy enterprise social media channels which
4 consist of Facebook, Twitter, LinkedIn, and Instagram. Utilizing resources from
5 the Consumer Affairs organization, employees assist customers in private, one-
6 on-one conversations using direct messages to address any questions or issues that
7 they may be having. The frequent inquiries received on social media are related to
8 outages, billing, payment, and website.

9 **Q. PLEASE DESCRIBE HOW DUKE ENERGY OHIO'S SOCIAL MEDIA**
10 **PROGRAM HAS EVOLVED TO KEEP PACE WITH CUSTOMERS'**
11 **CHANGING EXPECTATIONS.**

12 A. Duke Energy Ohio customers utilize the Duke Energy enterprise social channels
13 to contact the Company for account-related and service inquiries. The social
14 media channels continue to grow and as of September 2021, Duke Energy has
15 more than 640,000 followers on its Facebook, Twitter, Instagram, and LinkedIn
16 pages. Using social media allows the Company to proactively post warning and
17 safety information to quickly reach as many customers and stakeholders as
18 possible, engage with customers who have safety-, storm-, or outage-related or
19 account questions, and monitor how messages are being received and responded
20 to.

21 **Q. HOW HAS DUKE ENERGY OHIO MODERNIZED ITS**
22 **COMMUNICATION CAPABILITIES FOR CUSTOMERS?**

1 A. The Company has made available a free mobile app for customers to utilize for
2 managing their account. The mobile app allows residential and small business
3 customers to easily manage their account from anywhere in the U.S. The app uses
4 the same log-in as the customer's current account and has an option to use
5 fingerprint or facial recognition for a fast, secure sign-in. The app was developed
6 based on customers' most requested features – with it, customers can: view and
7 pay their bill, use the app to set reminders, schedule automatic payments or view
8 their billing history, report an outage and receive restoration updates, monitor
9 their energy use over time so they can better manage it, and receive personalized
10 offers that help them save.

11 Also, the Company's Usage Alerts program is another example of how
12 customer communications have been enhanced. With the Usage Alerts program,
13 eligible customers automatically receive an email at the midpoint of their billing
14 cycle with their current electricity cost and projected cost. The customer also has
15 the ability within this program to set a budget dollar amount and will then receive
16 alerts when they reach 75% and 100% of the set amount.

17 **III. TRANSFORMING THE CUSTOMER EXPERIENCE**

18 **Q. PLEASE DESCRIBE THE COMPANY'S EFFORTS TO ENHANCE**
19 **CUSTOMER SATISFACTION.**

20 A. Duke Energy Ohio is working hard across the business to further improve the
21 customer experience. In the Customer Services organization, the Company is
22 transforming the customer experience by making strategic, value-based
investments for the benefit of customers with a focus on improving customer

1 interactions with the customer care center and by enhancing communications and
2 account management options via digital channels.

3 **Q. PLEASE PROVIDE EXAMPLES OF WAYS YOUR ORGANIZATION IS**
4 **HELPING TO TRANSFORM THE CUSTOMER EXPERIENCE.**

5 A. Two key examples are enhancements to our interactive voice response (IVR)
6 system and the future deployment of a new customer information system (CIS)
7 called Customer Connect.

8 **Q. PLEASE DESCRIBE THE IVR SYSTEM.**

9 A. In late 2019, the Company launched a new IVR to replace the existing IVR
10 system with advanced technology focused on transforming the caller's
11 experience. The new IVR design reflects learnings from customer feedback and
12 industry best practices that led to several key areas of focus, which include: 1)
13 proactively identifying the customers and why they are calling the Company; 2) a
14 tailored customer experience similar to what they receive from other consumer
15 product companies; and 3) fewer menu options to complete their request in the
16 IVR. Options that became available after the deployment of the new IVR include
17 call intent prediction, easy self-serve options, customer call back, and a post-IVR
18 transaction survey. The call intent prediction functionality predicts the reason the
19 customer is calling the Company. For example, "I see you have a pending service
20 order scheduled for tomorrow. Is this why you are calling?" The Company
21 recognizes customers want the ability to self-serve while navigating seamlessly
22 through the IVR. Prior self-service functionality, such as requesting a payment
23 arrangement and reporting a power outage, was improved via voice activated

1 prompts, which helps provide a more positive customer experience. New self-
2 serve options also include texting a link to local payment locations, providing
3 customers the ability to update their phone number in the IVR, and requesting
4 their account number through the IVR.

5 An increased number of calls during a specified timeframe may result in
6 longer than usual hold times to speak with a specialist. The IVR was enhanced to
7 provide customers the option to continue holding until a specialist is available or
8 to have their place in line reserved for them, allowing us to return their call at the
9 phone number of their choice. The Company's ongoing focus to understand "the
10 voice of the customer" has been expanded to the IVR with the implementation of
11 the post-IVR transaction survey. This survey offers customers the option to
12 provide feedback on their IVR experience.

13 **Q. PLEASE DESCRIBE THE NEW CIS.**

14 A. Duke Energy Ohio witness Retha Hunsicker provides greater detail regarding the
15 legacy CIS and the new CIS in her direct testimony. In summary, Duke Energy
16 has begun conversion of its antiquated and incompatible customer information
17 systems into a single, modern customer service platform, known as Customer
18 Connect. Through this conversion, the Company will be able to deliver a
19 customer experience that will simplify, strengthen, and advance its ability to serve
20 customers.

IV. EXPANDING FEE-FREE PAYMENT OPTIONS

1 **Q. HAS THE COMPANY IDENTIFIED ADDITIONAL PROGRAMS THAT**
2 **IT MAY OFFER TO IMPROVE CUSTOMER SATISFACTION?**

3 A. Yes. The Company is proposing to offer the Fee-Free Program for residential
4 customers who make Card Payments to pay their electric bills . In order to offer
5 the Fee-Free Program, the Company proposes to eliminate the third-party
6 convenience fees associated with processing these forms of payment that, today, a
7 customer making a Card Payment must individually pay, and instead include
8 these third-party imposed costs for recovery through the Company's Uncollectible
9 Expense Electric Distribution Rider (Rider UE-ED).

10 **Q. PLEASE EXPLAIN HOW THE COMPANY CURRENTLY ACCEPTS**
11 **PAYMENTS FROM ITS RESIDENTIAL CUSTOMERS.**

12 A. Currently, the Company accepts residential customer payments through check,
13 money order, cash, and automated bank drafts (ACH). The Company also offers
14 residential customers the ability to make Card Payments or use electronic checks
15 through the Company's website, mobile app, call center specialist or IVR.

16 **Q. PLEASE EXPLAIN THE COMPANY'S PROPOSAL FOR A FEE-FREE**
17 **PROGRAM.**

18 A. Currently, customers can make payments free of charge by mailing a check or
19 money order, paying with cash or check at a free pay station, or using ACH drafts.
20 The costs for the Company to offer these methods are paid for by all customers
21 through base rates and are not recovered exclusively by those specific customers
22 that use any of the above methods of payment. However, residential customers

1 using a credit card, debit card, prepaid card, or electronic check through any
2 authorized Duke Energy payment channel (IVR, web, Mobile App, or over the
3 phone via live customer service representative) are subject to a \$1.50 convenience
4 fee per transaction charged by the third-party payment processing vendor. The
5 convenience fee is collected directly from the customer by the Company's third-
6 party vendor, SpeedPay, and is applicable to all channels listed above including
7 live customer service. The Company receives no portion of this fee.

8 As customer expectations change and more payments are processed
9 electronically, the Company believes it is reasonable to offer a fee-free payment
10 opportunity for all payment methods to its residential customers. There are many
11 customers that need or rely on this payment channel and, while the Company
12 cannot make its vendors provide the payment processing service at no cost, there
13 is a way to provide this service without a direct cost to those customers by making
14 it available to all customers without direct convenience fees per transaction.

15 **Q. HOW IS THE COMPANY PROPOSING TO MODIFY THE CURRENT**
16 **METHODS OF PAYMENT AND ANY ASSOCIATED FEES?**

17 A. The Company is proposing to offer the Fee-Free Program for Card Payment
18 methods for its residential customers. Going forward, the Company will include
19 those actual costs as part of the annual Rider UE-ED filings. This would
20 eliminate the \$1.50 convenience fee currently directly charged to those residential
21 customers paying by credit card, debit card, prepaid card, or electronic check.

22 **Q. WHY IS THE COMPANY PROPOSING THESE MODIFICATIONS AT**
23 **THIS TIME?**

1 A. The number of Card Payments made continues to grow as a preferred method of
2 payment by many consumers, which makes the imposition of the per transaction
3 convenience fee increasingly unacceptable to customers. Many consumers find
4 the flexibility to pay their bills using Card Payment options as providing a
5 significant benefit. Few industries charge a per transaction fee for Card Payment
6 processing. The convenience fee for Card Payments processing is an exception,
7 not a rule, for making Card Payments, and in many instances, is a deterrent to
8 using this type of payment method.

9 A 2019 Federal Reserve Payments Study concludes that Card Payments
10 continue to outpace other forms of payment, growing 8.9% per year between 2015
11 and 2018, whereas check payments fell 7.2% per year during the same period.¹
12 Another industry study, released in September 2020, examined the rapid shift to
13 digital spending, finding “U.S. consumers have migrated from brick-and-mortar
14 stores to digital shopping channels and many have no intention of going back. It is
15 increasingly less likely that consumers will revert back to their pre-pandemic
16 lifestyles as the pandemic continues, and the digital shift will become stronger
17 and more permanent.”²

18 The Company is seeing customer expectations change as more payments
19 are being made electronically. Customers benefit from the shift to more fee-free
20 paperless options, which provides flexibility, additional security and peace of

¹<https://www.federalreserve.gov/paymentsystems/2019-December-The-Federal-Reserve-Payments-Study.htm> (accessed October 5, 2021).

² See PYMNTS.com, *How We Shop: Measuring the Rapid Digital Shift* at 39 (Sept. 2020), available at <https://www.pymnts.com/news/retail/2020/permanent-digital-shift-quantified-in-how-we-shop-report/> (accessed October 5, 2021). PYMNTS.com is a wholly owned subsidiary of Berkshire Hathaway. This study was done in collaboration with and supported by PayPal to discern evolving consumer preferences.

1 mind that payments will be delivered in a timely manner. Along these same lines,
2 there could be increased anxiety regarding germs and exchanging cash due to
3 COVID-19. Card Payments also provide consumer protection and real-time
4 transparency around the transaction, which allows for improved budgeting and
5 expense tracking. Given this change in customer experience and expectation, the
6 Company believes it is reasonable to offer its residential customers fee-free
7 payment options for all of its payment methods and to include recovery of those
8 costs instead through other means than a direct, per-transaction point of sale fee.

9 **Q. HAVE THE COMPANY'S RESIDENTIAL CUSTOMERS REQUESTED**
10 **COST FREE ALTERNATIVE BILLING PAYMENTS?**

11 A. Yes. Customers have grown accustomed to paying for other of life's necessities
12 with a credit card, debit card, prepaid card, or electronic check without a separate,
13 additional fee. The requirement to pay a transaction fee when making a payment
14 for utility service is one of the largest frustrations customers experience when
15 paying their Duke Energy Ohio bill. Customer dissatisfaction over these
16 additional fees stems from the fact that these credit/debit card/electronic check
17 processing costs are already accounted for in the retail price of virtually all other
18 products that consumers purchase every day. For example, in the Company's
19 recent monthly residential surveys, residential customers noted the following
20 when asked what they liked least about their billing and payment experience:

21 *"To pay by credit card, you are charged a 'convenience fee' and there is*
22 *NOTHING convenient about having to pay a fee to pay a bill."*

1 *“I am old fashioned and hard to change my ways, however I have started*
2 *to pay my bills online and it saves time and money (postage). I registered with*
3 *Duke and was ready to push the pay button and noticed there is a fee from Duke.”*

4 *“I have mentioned several times to the customer service agent when I call*
5 *Duke Energy that it is absolutely absurd that I have to pay a fee to have a*
6 *customer service agent help me pay a bill.”³*

7 As reflected in the direct comments from customers, the ability to pay
8 their bill fee-free—the same way they can with other companies—is important to
9 the Duke Energy Ohio’s customers

10 **Q. HOW WOULD FEE-FREE PAYMENTS BENEFIT THE COMPANY’S**
11 **RESIDENTIAL CUSTOMERS?**

12 A. Eliminating these fees would provide additional fee-free options for residential
13 customers to pay their bills. There are many reasons why customers would prefer
14 to use their credit or debit card, which include: (1) safety and security protections
15 from their bank; (2) faster payment, which can prevent a pending disconnection
16 for non-payment; (3) receipt of loyalty rewards from the card issuer; and (4)
17 critical flexibility for unbanked or underbanked customers, which, according to
18 the FDIC, comprise nearly 24% of households in the Cincinnati, OH-KY-IN
19 Metropolitan Statistical Area (MSA).⁴ Additionally, for unbanked households, the
20 prepaid card market is evolving rapidly and becoming more prevalent. According
21 to the Federal Reserve’s 2020 report data analysis, “federal, state, and local

³ Customer Survey Verbatims, Attachment LGQ-1.

⁴ See Federal Deposit Insurance Corporation, 2017 FDIC National Survey of Unbanked and Underbanked Households (Oct. 2018), available at <https://www.fdic.gov/analysis/household-survey/2017/2017appendix.pdf> (accessed October 5, 2021).

1 government offices use prepaid cards to disburse funds at a lower cost than
2 checks (or other paper-based payment instruments such as vouchers or coupons)
3 and to provide an alternative to direct deposit for payment recipients, especially
4 those recipients who do not have bank accounts.”⁵ Additionally, the Cincinnati,
5 OH-KY-IN MSA households use prepaid cards nearly 5% more than the U.S.
6 average (13.2% in Cincinnati vs. 8.5% in U.S.)⁶ Regardless of the reason, it is
7 indisputable that customers would be more satisfied with the flexibility to choose
8 their method of payment without incurring any additional convenience fees at the
9 time of payment.

10 **Q. WHAT IS THE COMPANY PROPOSING WITH RESPECT TO THESE**
11 **FEES AS PART OF THESE PROCEEDINGS?**

12 A. The Company proposes to recover the costs associated with the fee-free payment
13 program through an existing recovery mechanism, Rider UE-ED, thereby
14 eliminating the per-transaction convenience fees directly charged. As explained
15 by Duke Energy Ohio witness Sarah E. Lawler, recovery of these actual costs
16 through Rider UE-ED will provide all customers with the fee-free option to pay
17 their utility bill via a Card Payment methodology, thereby providing much needed
18 payment flexibility and eliminating the continuing and repeatedly stated
19 frustration point for customers. Duke Energy Ohio cannot eliminate the costs
20 altogether that these third-party payment processing vendors assess, but it can

⁵See Board of Governors of the Federal Reserve System. (2020, October). www.federalreserve.gov/publications/files/government-prepaid-report-202010.pdf (accessed October 5, 2021).

⁶ See Federal Deposit Insurance Corporation, How America Banks: Households Use of Banking and Financial Services (Oct. 2020), available at <https://www.fdic.gov/analysis/household-survey/2019appendix.pdf> (accessed October 5, 2021).

1 make these costs no longer a barrier for customers who wish to take advantage of
2 the methodology.

3 **Q. WHY IS IT REASONABLE FOR THE COMPANY TO INCLUDE THE**
4 **COST OF FEE-FREE PAYMENTS IN RIDER UE-ED, WHICH IS PAID**
5 **BY ALL RESIDENTIAL CUSTOMERS?**

6 A. Given the change in consumer needs and expectations, it is reasonable to include
7 the costs of payments by card in the Company's Rider UE-ED. Including these
8 costs in a rider versus some amount assumed in the rate case test year ensures that
9 only the exact and actual amount of payment processing fees will be charged to
10 customers; no more, no less.

11 In the end, the more convenient the Company can make the bill paying
12 process means that more customers self-serve, pay on time, and are more satisfied
13 with the payment options available to them. This is a benefit to all customers.
14 Customers who do not pay on time and enter the credit collections cycle drive
15 increased costs, which ultimately are paid for by all customers. Moreover, giving
16 customers options to pay by the method of their choice without incurring
17 additional fees increases customer satisfaction and should decrease customer
18 frustrations about the payment process.

19 **Q. CAN YOU SUMMARIZE THE ADOPTION RATE THAT THE**
20 **COMPANY ANTICIPATES IF THIS PROGRAM WERE**
21 **IMPLEMENTED?**

22 A. Yes. The Company anticipates an increase in adoption of Card Payments during
23 the first year of fee-free transactions, in addition to the anticipated continued

1 adoption of such payment method currently being experienced. After an initial
2 bump in adoption in the first year after the per transaction fee is removed, the
3 adoption rate is expected to normalize.

4 **Q. IS THE COMPANY PROPOSING A FEE-FREE PROGRAM FOR ITS**
5 **COMMERCIAL AND INDUSTRIAL CUSTOMERS AT THIS TIME?**

6 A. Not at this time. More cost-effective payment methods are generally available to
7 commercial and industrial customers because these customers' average payment
8 amount is significantly higher than residential (which leads to higher processing
9 costs). Based on these considerations, at this time the Company is not proposing
10 a Fee-Free Program for commercial and industrial customers.

V. CONCLUSION

11 **Q. DOES THIS CONCLUDE YOUR PRE-FILED DIRECT TESTIMONY?**

12 A. Yes.

Attachment LGQ-1 Customer Survey Verbatims

“To pay by credit card, you are charged a ‘convenience fee’ and there is NOTHING convenient about having to pay a fee to pay a bill.”

“I am old fashioned and hard to change my ways, however I have started to pay my bills online and it saves time and money (postage). I registered with Duke and was ready to push the pay button and noticed there is a fee from Duke.”

“I have mentioned several times to the customer service agent when I call Duke Energy that it is absolutely absurd that I have to pay a fee to have a customer service agent help me pay a bill.”

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Summary: Testimony Direct of Testimony of Lesley G. Quick electronically filed by Mrs. Tammy M. Meyer on behalf of Duke Energy Ohio Inc. and D'Ascenzo, Rocco and Kingery, Jeanne W. and Vaysman, Larisa and Elizabeth M. Brama