

THE PUBLIC UTILITIES COMMISSION OF OHIO

IN THE MATTER OF THE APPLICATION OF
DUKE ENERGY OHIO, INC., FOR APPROVAL
OF A WAIVER OF SPECIFIC SECTIONS OF THE
OHIO ADM.CODE.

CASE NO. 22-43-GE-WVR

ENTRY

Entered in the Journal on February 11, 2022

{¶ 1} Duke Energy Ohio, Inc. (Duke) is an electric distribution utility, as defined in R.C. 4928.01(A)(6), a natural gas company, as defined in R.C. 4905.03, and a public utility, as defined in R.C. 4905.02, and, as such, is subject to the jurisdiction of this Commission.

{¶ 2} On January 19, 2022, Duke filed an application for waiver of numerous Commission rules and sections of its applicable tariffs. The application for waiver stems from Duke's upcoming transition from its current customer information system (CIS) to its new CIS, Customer Connect, which Duke believes will improve customer experience. Duke asserts that the conversion from the current CIS to Customer Connect will be a multi-step, carefully sequenced process that will include temporary suspension or manual performance and eventual resumption or re-automation of a number of processes. Duke notes that the entire conversion period will occur from February 18, 2022, to July 1, 2022, but the most impact will occur between March 30, 2022, and April 6, 2022 (Cutover Period). By April 7, 2022, Duke asserts that nearly all processes will be functioning in the standard manner in which they will continue to function going forward. During the conversion period, Duke states that it will need to temporarily suspend or alter many of its normal processes, and, during the Cutover Period, the current CIS will have limited or no availability. Duke further states that it will have contingency processes in place to capture and process most customer requests, with some requests being processed immediately, while others will be held until Customer Connect becomes available. According to Duke, the suspension of activities and certain transactions are necessary to ensure system stabilization as the process to convert from the current CIS to Customer Connect begins. Consequently, Duke requests temporary waivers on its own behalf of rule provisions governing, among other things, billing, payments, choice transactions, customer communications, and disconnections. Duke also

requests temporary waivers on behalf of all competitive retail electric service and competitive retail natural gas service providers for whom Duke serves as an electric distribution utility or natural gas company, respectively, and for waivers of rule provisions governing certain customer transactions. Duke then identifies the specific waivers needed and the time periods during which such waivers would be needed, along with a catchall request for temporary waiver of compliance with any rule or tariff requirements that it may have inadvertently missed and is occasioned by the activity suspensions detailed in the application.¹

{¶ 3} On January 26, 2022, Duke filed notice of its intention to hold a virtual technical conference on February 9, 2022, with all interested parties regarding the CIS conversion at issue in this proceeding.

{¶ 4} On the same date, SFE Energy Ohio, Inc. and Statewise Energy Ohio, LLC filed a motion to intervene in this proceeding.

{¶ 5} On February 7, 2022, Interstate Gas Supply, Inc. filed a motion to intervene in this proceeding. On the same date, Direct Energy Business LLC; Direct Energy Services LLC; Direct Energy Business Marketing LLC; Energy Plus Holdings LLC; Energy Plus Natural Gas LLC; Reliant Energy Northeast LLC; Stream Ohio Gas & Electric, LLC; and, XOOM Energy Ohio, LLC filed a joint motion to intervene in this proceeding.

{¶ 6} Considering the timing of Duke's upcoming CIS conversion, and in order to assist the Commission in its review of Duke's application, the attorney examiner finds that an expedited comment period should be set. Thus, motions for intervention and comments should be filed no later than February 25, 2022. Reply comments should be filed no later than March 4, 2022.

¹ On February 8, 2022, Duke filed correspondence clarifying that its waivers for rules associated with the suspension of customer enrollments in Budget Billing need only last from March 1, 2022, to April 6, 2022, instead of from February 18, 2022, until April 6, 2022, as initially requested in the application.

{¶ 7} It is, therefore,

{¶ 8} ORDERED, That the procedural schedule set forth in Paragraph 6 be adopted. It is, further,

{¶ 9} ORDERED, That a copy of this Entry be served upon all interested persons and parties of record in this matter.

THE PUBLIC UTILITIES COMMISSION OF OHIO

/s/ Matthew J. Sandor

By: Matthew J. Sandor
Attorney Examiner

MJA/kck

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in

Case No(s). 22-0043-GE-WVR

Summary: Attorney Examiner Entry ordering that the procedural schedule set forth in Paragraph 6 be adopted. electronically filed by Kelli C. King on behalf of Matthew Sandor, Attorney Examiner, Public Utilities Commission of Ohio