

Formal Complaint Form

Edward Jackson
Customer Name (Please Print)

936 Cleveland Ave.
Customer Address

Cincinnati OH 45229
City State Zip

Against

35803962012
Account Number

934 Cleveland Ave
Customer Service Address (if different from above)

Duke
Utility Company Name

Cincinnati Oh 45229
City State Zip

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

PUCO

2022 MAR 11 AM 11:01

Edward Jackson
Signature

513-614-8613
Customer Telephone Number

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Technician M Date Processed MAR 11 2022

Upon the filing of a complaint by one hundred subscribers or five per cent of the subscribers to any telephone exchange, whichever number be smaller, or by the legislative authority of any municipal corporation served by such telephone company that any regulation, measurement, standard of service, or practice affecting or relating to any service furnished by the telephone company, or in connection with such service is, or will be, in any respect unreasonable, unjust, discriminatory, or preferential, or that any service is, or will be, inadequate or cannot be obtained, the commission shall fix a time for the hearing of such complaint.

The hearing provided for in the next preceding paragraph shall be held in the county wherein resides the majority of the signers of such complaint, or wherein is located such municipal corporation. Notice of the date, time of day, and location of the hearing shall be served upon the telephone company complained of, upon each municipal corporation served by the telephone company in the county or counties affected, and shall be published for not less than two consecutive weeks in a newspaper of general circulation in the county or counties affected.

Such hearing shall be held not less than fifteen nor more than thirty days after the second publication of such notice.

3/4/22

To: Public Utilities Commission of Ohio

Re: Edward Jackson - 936 Cleveland Ave. Cincinnati, OH 45229 ph. 513-614-8613

Duke Energy Account # 35803962012 Address: 936 Cleveland, OH 45229

I am currently a Duke Energy Customer in Cincinnati, OH., this complaint is being requested for unsubstantiated utility charges billed to the above referenced account.

The above referenced property was purchased as a vacant shell in October 2018. After building Permits were established from the local municipality, a permit for temporary electric and rough in occurred from 2019 -2020. Final completion of all inspections from buildings and inspections and approval for occupancy was given in June of 2020. From the start of renovation to occupancy a energy bill was issued for monthly usage. Each utility bill was paid as issued. Prior to finalization of electrical installation from certified electrical contractor who was the permitted contractor for installation, a representative of Duke Energy and crew came to install new permanent meters for each unit on the outside of the building for new drive by readings. Upon inspection to remove original meters from the basement they found the meters disconnected and displaced on the floor out for them to pick up by the electrician. They asked me who disconnected the meters. I told him the electrician did it so let's call him. They talked and took the original meters and installed the new meters on the outside of the building. After occupancy of units was taken, I was issued an invoice for unpaid utilities in the amount of

\$5,000.00 for utility theft. Billings that had been paid for temporary electric was in excess of 4,900.00 without any gas service at all, as stated building only had electric no gas until furnaces and HVAC was completed in April of 2020 because of new construction throughout.

I am requesting the Commission to review the utility billings and determine how cost associated with their process could be justified for the charges being issued, lawful, discriminatory and inadequate services and support.

Best regards,

Edward Jackson

Duke Energy Customer

