

NC
FILE

22-315-EL-CSS

Ohio

Public Utilities
Commission

Case Number

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

Formal Complaint Form

William R. McKinney 1202 Linn Street Apt. 302
Customer Name (Please Print) Customer Address

Cincinnati, OH 45203
City State Zip

Against

7970-2223-04-6
Account Number


N/A
Customer Service Address (if different from above)

Duke Energy
Utility Company Name

City State Zip

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

See Attached



Signature

513 721 1518
Customer Telephone Number

RECEIVED-DOCKETING DIV.
2022 APR -4 PM 1:51
PUCO

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Technician M Date Processed APR 04 2022

Updated July 7, 2014
(614) 466-3016
www.PUCO.ohio.gov

TO OHIO PUBLIC UTILITIES COMMISSION:

The following is a brief statement that summarizes the facts which are the basis of my complaint:

The Building Inspector in Cincinnati told me I am paying way too much for electric. I have a 1 bedroom apartment. He said I am paying as much as a 5 room house. I have called Duke Energy numerous times to talk about my billing. And, each time I get either one of 3 ladies consistently. I know that one or more of these 3 ladies have lied to me/gave me the run around. I called about 3 months ago and asked one of these ladies to talk to the Supervisor. She told me the Supervisor was busy. I insisted this was my right. She finally told me to hold. I held for at least 10 minutes. Then, supposedly, her Supervisor, Sherletta, talked to me. Sherletta told me one of her employees would be here to check my meter. I am blind- a disabled Veteran. I told her to have them call me or knock on my door when they are here. This did not happen. I called back and asked to speak to Sherletta. I was then told there is no Supervisor there by this name. And, they never told me I could file a complaint. I then contacted your office.

I would like the Commission to formally address my complaint/concerns. Hopefully, the cost of my electric will be adjusted accordingly.

Note- This letter was typed by my VA Social Worker, Mary Winchel, LISW-S.

*P.S. Mr. McKinney is legally Blind -
His signature is on formal
Complaint form.*