

From: [PUCO Consumer Call Center](#)
To: [Puco Docketing](#)
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00775393 [ref:_00Dt0GzXt._5008y58LJB:ref]
Date: Tuesday, August 30, 2022 2:59:21 PM



**PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Service Division
Memorandum**

CASE ID: 00775393
CUSTOMER: Alice Harvey
SERVICE ADDRESS: 1140 Sparrowwood Boulevard, Batavia, Ohio
45103
AIQ: Duke Energy Ohio
NIQ: 5136526194

To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!

DOCKETING CASE #: 21-887-EL-AIR

SUBJECT: Duke Energy Ohio - Rates & Tariffs

Customer comments:

I am outraged over the Duke Energy rate increase, as a single female my monthly bill between electric & gas has increased \$120-\$140/mth, that is NOT even reasonable! Shame on Duke Energy for springing this on people during times of inflation, as well as their negligence in not planning better for a CAPEX reserve over a number of years where they could have simply been collecting additional \$10-\$15 over the years from everyone instead of gouging people like this. I was not aware this was happening until I received the bill last month. Is there no recourse, can something still be done to reverse this approved rate hike? Unacceptable by Duke!!

Please docket the associated customer comment and/or attached in the case number referenced above under "Public Comments". This information was received by the Consumer Services Division through alternate channels and is being forwarded to be filed formally. This information is not the opinion of Staff and should not be viewed as such.

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

Sent: 8/26/2022 3:16 PM

To: al12763@yahoo.com

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - Case #: 00775393 [ref:_00Dt0GzXt._5008y58LJB:ref]



Case Number: 00775393

Dear Alice Harvey:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) regarding Duke Energy Ohio.

In order to investigate your case, I need your mailing address and if different, your service address. Please contact me at (800) 686-PUCO (7826) so that I can obtain the information necessary to complete my investigation.

If I do not hear from you within ten days, I will assume that your issue is resolved and you no longer need my assistance.

Sincerely,

Cindi Mack

Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Lead Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

This message and any response to it may constitute a public record

and thus may be publicly available to anyone who requests it.

----- Original Message -----

From: PUCO Consumer Call Center [noreply@puc.state.oh.us]

Sent: 8/26/2022 12:58 PM

To: al12763@yahoo.com

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - Your Case #00775393



Dear Alice Harvey:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO).
Your case number is 00775393.

A PUCO Call Center Representative will contact you as soon as possible
to discuss your case.

Sincerely,

PUCO Call Center
(800) 686-PUCO (7826)
www.PUCO.ohio.gov



<https://www.facebook.com/PUCOOhio>

This message and any response to it may constitute a public record and thus may be
publicly available to anyone who requests it.

ref:_00Dt0GzXt._5008y58LJB:ref





CAUTION: This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to csc@ohio.gov or click the Phish Alert Button if available.

**This foregoing document was electronically filed with the Public Utilities
Commission of Ohio Docketing Information System on**

8/30/2022 3:05:50 PM

in

Case No(s). 21-0887-EL-AIR, 21-0888-EL-ATA, 21-0889-EL-AAM

Summary: Public Comment of Alice Harvey, via website, electronically filed by
Docketing Staff on behalf of Docketing