



# Public Utilities Commission

**Mike DeWine**, Governor  
**Jenifer French**, Chair

## Commissioners

M. Beth Trombold  
Lawrence K. Friedeman  
Dennis P. Deters  
Daniel R. Conway

November 8, 2022

Docketing Division  
Public Utilities Commission of Ohio  
180 East Broad Street  
Columbus OH 43215

RE: *In the Matter of the Application of Duke Energy Ohio, Inc for a Waiver, Case No. 22-1004-GE-WRV.*

Dear Docketing Division:

Enclosed please find the Staff Recommendation to be filed in Case No. 22-1004-GE-WVR, In the Matter of the Application of Duke Energy Ohio, Inc., for a Waiver.

A handwritten signature in cursive script that reads "Barbara Bossart".

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Barbara Bossart  
Chief, Reliability and Service Analysis Division  
Service Monitoring and Enforcement Department  
Public Utilities Commission of Ohio

**COMMENTS  
OF THE STAFF OF THE PUBLIC UTILITIES  
COMMISSION OF OHIO**

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**I. BACKGROUND**

On October 28, 2022, Duke Energy Ohio, Inc. (Duke or the Company) filed an application to seek a limited waiver of Ohio Administrative Code (Adm.Code) 4901:1-18-13 (A) (which is the required percentage of income payment plan amount billed to customers) and 4901:1-18-14 (A) (the incentive credits provided to reduce customers arrearages). Duke explains that it has experienced technical issues which resulted in approximately 5,600 PIPP Plus or Graduate PIPP Plus customers having on-time incentive credits and/or HEAP (Home Energy Assistance Payment) credits applied to their installment amount due instead of their PIPP Plus arrearages balance in one or more months. Duke has requested that the Commission grant these necessary waivers to accomplish the following: Permit the Company to move unpaid accumulated installment balances, as of the end of the impacted months, to the impacted customers' arrearage balances; Permit the Company to grant on-time incentive credits to those impacted customers for all of the months that each customer's account was impacted.

**II. STAFF RECOMMENDATION**

Staff has reviewed the application and the Service Monitoring and Enforcement Department's customer contacts as a result of Duke's billing issues. Based on its review,

Staff believes that Duke's waiver request should be granted in order to reverse any harm PIPP Plus customers endured due to Duke's billing error.

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

**11/8/2022 7:32:51 AM**

**in**

**Case No(s). 22-1004-GE-WVR**

Summary: Comments Staff Comments and Recommendation electronically filed by  
Mr. Craig E. Smith on behalf of PUCO Staff