

NO

22-11035-GE-CSS

774847

Case Number



Public Utilities Commission

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

Formal Complaint Form

Aldrayus Woodberry
Customer Name (Please Print)

1599 Kerahill Dr
Customer Address

Cincinnati Ohio 45240
City State Zip

Against

Duke: 9100 9983 3912 Duke: 0030 D114679
PUCO: 0030011467 Cincy Bell Energy CB28B02041117
Account Number

Duke Energy
(Cincinnati Bell Energy)
Utility Company Name

Same
Customer Service Address (if different from above)

↑
City State Zip

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

RECEIVED

NOV 08 2022

DOCKETING DIVISION
Public Utilities Commission of Ohio

[Signature]
Signature

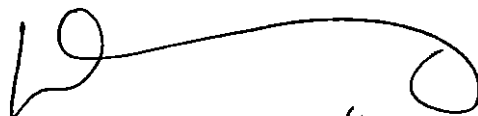
513 617-7767
Customer Telephone Number

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.

Technician EL Date Processed 11/8/2022

In August 2022, I discovered a charge on my Duke energy bill from Cincinnati Bell energy (which I absolutely never signed up for) I immediately called Cincinnati Bell energy & they were not able to locate my name, my phone number nor my email they only said someone at this address signed up for the service I then called Duke and we conferenced a call to Cincinnati Bell energy. The Duke representative, Ben gave the representative at Cincinnati Bell energy my Duke account number and they still were unable to locate my information neither the Duke representative nor myself can understand how I could be charged for something from a company that has no information about me only stating they have this address and someone here signed up for it! After multiple calls to Duke energy and Cincinnati Bell they then said someone named Alicia Woodberry signed up for it in October 2020. There is NO ONE at this address nor has there ever been by that name! Multiple calls have been made in the last 3 months with no resolution!! They can only say someone named Alicia woodberry went into some store(can't tell which one) and signed up to add this to MY Duke bill! No email can be provided, no signature, absolutely NOTHING! I want all my monies refunded to me. I am not sure how this can be legal how can anyone(in this case, a fake person) sign up for something that cost me money. --

[REDACTED]


Abhayus Woodberry

Service address

ALDRAYUS D WOODBERRY
1599 KARAHILL DR, APT: B
CINCINNATI OH 45240

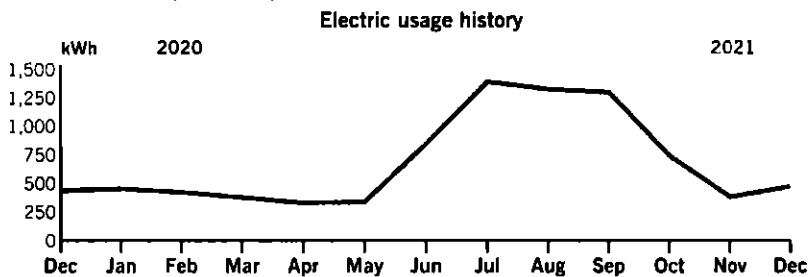
Bill date Dec 16, 2021
For service Nov 11 - Dec 14
33 days

Account number 0030-0114-67-9

Billing summary

Previous amount due	\$99.67
<i>Payment received Nov 29</i>	-99.67
CincinnatiBell Energy	
Gas Generation Supply	59.94
Gas Delivery	47.33
CincinnatiBell Energy	
Electric Generation Supply	28.81
Electric Delivery	32.97
Taxes	4.68
Total amount due Jan 07	\$173.73

Your usage snapshot



	Current Month	Dec 2020	12-Month Usage	Avg Monthly Usage
Electric (kWh)	473	437	8,377	698
12-month usage based on most recent history				



Thank you for your payment.

Do you or someone you know need help with energy bills or other essentials as a result of the pandemic? Help is available through new and existing assistance programs for those that qualify. Visit [211.org](https://www.211.org) or dial 211 to get started.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.7150351 per CCF, which includes a base GCR of \$0.6817 and Ohio excise tax of \$0.0333351.

Introducing Share the Light Fund, formerly HeatShare. Discover the power of community, whether you need help or want to help others. Add a gift to your bill or learn more at duke-energy.com/ShareTheLight.

This winter, level out your monthly bill payments to help ease the impact of higher bills with our Budget Billing plan. Enroll now at duke-energy.com/BetterWinterBills.

Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing. Late payments are subject to a 1.5% late charge.

Please return this card with your payment. Thank you for your business.



Duke Energy Return Mail
PO Box 1090
Charlotte, NC 28201-1090

Account number
0030-0114-67-9

\$173.73
by Jan 7

After Jan 7, the amount due will increase to \$176.34.

\$ _____ \$ _____
Add here, to help others with a **Amount enclosed**
contribution to Share the Light.

ALDRAYUS D WOODBERRY
1599 KARAHILL DR
CINCINNATI OH 45240-2802

Duke Energy Payment Processing
PO Box 1326
Charlotte, NC 28201-1326

9900030011467900022000000000000000001737300000173734



duke-energy.com
1.800.544.6900

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Account number **0030-0114-67-9**

We're here for you

Report an emergency

Electric/Gas outage		duke-energy.com/outages
	Electric	800.543.5599
	Gas	800.634.4300

Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1326 Charlotte, NC 28201-1326
In person	duke-energy.com/location

Help managing your account (not applicable for all customers)

Register for free paperless billing	duke-energy.com/paperless
Home	duke-energy.com/manage-home
Business	duke-energy.com/manage-bus

Correspond with Duke Energy

P.O. Box 1326
Charlotte, NC 28201

General questions or concerns

Online	duke-energy.com
Home: Mon - Fri (7 a.m. to 7 p.m.)	800.544.6900
Business: Mon - Fri (7 a.m. to 6 p.m.)	800.774.1202
For hearing impaired TDD/TTY	800.222.3448 or 711
International	1.407.629.1010

General utility information or commission assistance

Public Utilities Commission of Ohio (PUCO)

Call (8 a.m. to 5 p.m.)	800.686.7826
Online	puc.ohio.gov
For hearing impaired TDD/TTY	937.643.4600 or 711

Ohio Consumers' Counsel (OCC)

Call (8 a.m. to 5 p.m.)	877.742.5622
Online	occ.ohio.gov

Request the condensed or detailed bill format

Call (7 a.m. to 7 p.m.)	800.544.6900
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Important to know

Your next meter reading: Jan 17

Please be sure we can safely access your meter for actual readings. Don't worry if your digital meter flashes eights from time to time. That's a normal part of the energy measuring process.

Your service(s) may be disconnected if your payment is past due

If payment for your service(s) is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay the amount specified in the **Important Disconnect Information** section on your bill, as well as, a reconnection fee, before your service will be reconnected. The reconnection fee is \$10 for electric service that may be reconnected remotely, \$69 for electric service that is not eligible to be reconnected remotely, and \$17 for gas service. In such situations where both electric and gas service are disconnected for non-payment, the reconnection fee will not exceed \$27 for both.

Failure to pay may result in a return to our standard offer for generation

Failure to pay charges for a competitive retail service may result in cancellation of your contract with the respective retail electric supplier. You will then be returned to Duke Energy Ohio's standard offer for generation services.

Questions or complaints

If you have a question or complaint about your bill or service, please contact us via one of the contact options provided.

If your complaint is not resolved after contacting Duke Energy or if you need general utility information, please contact the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) via one of the contacts provided.

When you pay by check

We may process the payment as a regular check or convert it into a one-time electronic check payment.

Para nuestros clientes que hablan Español

Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.

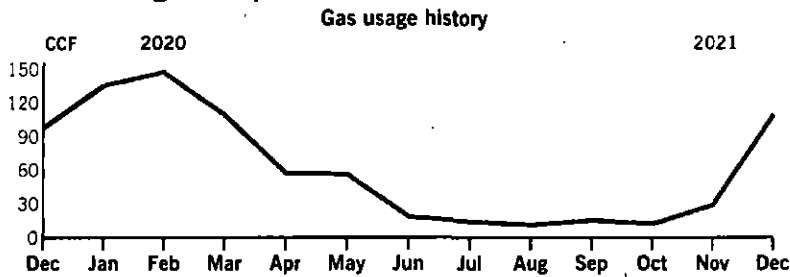


duke-energy.com
1.800.544.6900

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Account number 0030-0114-67-9

Your usage snapshot - continued



	Current Month	Dec 2020	12-Month Usage	Avg Monthly Usage
Gas (CCF)	109	97	712	59
12-month usage based on most recent history				

Current electric usage for meter number 332823912

Actual reading on Dec 14	14463
Previous reading on Nov 11	- 13990
Energy used	473 kWh
kWh Usage	473



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

Current gas usage for meter number 000626302

Actual reading on Dec 14	902
Previous reading on Nov 11	- 793
Gas used	109 CCF



One centum cubic foot (CCF) is the amount of gas in a 100-cubic-foot space. If you have a standard oven, it would take about 20 hours to use 1 CCF of gas.

Billing details - Electric

Meter - 332823912	
Rate RS - Residential Svc-Winter	
Distribution-Customer Chg	\$6.00
Delivery Charges	
Distribution-Energy Chg	
473 KWH @ \$0.031482	14.89
Delivery Riders	11.88
Generation Riders	0.20
Total Charges	\$32.97

Your current delivery rate with Duke Energy is Residential Service - Winter (RS)

For a complete listing of all Ohio rates and riders, visit duke-energy.com/rates

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.00, Peak Demand Reduction = \$0.00, and Renewable Energy = \$0.41.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 5.56 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov. To learn more about Price to Compare, visit www.duke-energy.com or contact Duke Energy for a written explanation.

Riders are costs the Public Utilities Commission of Ohio has approved to cover investments in improving the energy infrastructure or other additional expenses.



duke-energy.com
1.800.544.6900

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Account number 0030-0114-67-9

Billing details - Electric

Cincinnati Bell Energy	
CincinnatiBell Energy	
Nov 11 - Dec 14	
ENERGY CHARGE: 473.00 KH @	
0.060900000	\$28.81
Total Charges	\$28.81



Your CincinnatiBell Energy account number is CB28B020411117. If you have any questions about electric supplier service received from CincinnatiBell Energy, please call them at 866-852-6849 or write to: 535 Connecticut Ave 6th Floor Norwalk, CT 06854

Your Electric Supplier Charges of \$28.81 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

Billing details - Gas

Meter - 626302	
Rate FTRT - Res Transportation	
Fixed Delivery Service Charge	\$33.03
Usage-Based Charge	
109 CCF @ \$0.032728	3.57
Gas Delivery Riders	11.16
Applicable Surcharge	
109 CCF @ \$-0.0039312	-0.43
Total delivery charges	47.33
CincinnatiBell Energy	
Gas Supplier Energy Chg	
109 CCF @ \$0.5499	59.94
Total Charges	\$107.27

Your current delivery rate with Duke Energy is Residential Transportation (FTRT)



Your current generation rate with CincinnatiBell Energy is CY19. Your CincinnatiBell Energy account number is CB28B020411135. If you have any questions about gas supplier service received from CincinnatiBell Energy, please call them at 866-852-6849 or write to: 535 Connecticut Ave 6th Floor Norwalk, CT 06854

Billing details - Taxes

Tax on Gas Supplier Energy Chg	\$4.68
Total Taxes	\$4.68



duke-energy.com
800.544.6900

Service address

ALDRAYUS D WOODBERRY
1599 KARAHILL DR APT B
CINCINNATI OH 45240

Bill date Sep 19, 2022
For service Aug 13 - Sep 14
33 days

Account number **9100 9983 3912**

Billing summary

Previous Amount Due	\$409.73
Payment Received Sep 15	-232.20
Electric Delivery	57.46
Gas Delivery	45.91
CincinnatiBell Energy	
Gas Generation Supply	18.86
CincinnatiBell Energy	
Electric Generation Supply	128.23
Other Charges and Credits	4.44
Taxes	1.47
Total Amount Due Oct 10	\$433.90



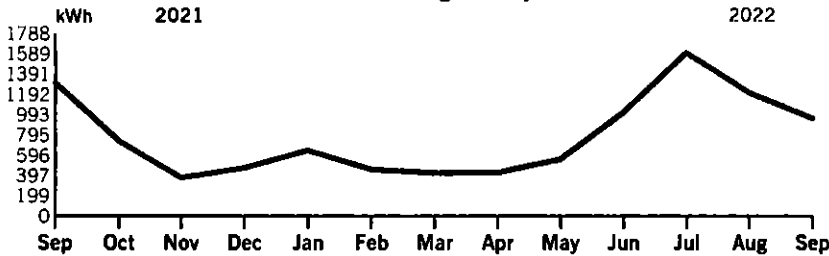
Thank you for your payment.

Know what's below. Call before you dig. Always call 811 before you dig, it's the law. Making this free call at least two full working days before you dig gets utility lines marked and helps protect you from injury and expense. Call 811 or visit call811.com.

To help us repair malfunctioning streetlights, quickly: 1. Visit duke-energy.com/lightrepair or call us at 800.419.6356. 2. Provide us with the light's location and your contact information. 3. Specific addresses, landmarks and directions work best.

Your usage snapshot

Electric usage history



Average temperature in degrees

67° 61° 40° 43° 46° 47° 46° 54° 67° 71° 70° 71° 71°

	Current Month	Sep 2021	12-Month Usage	Avg Monthly Usage
Electric (kWh)	951	1,300	8,845	737
12-month usage based on most recent history				

Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing. Late payments are subject to a 1.5% late charge.

Please return this portion with your payment. Thank you for your business.



Duke Energy Return Mail
139 E 4th
Cincinnati Ohio 45202

Account number
9100 9983 3912

\$433.90
by Oct 10

After Oct 10, the amount due will increase to \$433.90.

\$ _____ \$ _____
Add here, to help others with a contribution to Share the Light **Amount enclosed**

026913 000008587



ALDRAYUS D WOODBERRY
1599 KARAHILL DR
CINCINNATI OH 45240-2802



Duke Energy Payment Processing
PO Box 1094
Charlotte, NC 28201-1094

88910099833912000220000017753000002563700000433905

We're here for you

Report an emergency

Electric/Gas outage	duke-energy.com/outages
Electric	800.543.5599
Gas	800.634.4300

Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1094 Charlotte, NC 28201-1094
In person	duke-energy.com/location

Help managing your account (not applicable for all customers)

Register for free paperless billing	duke-energy.com/paperless
Home	duke-energy.com/manage-home
Business	duke-energy.com/manage-bus

Correspond with Duke Energy (not for payment)

P.O. Box 1326
Charlotte, NC 28201

General questions or concerns

Online	duke-energy.com
Home: Mon - Fri (7 a.m. to 7 p.m.)	800.544.6900
Business: Mon - Fri (7 a.m. to 6 p.m.)	800.774.1202
For hearing impaired TDD/TTY	711
International	1.407.629.1010

General utility information or commission assistance

Public Utilities Commission of Ohio (PUCO)

Call (8 a.m. to 5 p.m.)	800.686.7826
Online	puc.ohio.gov
For hearing impaired TDD/TTY	937.643.4600 or 711

Ohio Consumers' Counsel (OCC)

Call (8:30 a.m. to 5:30 p.m.)	877.742.5622
Online	occ.ohio.gov

Request the condensed or detailed bill format

Call (7 a.m. to 7 p.m.)	800.544.6900
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Important to know

Your next meter reading: Oct 13

Please be sure we can safely access your meter for actual readings. Don't worry if your digital meter flashes eights from time to time. That's a normal part of the energy measuring process.

Your service(s) may be disconnected if your payment is past due

If payment for your service(s) is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay the amount specified in the **Important Disconnect Information** section on your bill, as well as, a reconnection fee, before your service will be reconnected. The reconnection fee is \$10 for electric service that may be reconnected remotely, \$69 for electric service that is not eligible to be reconnected remotely, and \$17 for gas service. In such situations where both electric and gas service are disconnected for non-payment, the reconnection fee will not exceed \$27 for both.

Failure to pay may result in a return to our standard offer for generation

Failure to pay charges for a competitive retail service may result in cancellation of your contract with the respective retail electric supplier. You will then be returned to Duke Energy Ohio's standard offer for generation services.

When you pay by check

We may process the payment as a regular check or convert it into a one-time electronic check payment.

Customer Charge - The fixed monthly charge covers the cost of providing service to your location as well as maintaining customer records, billing and transactions affecting your account.

Delivery Charge - Charges for the operating expenses and delivering energy.

Generation Charge - Charges associated with the production of electricity.

Questions or complaints

If you have a question or complaint about your bill or service, please contact us via one of the contact options provided.

If your complaint is not resolved after contacting Duke Energy or if you need general utility information, please contact the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) via one of the contact options provided.

Choice Service ID

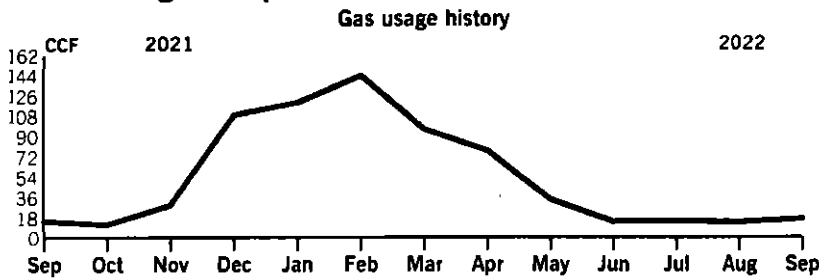
Once you have chosen a Certified Supplier to provide your energy supply, share this information with them so they can sign you up.

Para nuestros clientes que hablan Español

Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.



Your usage snapshot - Continued



Average temperature in degrees

67° 61° 40° 43° 28° 34° 46° 52° 67° 72° 76° 73° 71°

	Current Month	Sep 2021	12-Month Usage	Avg Monthly Usage
Gas (CCF)	16	15	678	57
12-month usage based on most recent history				

Choice Service ID
910099833912Z110298285

Current Electric Usage

Meter Number	Usage Type	Billing Period
332823912	Actual	Aug 13 - Sep 14

Usage Values

Measured kWh	950.578 kWh
Billed kWh	950.578 kWh

Choice Service ID
910099833912Z110030443

Current Gas usage for meter number 626302

Actual reading on Sep 14	1430
Previous reading on Aug 14	- 1414

Gas Used	16 CCF
Billed CCF	16.000 CCF

Billing details - Electric

Billing Period - Aug 13 to Sep 14

Meter - 332823912

Duke Energy Delivery

Service Delivery	
Distribution-Customer Charge	\$6.00
Distribution-Energy Charge	
950.578 kWh @ \$0.03148200	29.93
Delivery Riders	21.20
Generation Riders	0.33
Total Current Charges	\$57.46

Your current rate is Residential Service (RS).

For a complete listing of all Ohio rates and riders, visit duke-energy.com/rates



Your CincinnatiBell Energy account number is CB28B020411117. If you have any questions about your electric supplier's service or charges, contact CincinnatiBell Energy at 866.663.2508 or write to them at 6555 SIERRA DR, IRVING TX 75039-2479.

Energy generation charges were calculated by your electric supplier.

Price to compare: If you're considering using a different electric supplier, their rate would have to be lower than 6.38 cents per kWh for you to save money. Visit energychoice.ohio.gov to compare rates of all electric suppliers or contact Duke Energy for a written explanation.

To obtain a comparison of available competitive electric supplier



Billing details - Electric continued

offers, visit the Ohio Electric Choice website at energychoice.ohio.gov.

Riders are costs the Public Utilities Commission of Ohio has approved to cover investments in improving the energy infrastructure or other additional expenses.

Billing details - Electric Supplier

Cincinnati Bell Energy	
CincinnatiBell Energy	
Aug 13 - Sep 14	
ENERGY CHARGE: 950.58 KH @ 0.134900000	\$128.23
Total Electric Supplier	\$128.23

Your Electric Supplier Charges of \$128.23 were calculated by your Electric Supplier.

REFER TO TERMS & CONDITIONS FOR THE FACTORS AFFECTING VARIABLE RATES CURRENT RATE: 13.49C NEXT RATE: 13.49C TERM: MONTHLY

Billing details - Gas

Billing Period - Aug 14 to Sep 14	
Meter - 626302	
Duke Energy Delivery	
Service Delivery	
Fixed Delivery Service Charge	\$31.26
Usage-Based Charge	
16.000 CCF @ \$0.03097500	0.50
Gas Delivery Riders	14.21
Applicable Surcharge	
16.000 CCF @ \$-0.00375000	-0.06
Total Delivery Charges	\$45.91
CincinnatiBell Energy	
Gas Supplier Energy Charge	
16.000 CCF @ \$1.17900000	18.86
Total Current Charges	\$64.77

Your current rate is Residential Firm Transportation Service (RFT).

Your current generation rate with CincinnatiBell Energy is CY05. Your CincinnatiBell Energy account number is CB28B020411135. If you have any questions about your gas supplier's service or charges, contact CincinnatiBell Energy at 866.663.2508 or write to them at 6555 SIERRA DR, IRVING TX 75039-2479.

Price to compare: If you're considering using a different natural gas supplier, their rate would have to be lower than \$1.15540000 per CCF for you to save money. Visit energychoice.ohio.gov to compare rates of all natural gas suppliers or contact Duke Energy for a written explanation.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$1.2118991 per CCF, which includes a base GCR of \$1.1554000 and Ohio excise tax of \$0.0564991.

When shopping for a natural gas supplier, it may be useful to compare supplier offers with the standard service offer (SSO) rate available to eligible customers, which varies monthly based on the market price of natural gas. Price represents one feature of any offer; there may be other features which you consider of value. More information about SSO and other suppliers' offers is available at energychoice.ohio.gov or by contacting the PUCO.

Riders are costs the Public Utilities Commission of Ohio has approved to cover investments in improving the energy infrastructure or other additional expenses.

Billing details - Other Charges and Credits

Late Fee	\$4.44
Total Other Charges and Credits	\$4.44

Billing details - Taxes

County Sales Tax	\$0.39
Sales Tax	1.08



duke-energy.com
800.544.6900

Account number **9100 9983 3912**

Billing details - Taxes continued

Total Taxes	\$1.47
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