

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ELIZABETH L. EICHELBERGER)	
)	
COMPLAINANT)	
)	
v.)	CASE NO.
)	2022-00289
DUKE ENERGY KENTUCKY, INC.)	
)	
DEFENDANT)	

ORDER

Duke Energy Kentucky, Inc. (Duke Kentucky) is hereby notified that it has been named as a Defendant in a formal complaint filed on August 22, 2022, a copy of which is attached to this Order.

Pursuant to 807 KAR 5:001, Section 20, Duke Kentucky is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within ten days from the date of service of this Order, including an explanation of how the Complainant’s budget bill was calculated for the year at issue with supporting documentation for the values used to calculate it.

The Commission directs Duke Kentucky to the Commission’s July 22, 2021 Order in Case No. 2020-00085¹ regarding filings with the Commission. In the Commission’s March 16, 2020 Order in Case No. 2020-00085,² the Commission provides instructions

¹ Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC July 22, 2021), Order (in which the Commission mandated the use of the electronic filing procedures found in 807 KAR 5:001, Section 8, except for *pro se* formal complaints filed against utilities).


² Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC Mar. 16, 2020), Order at 5–6.

for filings in non-electronic cases, insofar that parties of non-electronic cases may file one original document with no copies, or send an electronic mail message with an electronic copy of the document to the Commission and to parties to the matter. Any electronic email filed in this manner should be sent to PSCED@ky.gov, and each message should include the case number in the subject line of the message and a read receipt to ensure the Commission received the message and documents. A party filing a paper containing personal information shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information cannot be read.

PUBLIC SERVICE COMMISSION


Chairman

Vice Chairman


Commissioner



ATTEST:


Executive Director

APPENDIX

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2022-00289 DATED NOV 07 2022

NINE PAGES TO FOLLOW

RECEIVED

AUG 22 2022

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

PUBLIC SERVICE
COMMISSION

In the matter of:

Elizabeth L. Eichelberger)
(Your Full Name))
COMPLAINANT)

VS.

Duke Energy Budget Plan)
(Name of Utility))
DEFENDANT)

COMPLAINT

The complaint of Elizabeth L. Eichelberger respectfully shows:
(Your Full Name)

(a) _____
(Your Full Name)

(Your Address)

(b) _____
(Name of Utility)

(Address of Utility)

(c) That: Duke Energy has raised my budget plan
(Describe here, attaching additional sheets if necessary,

from \$217.00 per month to \$333.00. They say
the specific act, fully and clearly, or facts that are the reason

due to my increased electric use.
and basis for the complaint.)

during the first month of 2022 (see attached) Exhibit #1

Continued on Next Page

Formal Complaint

Elizabeth L Fichelberger vs. Duke Energy

Page 2 of 2

my electric WAS increased only "1" month
in April of 2022 (see Attached list Duke Energy
sent me.

\$219.00 Budget Bill (Attached) Exhibit #2

\$333.00 Budget Bill (Attached) Exhibit #3

January to May - 2021 = 11,412 KWH 2022 = 10,685 KWH = -721
For 2022

Wherefore, complainant asks Duke Energy to recind
(Specifically state the relief desired.)

the \$333.00 monthly to more appropriate
Budget Billing They have increased my
yearly Electric by \$1392.00 A year for 2022

They screw up my first 5 month payments Exhibit #4
(See Attached Bills 2022) I have not increased my Electric

Dated at Covington, Kentucky, this 9th day usage
(Your City)

of August, 2022
(Month)

Elizabeth Fichelberger
(Your Signature*)

N/A
(Name and address of attorney, if any)

Date

*Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.

BETTY EICHELBERGER
6258 TAYLOR MILL RD
LATONIA, KY 41015

Exhibit # 1

Check out the Cost
per Day

Date	Days	Read	Actual KWH	Bill KWH	KWH/Day	Net Charge	Local Tax	Cost Per Day
↓ 5/17/2022	28	92269	980	980	35	\$ 131.41	\$ 16.30	\$ 4.69
→ ↑ 4/19/2022	33	91289	2,110	2,110	63.9	\$ 250.72	\$ 8.57	\$ 7.60
↓ 3/18/2022	28	89179	2,108	2,108	75.3	\$ 204.87	\$ 13.33	\$ 7.32
↓ 2/18/2022	29	87071	2,590	2,590	89.3	\$ 322.53	\$ 20.98	\$ 11.12
↓ 1/20/2022	34	84481	2,897	2,897	85.2	\$ 391.72	\$ 25.47	\$ 11.52
12/17/2021	31	81584	2,647	2,647	85.4	\$ 306.90	\$ 19.95	\$ 9.90
11/16/2021	29	78937	1,815	1,815	62.6	\$ 201.13	\$ 13.08	\$ 6.94
10/18/2021	31	77122	991	991	32	\$ 98.69	\$ 6.42	\$ 3.18
9/17/2021	30	76131	1,322	1,322	44.1	\$ 133.16	\$ 8.66	\$ 4.44
8/18/2021	29	74809	1,337	1,337	46.1	\$ 131.12	\$ 8.53	\$ 4.52
7/20/2021	32	73472	1,490	1,490	46.6	\$ 151.12	\$ 9.83	\$ 4.72
6/18/2021	30	71982	1,179	1,179	39.3	\$ 120.00	\$ 7.80	\$ 4.00
5/19/2021	29	70803	1,199	1,199	41.3	\$ 121.88	\$ 7.92	\$ 4.20
→ 4/20/2021	32	69604	1,809	1,809	56.5	\$ 163.89	\$ 10.65	\$ 5.12
3/19/2021	29	67795	2,306	2,306	79.5	\$ 200.22	\$ 13.02	\$ 6.90
2/18/2021	29	65489	2,807	2,807	96.8	\$ 246.97	\$ 16.06	\$ 8.51
1/20/2021	34	62682	3,291	3,291	96.8	\$ 283.21	\$ 18.42	\$ 8.33
12/17/2020	31	59391	2,629	2,629	84.8	\$ 232.26	\$ 15.10	\$ 7.49
11/16/2020	32	56762	1,588	1,588	49.6	\$ 137.04	\$ 8.91	\$ 4.28
10/15/2020	29	55174	769	769	26.5	\$ 74.77	\$ 4.86	\$ 2.58
9/16/2020	30	54405	1,317	1,317	43.9	\$ 123.01	\$ 8.00	\$ 4.10
8/17/2020	31	53088	1,610	1,610	51.9	\$ 136.20	\$ 8.85	\$ 4.39
7/17/2020	30	51478	1,588	1,588	52.9	\$ 134.33	\$ 8.74	\$ 4.48
6/17/2020	30	49890	1,421	1,421	47.4	\$ 125.14	\$ 8.13	\$ 4.17
5/18/2020	31	48469	1,723	1,723	55.6	\$ 147.97	\$ 9.62	\$ 4.77

only
April
was
higher
in
2022





duke-energy.com
1.800.544.6900

Your Energy Bill

Service address
BETTY EICHELBERGER
6258 TAYLOR MILL RD
LATONIA KY 41015

Bill date Mar 8, 2021
For service Jan 20 - Feb 18
29 days

Account number [REDACTED]

Billing summary

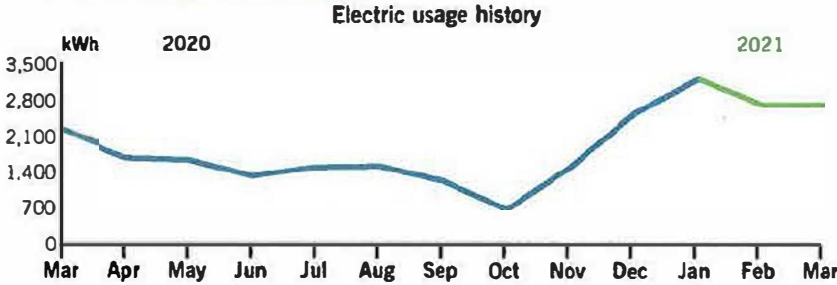
Previous amount due	\$68.59
Payment received Feb 23	-68.59
Budget Billing Amt Due	217.00
Total amount due Mar 30	\$217.00



Thank you for your payment.

Duke Energy does not maintain customers' natural gas piping after or downstream of the meter. You should maintain such piping by periodically inspecting for leaks. If the piping is metal, you should also check for signs of corrosion. You should repair such piping if leaks or corrosion are discovered. For assistance locating, inspecting or repairing buried piping, please contact a licensed heating/plumbing contractor. You should always call 811 prior to digging. Once your lines are marked, always dig by hand if digging near natural gas piping.

Your usage snapshot



	Current Month	Mar 2020	12-Month Usage	Avg Monthly Usage
Electric (kWh)	2,807	2,265	23,310	1,943

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 5% late charge.

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



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

Account number
[REDACTED]

Amount due

\$217.00
by Mar 30

After Mar 30, the amount due will increase to \$226.80.

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

219 Exhibit #2

008072 000000391



BETTY EICHELBERGER
6258 TAYLOR MILL RD
COVINGTON KY 41015-2463



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

Jan to Feb 2021

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

Contact Duke Energy

Online	duke-energy.com
Call (Monday - Friday, 7 a.m. to 7 p.m.)	800.544.6900
For hearing impaired TDD/TTY	800.648.6056 or 711

Request the condensed or detailed bill format

Call (7a.m. to 7 p.m.)	800.544.6900
------------------------	--------------

Important to know

Your next meter reading: Mar 19

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 electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay your past-due balance in full, plus a reconnection fee, before your service will be reconnected. The reconnection fee is \$5.88 for electric service that may be reconnected remotely, \$60 for electric service that is not eligible to be reconnected remotely, \$125 for electric service that was disconnected at the pole and \$75 for gas service. There is an additional fee of \$40 to reconnect electric service after normal business hours if not eligible to be reconnected remotely. A security deposit may also be required.

Electric service does not depend on payment for other products or services

Non-payment for non-regulated products or services (such as surge protection or equipment service contracts) may result in removal from the program but will not result in disconnection of electric service.

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
800.544.6900

Your Energy Bill

Service address
BETTY EICHELBERGER
6258 TAYLOR MILL RD
LATONIA KY 41015

Bill date **Jul 21, 2022**
For service Jun 17 - Jul 19
33 days

Account number [REDACTED]

Billing summary

Previous Amount Due	\$172.33
Payment Received Jul 05	-172.33
Current Budget Billing Plan Charges	333.00
Total Amount Due Aug 11	\$333.00



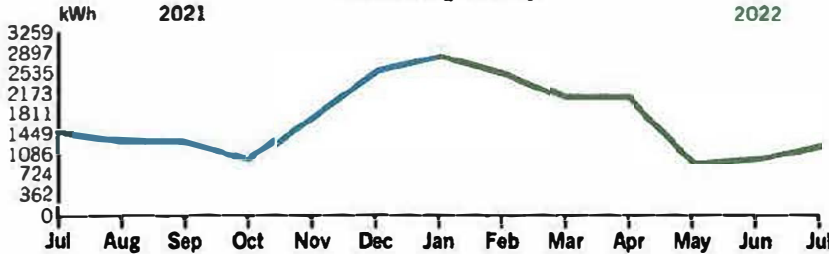
Thank you for your payment.

Do you or does someone you know need help with energy bills or other essentials as a result of the pandemic? Help is available through new and existing federal assistance programs for those that qualify. Visit 211.org or dial 2-1-1 to get started.

Duke Energy is here to help you save on your summer energy bills. See all the ways we can help you lower your energy use and better manage your bills at duke-energy.com/SummerHeat.

Your usage snapshot

Electric usage history



Average temperature in degrees

75° 76° 69° 62° 42° 44° 29° 34° 47° 52° 66° 74° 78°

	Current Month	Jul 2021	12-Month Usage	Avg Monthly Usage
Electric (kWh)	1,314	1,490	21,186	1,766

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 5.0% late charge.

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



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

Exhibit #3

Account number [REDACTED]

Amount due

\$333.00
by Aug 11

After Aug 11, the amount due will increase to \$333.00.

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

010185 000001667

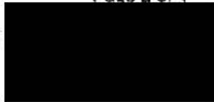


BETTY EICHELBERGER
6258 TAYLOR MILL RD
COVINGTON KY 41015-2463



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

7-29-22



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	800.222.3448 or 711
International	1.407.629.1010

Request the condensed or detailed bill format

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

Important to know

Your next meter reading: Aug 18

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 \$5.88 for electric service that may be reconnected remotely, \$60 for electric service that is not eligible to be reconnected remotely, \$125 for electric service that was disconnected at the pole and \$90 for gas service. There is an additional fee of \$40 to reconnect electric service after normal business hours if not eligible to be reconnected remotely. A security deposit may also be required.

Electric service does not depend on payment for other products or services

Non-payment for non-regulated products or services (such as surge protection or equipment service contracts) may result in removal from the program but will not result in disconnection of electric service.

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.

pay instantly at duke-energy.com/billing. Late payments are subject to a 5% late charge.

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



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

007959 000000508

BETTY EICHELBERGER
6258 TAYLOR MILL RD
COVINGTON KY 41015-2463



2 46

Account number

RD 2-14-72
\$590.58
by Mar 1

After Mar 1, the amount due will increase to \$605.71.

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

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

Jan Bill



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



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

002637 000005636

BETTY EICHELBERGER
6258 TAYLOR MILL RD
COVINGTON KY 41015-2463



2 587

Account number

\$0.00

No payment is required at this time.

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

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

Feb Bill



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



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

010133 000001132

BETTY EICHELBERGER
6258 TAYLOR MILL RD
COVINGTON KY 41015-2463



Account number

\$0.00

No payment is required at this time.

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

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

March Bill

J F M A

3334

316.67

April 2022

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 0.0% late charge.

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



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

Exhibit 1-2-4

Account number



\$ 89.67
by May 12

After May 12, the amount due will increase to \$809.67.

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

008512 000000971



BETTY EICHELBERGER
6258 TAYLOR MILL RD
COVINGTON KY 41015-2463



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



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 0.0% late charge.

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



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

Account number



\$ 316.00
by May 26

After May 26, the amount due will increase to \$316.00.

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

006135 000004082



BETTY EICHELBERGER
6258 TAYLOR MILL RD
COVINGTON KY 41015-2463



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



May Bill

Elizabeth Eichelberger
6258 Taylor Mill Rd
Latonia, KENTUCKY 41015

*Duke Energy Kentucky, Inc.
139 East Fourth Street
Cincinnati, OH 45202

*Rocco O D'Ascenzo
Duke Energy Kentucky, Inc.
139 East Fourth Street
Cincinnati, OH 45201