

9

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Teresa Lyn Cunningham
(Your Full Name)
COMPLAINANT

VS.
Duke Energy
(Name of Utility)
DEFENDANT

RECEIVED

AUG 3 2009

PUBLIC SERVICE
COMMISSION

RECEIVED
AUG 11 2009
GENERAL COUNSEL

COMPLAINT

The complaint of Teresa Lyn Cunningham respectfully shows:
(Your Full Name)

(a) Teresa Lyn Cunningham
(Your Full Name)

4590 Burlington Pike, Burlington, Ky
(Your Address) 47005

(b) Duke Energy
(Name of Utility)

PO Box 840, Cin., OH 45201-0840
(Address of Utility)

(c) That: Duke Energy kept sending estimated
(Describe here, attaching additional sheets if necessary,

bills. I complained. I was told that
the specific act, fully and clearly, or facts that are the reason

the meter could be read from the office.
and basis for the complaint.)

I filed a complaint w/ PUCO. Duke
then sent a tech who replaced

Formal Complaint

Teresa Lynn Cunningham vs. Duke Energy

Page 2 of 2

the meter & found a connection that was broken. Since the repair my bills have been substantially lower. See the enclosed bills & graphs reflecting usage. I want my bills reviewed & a refund of overpaid electric. I ~~am~~ am not using that much less electric.

Wherefore, complainant asks

(Specifically state the relief desired.)

Review bills. Prove my exact usage for the last 10 yrs. I could not be using such a lesser amount of electric

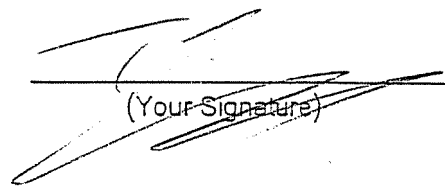
After the new meter was put in Refund the over payments of electric

Dated at Burlington, Kentucky, this 31 day usage.

(Your City)

of July, 192009

(Month)



(Your Signature)

(Name and address of attorney, if any)

July 1, 2009

Kentucky Public Services Commission
P.O. Box 615
211 Sowder Blvd.
Frankfort, KY 40602

RE: Duke Energy; account no. [REDACTED]

Dear Sir/Madam:

Per my June 2, 2009, complaint. I received a voice mail message from an employee stating that Duke Energy had replaced a broken connection and fixed the meter and that this would resolve my complaint. The message also stated that as to why I was charged for much more usage the last several years, during the same months, compared to usage as reflected by the new meter, it must be due to conservative use of electric. This is not a satisfactory explanation because my electric use has not changed.

I called the employee back immediately, but the call has not been returned. I want this issue resolved too.

Sincerely,

Teresa Cunningham

TLC/ch

June 2, 2009

Kentucky Public Service Commission
P.O. Box 615
211 Sower Blvd
Frankfort, KY 40602

RE: Duke Energy; account no. [REDACTED]

Dear Sir/Madam:


I have the above-referenced account with Duke Energy. I have owned the property which the electric services for 9 years. Last fall, Duke Energy stated that it could read the meter electronically from the office, and that I would no longer have to call in the readings. Later, it stated that this was not correct and that I had been getting estimated bills. I then went outside to read the meter and it was not registering/working. I then scheduled a day for Duke to come out and replace the meter.

Duke did not appear on the scheduled day to change the meter. I called, complained and waited for about two weeks for a supervisor to call back and schedule another day. Finally, Duke changed the meter. During this time, I continued to mail in \$70 payments because I did not want to receive a large bill. I received bills which reflected that I owed hundreds of dollars. See the enclosed February 2009 and March 2009 bills.

After the change, I received the enclosed bill which shows a credit. See the enclosed "no date" bill. I called Duke twice, I think, and ask why the Electric Usage graph shows that I used so much more electric in 2008 than I am currently using with a new meter. I could not get an answer to my question.

I live alone, except for dogs, and use very little electric. I think I have been overcharged for years, and I can't get an explanation from Duke. Please help. Thanks.

Sincerely,



Teresa Cunningham
4590 Burlington Pike
Burlington, KY 41005
859-371-7300
tcunningham@isoc.net



Account Number [REDACTED] 90 00

For less detailed billing information on your monthly bill, check box on right

Due Date	Amount Due
Jul 7, 2009	\$ 8.07

\$ _____ \$ _____
 WinterCare Contribution (for Customer Assistance) Amount Enclosed



00000151 ULH1 ZA 09167 - ZIPCODE 19 YNNNNN 1oz

Teresa Cunningham
 4590 Burlington Pike
 Burlington KY 41005-8688

PO Box 9001076
 Louisville KY 40290-1076



PLEASE RE-ENTER THE TOP PORTION WITH YOUR PAYMENT Page 1 of 4

Name /Service Address	For Inquiries Call	Account Number
Teresa Cunningham 4590 Burlington Pk Burlington KY 41005	Duke Energy 513-421-9500 1-800-544-6900	[REDACTED]

Mail Payments To	Account Information
PO Box 9001076 Louisville KY 40290-1076	Payments after Jun 15 not included Bill prepared on Jun 15, 2009 Next meter reading Jul 09, 2009

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Elec	[REDACTED]	May 08	Jun 09	32	5E	6	60

Electric - Residential	
Usage -	60 kWh
Duke Energy - Rate RS	\$ 9.53
Current Electric Charges	\$ 9.53

Outdoor Lighting (OL)	
Qty 1	Usage - 71 kWh
Duke Energy	
1 @ Rate OLO	\$ 9.12
Current OL Charges	\$ 9.12

Current Billing	
Amt Due - Previous Bill	\$ 49.18
Canceled Charges:	
Electric Charges	118.87cr
Prior Month(s) Charges:	
Electric Charges	56.84
Balance Forward	12.85cr
Current Electric Charges	9.53
Current OL Charges	9.12
Taxes	2.27
Current Amount Due	\$ 8.07

Taxes	
Taxes	\$ 2.27

Should payment of this bill by the due date present a problem, please call us at the number listed in the "For Inquiries Call" section of your bill.

This bill reflects canceled and rebilled electric charges for prior months.

Due Date	Amount Due	After Jul 7, 2009
Jul 7, 2009	\$ 8.07	\$ 8.47



visit us at www.duke-energy.com

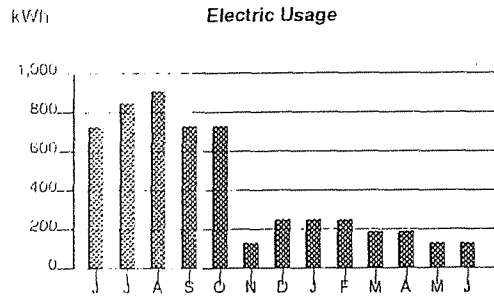
Name	Service Address	Account Number
Teresa Cunningham	4590 Burlington Pk Burlington KY 41005	[REDACTED]

Explanation of Current Charges		
Electric Meter - [REDACTED]	Duke Energy Rate RS - Residential Service	
Multipliers - 60	Customer Charge	\$ 4.60
kWh Usage - 60	Energy Chrg 60kWh @ \$ 0.07323800	4.39
May 08 - Jun 09 32 Days	Elec DSM Rider 60kWh @ \$ 0.00203600	0.12
	Rider MSR-E 60kWh @ \$ 0.00098800cr	0.06cr
	Rider PSM 60kWh @ \$ 0.00004800	0.00
	Elec Fuel Adjustment 60kWh @ \$ 0.00806900	0.48
	Total Current Electric Charges	\$ 9.53
Outdoor Lighting (OL) Quantity - 1 Lumens - 7,000 Type - Mercury Vapor kWh Usage - 71 May 08 - Jun 09 32 Days	Duke Energy Rate OLO - Outdoor Lighting	
	Energy Chrg	\$ 8.58
	Rider MSR-E 71kWh @ \$ 0.00048300cr	0.03cr
	Rider PSM 71kWh @ \$ 0.00004800	0.00
	Elec Fuel Adjustment 71kWh @ \$ 0.00806900	0.57
	Total Current OL Charges	\$ 9.12

Explanation of Prior Month(s) Charges		
Electric Meter - [REDACTED]	Duke Energy Rate RS - Residential Service	
Multipliers - 60	Customer Charge	\$ 4.60
kWh Pres Read - 5E	Energy Chrg 60kWh @ \$ 0.07323800	4.39
kWh Prev Read - 4E	Elec DSM Rider 60kWh @ \$ 0.00141600	0.08
kWh Usage - 60	Rider MSR-E 60kWh @ \$ 0.00098800cr	0.06cr
Apr 08 - May 08 30 Days	Rider PSM 60kWh @ \$ 0.00047700	0.03
	Elec Fuel Adjustment 60kWh @ \$ 0.00858000	0.51
		\$ 9.55
Electric Meter - [REDACTED]	Duke Energy Rate RS - Residential Service	
Multipliers - 60	Customer Charge	\$ 4.60
kWh Pres Read - 4E	Energy Chrg 120kWh @ \$ 0.07323800	8.79
kWh Prev Read - 2E	Elec DSM Rider 120kWh @ \$ 0.00141600	0.17
kWh Usage - 120	Rider MSR-E 120kWh @ \$ 0.00098800cr	0.12cr
Mar 10 - Apr 08 29 Days	Rider PSM 120kWh @ \$ 0.00047700	0.06
	Elec Fuel Adjustment 120kWh @ \$ 0.00957300	1.15
		\$ 14.65

Printed on recyclable paper.

Name	Service Address	Account Number
Teresa Cunningham	4590 Burlington Pl Burlington KY 41005	[REDACTED]



Calculations based on most recent 12 month history

Any prior months adjusted usage on this bill will display in your historical usage graph and chart on your next bill.

Total Usage 4,752
Average Usage 396

	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
Electric	731	851	911	731	731	131	251	251	251	191	191	131	131

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REMINDER NOTICE

Account Number [REDACTED] 90 06

For less detailed billing information on your monthly bill, check box on right

Due Date	Amount Due
Mar 6, 2009	\$ 374.84

\$ _____ \$ _____
 WinterCare Contribution (for Customer Assistance) Amount Enclosed



00000211 ULH1 ZA 09044 - ZIPCODE 06 YYNNNN 107

Teresa Cunningham
 4590 Burlington Pike
 Burlington KY 41005-8688

PO Box 9001076
 Louisville KY 40290-1076



REMINDER NOTICE

1 PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT. †

Page 1 of 2

Name /Service Address	For Inquiries Call	Account Number
Teresa Cunningham 4590 Burlington Pk Burlington KY 41005	Duke Energy 513-421-9500 1-800-544-6900	[REDACTED]

Mail Payments To	Account Information
PO Box 9001076 Louisville KY 40290-1076	Payments after Feb 12 not included Last payment received Jan 26 Bill prepared on Feb 12, 2009 Next meter reading Mar 10, 2009

REMINDER - Did you overlook paying last month's bill? Unless you paid your bill recently, please give this your prompt attention.

Meter	Number	Reading Date		Days	Meter Reading		Usage
		From	To		Previous	Present	
Elec	[REDACTED]	Jan 09	Feb 09	31	102 E	129 E	1,620

Electric - Residential	
Usage -	1,620 kWh
Duke Energy - Rate RS	\$ 130.48
Current Electric Charges	\$ 130.48

Current Billing	
Amt Due - Previous Bill	\$ 294.87
Payment(s) Received	70.00cr
Late Payment Charge(s)	6.49
Balance Forward	231.36
Current Electric Charges	130.48
Current OL Charges	8.83
Taxes	4.17
Current Amount Due	\$ 374.84

Outdoor Lighting (OL)	
Qty 1	Usage - 71 kWh
Duke Energy	
1 @ Rate OLO	\$ 8.83
Current OL Charges	\$ 8.83

Taxes	
Taxes	\$ 4.17

Handwritten note: No 172 143.00 3/3

Your bill has been estimated because we were unable to read your meter(s). We apologize for any inconvenience.

REMINDER NOTICE

Due Date	Amount Due	After
Mar 6, 2009	\$ 374.84	Mar 6, 2009
		\$ 381.91

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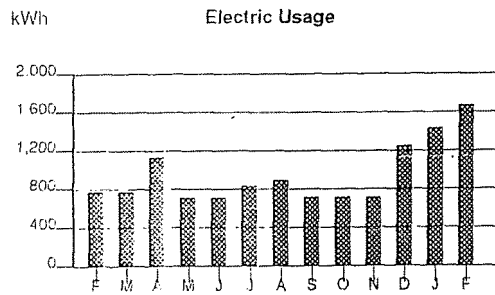
Name	Service Address	Account Number
Teresa Cunningham	4590 Burlington Pk Burlington KY 41005	[REDACTED]

Explanation of Current Charges

Electric Meter - [REDACTED]	Duke Energy Rate RS - Residential Service	
Multipliers - 60	Customer Charge	\$ 4.60
kWh Usage - 1,620	Energy Chrg 1,620 kWh @ \$ 0.07323800	118.65
Jan 09 - Feb 09 31 Days	Elec DSM Rider 1,620 kWh @ \$ 0.00141600	2.29
	Rider MSR-E 1,620 kWh @ \$ 0.00098800cr	1.60cr
	Rider PSM 1,620 kWh @ \$ 0.00092800cr	1.50cr
	Elec Fuel Adjustment 1,620 kWh @ \$ 0.00496300	8.04
		\$ 130.48
	Total Current Electric Charges	\$ 130.48
Outdoor Lighting (OL) Quantity - 1	Duke Energy Rate OLO - Outdoor Lighting	
Lumens - 7,000	Energy Chrg	\$ 8.58
Type - Mercury Vapor	Rider MSR-E 71 kWh @ \$ 0.00048300cr	0.03cr
kWh Usage - 71	Rider PSM 71 kWh @ \$ 0.00092800cr	0.07cr
Jan 09 - Feb 09 31 Days	Elec Fuel Adjustment 71 kWh @ \$ 0.00496300	0.35
		8.83
	Total Current OL Charges	\$ 8.83

Explanation of Taxes

Taxes	Rate Incr for School Tax	\$ 4.17	\$ 4.17
	Total Taxes		\$ 4.17



Calculations based on most recent 12 month history
 Total Usage 11,772
 Average Usage 981

	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB
Electric	791	791	1,151	731	731	851	911	731	731	731	1,271	1,451	1,691

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REMINDER NOTICE

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT 1

Name /Service Address	For Inquiries Call	Account Number
Teresa Cunningham 4590 Burlington Pk Burlington KY 41005	Duke Energy 513-421-9500 1-800-544-6900	[REDACTED]

Mail Payments To	Account Information
PO Box 9001076 Louisville KY 40290-1076	Payments after Jan 14 not included Bill prepared on Jan 14, 2009 Next meter reading Feb 09, 2009

REMINDER - Did you overlook paying last month's bill? Unless you paid your bill recently, please give this your prompt attention

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Elec	[REDACTED]	Dec 08	Jan 09	32	79E	102 E	1,380

Electric - Residential	
Usage -	1,380 kWh
Duke Energy - Rate RS	\$ 120.60
Current Electric Charges	\$ 120.60

Outdoor Lighting (OL)	
Qty 1	Usage - 71 kWh
Duke Energy	
1 @ Rate OLO	\$ 9.28
Current OL Charges	\$ 9.28

Taxes	
Taxes	\$ 3.90

Current Billing	
Amt Due - Previous Bill	\$ 155.14
Late Payment Charge(s)	5.95
Balance Forward	181.09
Current Electric Charges	120.60
Current OL Charges	9.28
Taxes	3.90
Current Amount Due	\$ 294.87

Handwritten: 2/11/09

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Your bill has been estimated because we were unable to read your meter(s). We apologize for any inconvenience

REMINDER NOTICE

Due Date	Amount Due	After Feb 5, 2009
Feb 5, 2009	\$ 294.87	\$ 301.36



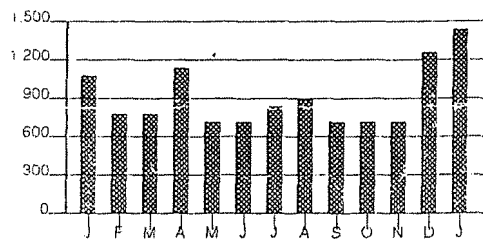
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Name	Service Address	Account Number
Teresa Cunningham	4590 Burlington Pr Burlington KY 41005	[REDACTED]

Explanation of Current Charges			
Electric Meter - [REDACTED]	Duke Energy Rate RS - Residential Service		
Multipliers - 60	Customer Charge	\$ 4.60	
kWh Usage - 1,380	Energy Chrg		
Dec 08 - Jan 09	1,380 kWh @ \$ 0.07323800	101.07	
32 Days	Elec DSM Rider		
	1,380 kWh @ \$ 0.00141600	1.95	
	Rider MSR-E		
	1,380 kWh @ \$ 0.00098800cr	1.36cr	
	Rider PSM		
	1,380 kWh @ \$ 0.00092800cr	1.28cr	
	Elec Fuel Adjustment		
	1,380 kWh @ \$ 0.01131800	15.62	\$ 120.60
Total Current Electric Charges			\$ 120.60
Outdoor Lighting (OL) Quantity - 1	Duke Energy Rate OLO - Outdoor Lighting		
Lumens - 7,000	Energy Chrg	\$ 8.58	
Type - Mercury Vapor	Rider MSR-E		
kWh Usage - 71	71 kWh @ \$ 0.00048300cr	0.03cr	
Dec 08 - Jan 09	Rider PSM		
32 Days	71 kWh @ \$ 0.00092800cr	0.07cr	
	Elec Fuel Adjustment		
	71 kWh @ \$ 0.01131800	0.80	9.28
Total Current OL Charges			\$ 9.28

Explanation of Taxes		
Taxes	Rate Incr for School Tax	\$ 3.90
	Total Taxes	\$ 3.90

kWh Electric Usage



Calculations based on most recent 12 month history
 Total Usage 10,872
 Average Usage 906

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN
Electric	1,091	791	791	1,151	731	721	851	911	731	731	731	1,271	1,451

Printed on recycled paper.

Teresa L Cunningham
4590 Burlington Pike
Burlington, KY 41005

Rocco D'Ascenzo
Duke Energy Kentucky, Inc.
P. O. Box 960
139 East 4th Street
Cincinnati, OH 45201