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PUBLIC SERVICE  
COMMISSION

Charlene Wyatt  
1804 Ashleight, #101  
Florence, Ky, 41042

November 7, 2015

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

RE: case No: 2015-00309  
Charlene Wyatt vs. Duke  
Energy

Dear Mr. Derouen  
Here is my response to  
the Duke's Answers to  
Complaint,

Sincerely,  
Charlene Wyatt

cc: Duke Energy  
Rocco O. D'Ascenzo  
(enclosures)



# Public Service Commission

RE: Charlene Wyatt vs. Duke Energy  
Case No. 2015-00309

Dear Mr. Derouen:

This is in response to Duke Energy's Answers to my Complaint.

1. There are no allegations about anything. They are very real facts. Look at the two bills with "Reading Date" Feb 04 to March 07. One was the meter ending in 8, the other ending in 9. I paid the one for the 9 meter. Then I was charged for the one ending in 8. That is the same exact time. One of those bills are in Duke's Answer. Why is the account number blacked out? The due date should be the end of March, not a month later in April. Also this bill I received in June with the Due Date April 29,



3. I came home from work on March 30 at 7:15 P.M. I had no electric, I called because others in the building did. They had it back on in 45 minutes. They did not investigate the problem and fix anything. That is a big lie. This was not addressed until a month later.

4. Duke said, on April 7 I received a new bill, I received no bill in the middle of April, when I usually do, I waited a week then called on the 20<sup>th</sup>, I told them my electric was turned off by mistake, so the bill was probably messed up too, and asked for my bill. They said they'd send another one, I received it on April 25. It was Saturday, so I called the office, it was closed. I called the emergency number. They could not tell me anything about this big bill. They said to call Monday. I went out Sunday and looked



at my meter, It was flying, compared to others, I called again. They could not come down and look at it, until I called the office. I went in to work late on Monday, because I called them. The lady looked up my account, She said I had electrical work done, I said, I did not, She said they'd investigate it, but could not come until the next day, and to call back in a couple of days, I did. They then said they read the wrong meter from April 14 to April 15. I asked, "How could you read the wrong meter one time, but a whole year?" They just read the wrong one then kept on reading it, she said. "My Condo number is beside the meter. The 302 meter is not beside of mine.

5. The disconnection of service was caused by numerous electric employees, that don't know



how to do their job right,  
As for the appliances, the  
air worked last summer and  
the guy who did the work,  
said it could have been an  
electrical surge, because it  
blew the capacitor, which  
one was just put on a few  
years back. The garbage dis-  
posal quit immediately too.  
I rarely use it because I  
do not cook every day.

The medical claims most  
definitely were from stress  
from the Duke. That's when  
I got the chest pain, when  
I opened the bill for over  
<sup>\$1900</sup>, when my bills were  
all paid. Then from having  
to deal with the time  
consuming paper work, that  
I had no time to do, I can  
prove it all, because I have  
family and friends to  
prove that and records.  
The Duke, of course de-  
nies everything that



they don't do right.  
8, Why would I not dispute the charges, All of my bills were paid as fast as I got them. Also the day I received the big bill, I checked the meter number on it with one two months old. They were different meter numbers. They did not know that until I told the woman who took my first call. And, the switched meters were reason number 3 for the bill, so I was not informed multiple times of that.

I did contact them lots of times, three times asking for copies of my bills. It took that to even get them. Well the first time to see why I got the bill, one time to see why I would get a bill in June for April. That was a copy of the big bill rearranged. There were just



bizarre stories told to me, and last, but not least, why should I step right up and pay a neighbor's bill?

9. You need to train your employees how to do their job right, and charge the customer who owes the bill. This is getting to be a big problem with the DUTC, I can bring people to Court who the DUTC has ripped off, and a disabled couple who had proof of electric consumption used. The DUTC was trying to charge them a lot more.

10. By the Fair Bill Act, you are supposed to send a bill two weeks prior to when it is due, not a year later. (If it was my bill, and I don't believe it.)

13. If I owe a bill, I gladly pay it, but I do not agree that I owe anybody every-



one I know, agrees,  
14. There is a seventh meter  
that is by the 6 meters,  
because a neighbor's family  
member was talking about  
it a little while before  
this Duttie stuff started.

Once again, Condo 302 is  
owned by a man who lived  
there the whole time I have,  
until he moved and rented  
it to the lady. She was  
there a short time and moved  
out causing my electric to  
be shut off. It was not  
affected by the owner moving  
out. So the electric had to  
change names.

17. I am a very Independent,  
responsible lady. I have  
an excellent record for  
paying my bills. If it  
wasn't for about being billed  
wrong, who's fault is it?  
It's not my fault.



I am asking that the Duke pay back the money they have overcharged me and dismiss the balance they are trying to charge me. Also, I do have medical bills caused from all the stress, including a heart specialist bill, and test, blood test and family doctor, My appliances that had to be repaired or replaced because of the electrical shut down, should be paid for too, I have copies of those bills, and can send them, I do not believe both appliances would burn out for no reason, at the same time, I am sending copies of bills (electric), and if there is anything else needed, please let me know.

Sincerely  
Charlene Wpatt

Please read B,B,B, contradictions on my formal complaint (by Duke



Charlene Wyatt  
1804 Ashley Ct, #101  
Florence, Ky, 41042

November 7, 2015

Duke Energy  
139 East Fourth St.  
1212 Main  
Cincinnati, Ohio  
45202

RE: Case No, 2015-00309  
Charlene Wyatt vs, Duke  
Energy

Dear Mr, D'Ascenzo

Here's my response to  
the Duke's Answers to  
Complaint,

Sincerely,  
Charlene Wyatt

cc: Public Service Commission  
Jeff Dehouer  
(enclosures)



Account Number [REDACTED]

90 04

Due Date	Amount Due
Apr 2, 2015	\$ 74.75

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

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

Charlene Wyatt  
 Misc: Unit 101  
 1804 Ashley Ct  
 Florence KY 41042-8774

PO Box 1326  
 Charlotte NC 28201-1326

Name / Service Address	For Inquiries Call	Account Number
Charlene Wyatt 1804 Ashley Ct Misc: Unit 101 Florence KY 41042	Duke Energy 1-800-544-6900	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Mar 11 not included Last payment received Feb 17 Bill prepared on Mar 11, 2015 Next meter reading Apr 07, 2015

9 17 4 11 2015

Meter Number	Reading Date From To	Days	Meter Reading Previous	Meter Reading Present	Usage
Elec 106185869	Feb 04 Mar 07	31	96757	97584	827

Electric - Residential	
Usage - 827 kWh	
Duke Energy - Rate RS	\$ 72.57
<b>Current Electric Charges</b>	<b>\$ 72.57</b>

Current Billing	
Am't Due - Previous Bill	\$ 72.52
Payment(s) Received	72.52cr
Balance Forward	0.00
Current Electric Charges	72.57
Taxes	2.18
<b>Current Amount Due</b>	<b>\$ 74.75</b>

Taxes	
Taxes	\$ 2.18

Important: For your safety, stay away from power lines. Do not work near overhead lines. Always assume that downed lines are energized and dangerous. Report downed power lines to Duke Energy immediately by calling 800.544.6900.

FREE removal of your old, unwanted fridge. Easy. Convenient. Plus get \$30. Schedule a pickup at duke-energy.com/Fridge.

Save time. Save money. Get FREE CFL bulbs or deeply discounted CFLs and LEDs. Go online to duke-energy.com/SaveOnBulbs or check your FREE CFL eligibility by calling 800.943.7585 and choose option 4. Either way, we'll deliver your bulbs right to your door.

last bill with the meter number on it

Due Date	Amount Due	After Apr 2, 2015
Apr 2, 2015	\$ 74.75	\$ 78.38



Account Number [REDACTED] 90 04

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

Due Date	Amount Due
Apr 29, 2015	\$ 910.80

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

Charlene Wyatt  
 Misc: Unit 101  
 1804 Ashley Ct  
 Florence KY 41042-8774

PO Box 1326  
 Charlotte NC 28201-1326

*I had no bill for this amount*

Page 1 of 5

Name/Service Address	For Inquiries Call	Account Number
Charlene Wyatt 1804 Ashley Ct Misc: Unit 101 Florence KY 41042	Duke Energy 1-800-544-6900	[REDACTED]

Mail Payments To	Account Information	
PO Box 1326 Charlotte NC 28201-1326	Payments after Apr 07 not included Last payment received Mar 23	Bill prepared on Apr 07, 2015 Next meter reading Apr 07, 2015

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Elec	106185868	Feb 04	Mar 07	31	70063	72932	2,869

Electric - Residential
Usage - 2,869 kWh
Duke Energy - Rate RS \$ 240.41
<b>Current Electric Charges \$ 240.41</b>

Current Billing
Amt Due - Previous Bill \$ 74.75
Payment(s) Received 74.75cr
Canceled Charges:
Electric Charges 782.17cr
Prior Month(s) Charges:
Electric Charges 1,403.24
Balance Forward 621.07
Current Electric Charges 240.41
Taxes 49.32
<b>Current Amount Due \$ 910.80</b>

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.

FREE removal of your old, unwanted fridge. Easy. Convenient. Plus get \$30. Schedule a pickup at duke-energy.com/Fridge or call 800.228.6195.

Call Before You Dig. Digging the wrong area of your yard can be dangerous (even fatal). Be sure to request the marking of underground utility lines before you start. This important step saves lives, and it's free of charge. Call 811 or visit www.kentucky811.org.

Due Date	Amount Due	After
Apr 29, 2015	\$ 910.80	Apr 29, 2015
		\$ 956.34

3



DUKE ENERGY

Account Number [REDACTED] 90 04

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

Due Date	Amount Due
May 4, 2015	\$ 1,086.60

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

0000020 01 SP 0.480 \*\*SINGLP T1 1 8506 41042-877499 -C01-P00020-I



Charlene Wyatt  
 Misc: Unit 101  
 1804 Ashley Ct  
 Florence KY 41042-8774

PO Box 1326  
 Charlotte NC 28201-1326

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Charlene Wyatt 1804 Ashley Ct Misc: Unit 101 Florence KY 41042	Duke Energy 1-800-544-6900	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Apr 10 not included Bill prepared on Apr 10, 2015 Next meter reading May 06, 2015

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Elec	106185868	Mar 07	Apr 07	31	72932	74954	2,022

Electric - Residential	
Usage -	2,022 kWh
Duke Energy - Rate RS	\$ 170.68
<b>Current Electric Charges</b>	<b>\$ 170.68</b>

Current Billing	
Amt Due - Previous Bill	\$ 910.80
<b>Balance Forward</b>	<b>910.80</b>
Current Electric Charges	170.68
Taxes	5.12
<b>Current Amount Due</b>	<b>\$ 1,086.60</b>

Taxes	
<b>Taxes</b>	<b>\$ 5.12</b>

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Call Before You Dig. Digging the wrong area of your yard can be dangerous (even fatal). Be sure to request the marking of underground utility lines before you start. This important step saves lives, and it's free of charge. Call 811 or visit www.kentucky811.org.

*Received April 25 called on both and asked for*  
*paid this one over the phone as*  
*Howard Amins said, just the \$175.80*  
 DUKE ENERGY

Due Date	Amount Due	After May 4, 2015
May 4, 2015	\$ 1,086.60	\$ 1,140.67