

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Judy M Handshoe  
(Your Full Name) )  
COMPLAINANT )

VS.

Duke Energy  
(Name of Utility) )  
DEFENDANT )

RECEIVED

MAY 07 2020

PUBLIC SERVICE  
COMMISSION

COMPLAINT

The complaint of Judy M. Handshoe respectfully shows:  
(Your Full Name)

(a) Judy M. Handshoe  
(Your Full Name)

3046 Silverbell Way Independence, Ky 41051  
(Your Address)

(b) Duke Energy  
(Name of Utility)

139 East 4<sup>th</sup> Street, Cincinnati, OH 4520.  
(Address of Utility)

(c) That: (Attached is copy of complaint letter)  
(Describe here, attaching additional sheets if necessary,  
and (copy of Duke's Meter check results)  
the specific act, fully and clearly, or facts that are the reason

and basis for the complaint.)

Continued on Next Page


Judy Handshoe VS Duke Energy

(Attachment paper)

I have electric service with Duke Energy at 3046 Silverbell Way, Independence, KY 41051 with account number of [REDACTED] on bill. Duke Energy came out and installed a smart meter at my house location without even notifying me or getting permission, and not long afterwards my bills began to double and triple in cost. I told Duke that the meter must be broke and to check the meter and replace it on numerous occasions, but they kept refusing and said the meter was fine. I called Duke Energy weatherization program/home inspector program for their energy program and ask why my bills keep going up in cost now, so they agreed to come to my home to do a walk-thru and tests all my appliances, check meter, and check for leakages. The home inspector stated all my appliances were energy efficient, no leakages in my new home, and furnace settings were recommended settings per Duke over the last 90 days. I have a smart thermostat, so it shows my settings for last 90 days and nothing new had been changed. The Duke inspector with weatherization stated he needed to refer to a technician to check the meter properly, because he thought it was a meter issue also. One week later, a technician comes out and says meter is great and refused to replace it with Duke. I talked to multiple managers with Duke Energy and nothing was resolved for months from 2019-2020, so I decided to take it above Duke Energy. I would like to express my dissatisfaction with the treatment received by Duke Energy managers. I called and reported my concerns to Public Service Commission in March of 2020 and was given complaint number of 2020-00302 on 4/3/20 via letter from the Commission office from Rosemary Tutt. Since this complaint, I have tried to work with Felicia with Duke at 513-498-8806, but the manager keeps refusing to credit back my bill and denies any issues with Duke Energy services or meter. Duke (Felicia) finally agrees to change out the meter, but they kept the old meter for over a month and refused to test it due to COVID 19. I kept getting bills from Duke, so I called back and talked to Felicia again the end of April 2020. Felicia stated she would make an exception and get the meter tested, and the next day she calls and tells me that the meter was perfect and accurate. I do not agree with this, because it is a conflict of interest, so I requested Kent Chandler with Public Commission office to have a PSC to test the meter and check if Duke is lying on this. If Duke can't find a reason for months of my bills going high with home inspection, then it has to be a meter issue. I think the meter test was not done correctly and Duke is lying about it. I have not done anything to make my bill increase for years, so none of this makes sense to me. Also the next day after the meter was changed, my bills went back to the norm, so it doesn't add up on how the meter didn't malfunction. I have owned my house for over 5 years and my bills range between 12-180 on most bills, so why my bills would go up to 280 doesn't make any sense. I feel that Duke should have looked at my norm usage, and corrected the billing issue, since my bills went back to normal after the meter was changed. I warned Duke on numerous occasions that if not resolved, then I will have to file a formal complaint, and they said go ahead. I really hope you can test the meter at the public commission office and get to the truth and help me resolve this with Duke Energy quickly. Thank you for your time.

Judy Handshoe \_\_\_\_\_

Date \_\_\_\_\_

  
5/1/20

Formal Complaint

Judy M. Handshee vs. Duke Energy

Page 2 of 2

(Please see attachment)

Wherefore, complainant asks to be refunded money (Specifically state the relief desired)

back on my acct for the incorrect amount on billing for a messed up meter at my home. There was months of billing messed up due to this faulty meter from 2019-2020.

Dated at Independence, Kentucky, this 1st day (Your City)

of May, 20 20 (Month)

Judy Handshee (Your Signature\*)

(Name and address of attorney, if any)

5/1/20 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.



April 28, 2020

Ms. Judy M. Handshoe  
3046 Silverbell Way  
Independence, KY 41051

Subject: 3046 Silverbell Way.

Dear Customer:

At your request, we conducted accuracy testing on the electric meter located at 3046 Silverbell Way. on 04/28/20.

The Kentucky Public Service Commission regulations state that any electric meter which tests between 98 percent and 102 percent is considered accurate.

Base on the test results below, your meter did register within the Commission guidelines for accuracy. The results are provided for "full load", which simulates when you are using a lot of electricity in your home, and for "light load", which is like when most of your appliances are turned off. The average value is also provided for your information.

Meter number: 320284213

- 99.93 percent proof of full load
- 99.94 percent proof of light load
- 99.93 percent proof of average

If you need additional assistance, please contact us toll free at 1-800-544-6900.

At Duke Energy, we value you as a customer and appreciate the opportunity to serve you.

Sincerely,

Customer Service

(This is from Duke Energy and I feel like this is a conflict of interest that they were allowed to test the meter since they are the accused party in case.)

RECEIVED

MAY 07 2020

PUBLIC SERVICE  
COMMISSION

# HOME ENERGY HOUSE CALL

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Ding Dong!

YOU SIGNED UP. WE CAME OVER.  
NOW START SAVING.

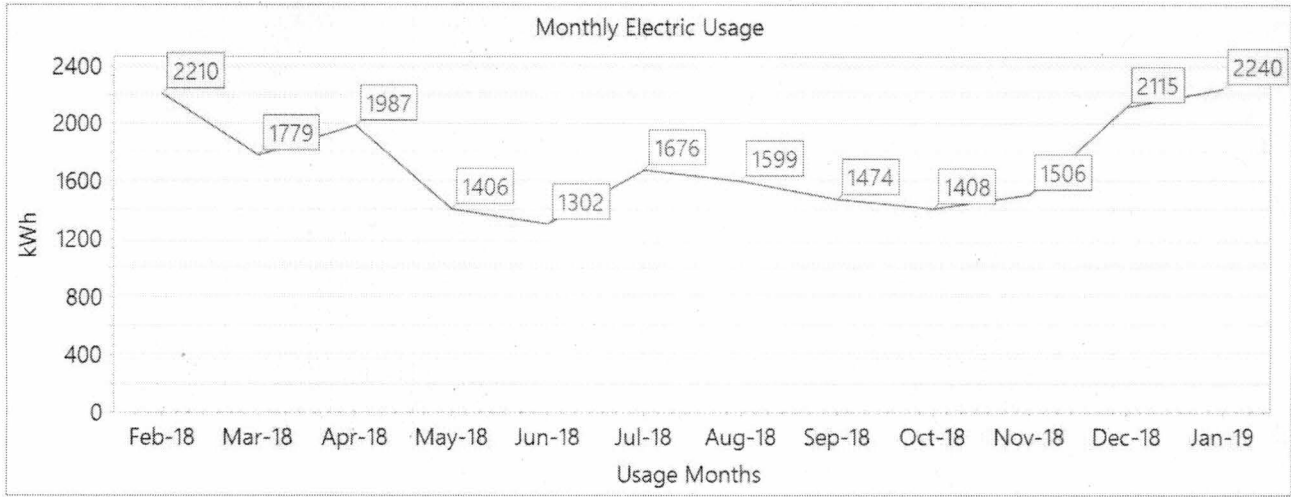
JUDY M HANDSHOE  
3046 SILVERBELL WAY, INDEPENDENCE, KY 41051

Prepared By: Tyler Stegemiller, BPI Certified Assessor



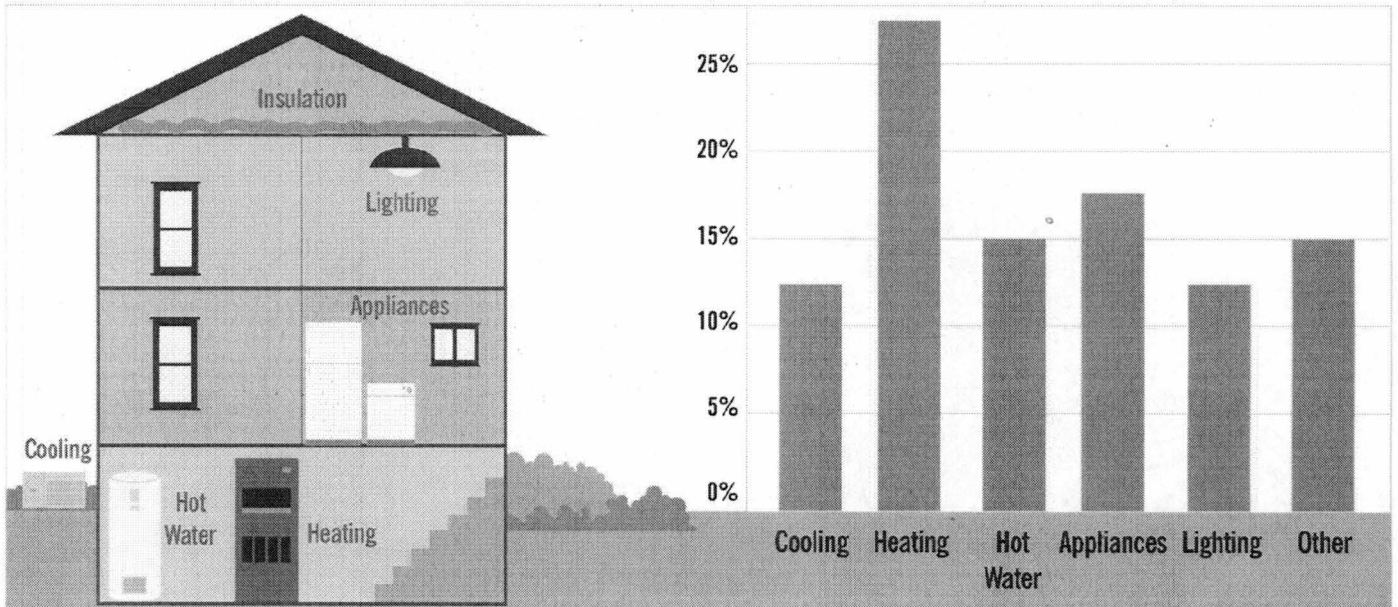
# Your Energy History

Every building, and every individual, uses energy differently. The history report below outlines your home's unique energy performance over the past 12 months.



# How An Average Home Consumes Energy

Movement of air, moisture and heat influence the comfort and energy usage of the building envelope. The visual below provides an example of how the average home consumes energy by system.



Based on typical usage for homes in your area.

\* While your home's building shell doesn't directly use energy, it determines how much energy is needed to heat and cool your home.

# About Your Home

It helps to know where you should take action first. Your personalized energy assessment is designed to improve your comfort, enhance your understanding of how your home uses energy and find ways you can save.

See the summary below for an overview of your home's energy performance based on our analysis.

System	Description	Status
<b>Appliances</b>	You may benefit from upgrading to newer, more efficient equipment depending on the age of some of your home appliances.	<b>Excellent</b>
<b>Building Shell</b>	Your building shell separates conditioned air inside your home from an unconditioned air outside your home. This part of the evaluation will include a check for air leaks, insulations levels, moisture, etc. to help you avoid energy loss and protect your home's barrier to weather.	<b>Excellent</b>
<b>Cooling</b>	Whether it's small changes in the way you use your home's cooling system or a total system replacement, there are ways to reduce energy waste. You will receive specific recommendations based on the age, rating, location and average temperature settings of your system, so you can get your savings started right away!	<b>Excellent</b>
<b>Heating</b>	Depending on the age, rating, location and how you use your heating system, there are ways to reduce wasted energy while increasing comfort -- ranging from small behavioral modifications to a total system replacement.	<b>Excellent</b>
<b>Hot Water</b>	Water heaters typically account for about 15 to 25 percent of your monthly energy bill. You will receive specific recommendations depending on the age, location, condition and temperature settings of your water heater, to help you save energy and money.	<b>Excellent</b>
<b>Lighting</b>	Traditional incandescent bulbs use a lot of energy to produce light. In fact, 90 percent of the energy is wasted as heat. That lost energy is money thrown away. In the evaluation today, we'll be looking for opportunities to install LEDs. These bulbs use up to 66 percent less energy than traditional light bulbs!	<b>Excellent</b>

# Your Home Solutions

Here are a few ways you can improve the efficiency of your home's energy usage. The solutions outlined below include recommendations ranging from those with no cost you can start today, to those with low to medium cost investments for future consideration.

Opportunity	Recommendation	Cost
<b>Recommend Preventative Maintenance for HVAC unit(s)</b>	Seasonal servicing of your HVAC equipment can increase equipment life span and ensure maximum efficiency and savings.	\$ ✓

Notes:

Opportunity	Recommendation	Cost
<b>Recommend Programmable Thermostats</b>	A programmable thermostat can reduce daily energy consumption through reductions in temperature while no one is occupying the home	\$ ✓

Notes:

*Recommend leaving heat temperature to 68, and \*not\* increasing based on the outside weather. 68 is 68, regardless of the temperature outside. Place thermometers throughout the house so you can see how warm the house is, if need be. Raising the temperature a lot \*will\* raise your bills. Recommend trying 74 degrees for summer temp.*

Opportunity	Recommendation	Cost
<b>Home Shell Air Tightness</b>	Air leaks in your home allow conditioned air to escape and outside air to infiltrate your home. By maintaining a tight building shell and reducing the amount of air exchange, you minimize the cost and energy needed to condition your home. Your home could benefit from sealing leaky doors, windows, and other areas where air infiltration is present.	\$\$

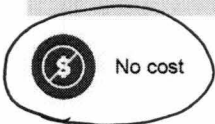
Notes:

*Basement door will more than likely need a new threshold to stop the draft.*

Opportunity	Recommendation	Cost
<b>Furnace Filter - Maintenance</b>	Dirty filters are the most common problem in furnace malfunctions. Dust and dirt restrict the airflow causing the motor to work harder to cycle air. This in turn expends more energy and cost you money. Your HVAC system would benefit from having a new filter installed or the current filter being cleaned.	\$ ✓

Notes:

*Filter should be changed with a standard, cheaper filter once per month.*



Low cost



Medium cost



High cost



## Start saving today

Take advantage of the no cost saving opportunities that can help you start saving immediately.

## Future savings

Explore your low-cost options and prioritize which items you want to incorporate for future savings.

## Learn more about Duke Energy offerings exclusive to you as a valued customer

Understanding what Duke Energy has to offer you as a valued customer.

### Duke Energy Offerings

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Learn about other available programs and rebates for qualifying customers. Details and contact information are included below.

#### **Power Manager**

Earn extra credit just by signing up. Power Manager® is a voluntary program that pays you for reducing your air conditioning use during times of high demand for electricity. Visit <https://www.duke-energy.com/billsaving> or call 1-877-392-4848 to enroll by phone.





#### **Shop the Online Savings Store**

The Duke Energy Online Savings Store offers amazing deals on a variety of ENERGY STAR certified LED specialty light bulbs. Today's ENERGY STAR certified energy-efficient LED lights use up to 90 percent less energy than traditional bulbs and last at least 15 times longer. Visit our online store at [www.duke-energy.com/ShopForBulbs](http://www.duke-energy.com/ShopForBulbs) for instant discounts on lighting for every room in your home. You'll save today, and for years to come. Purchase limits apply

# Your Assessment Summary

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See below a list of services your adviser provided to start your savings right away.

	Qty.	Item
	1	Bathroom Aerator
	1	High-Efficiency Showerhead
	2	9W LED
	6	9W LED - Additional

# Home Energy House Call Terms and Conditions

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Home Energy House Call is available to qualifying Duke Energy Kentucky, Inc. ("Duke Energy") customers.

Thank you for your interest in Duke Energy's Home Energy House Call (HEHC). This free energy analysis of your home will require an Energy Expert to spend between one to two hours inside and outside your home to assess the energy related features of your home and your family's energy habits. Below are more details about the HEHC procedures. You must review and agree to these terms and conditions before the energy analysis begins.

**Duke Energy ID:** Your HEHC Energy Expert is an agent of Duke Energy and is carrying identification to verify his authorization to perform the energy analysis for Duke Energy.

**Duke Energy Customer and Signature:** To participate in the program, you must be a current customer of Duke Energy. The homeowner must be present for the Energy Expert to complete the energy audit. An authorized signature at the bottom of this form or electronically on a tablet computer is required before the energy analysis begins.

**Survey of Home:** The Energy Expert will survey many areas and features of your home including, but not limited to, the garage, basement, attic, windows, doors and most rooms in the home. If there is an area of the home you do not wish to be included in this survey, please advise the Energy Expert and list here.

**Interview Questions:** The Energy Expert will ask you many questions about your home and family's energy usage habits. All questions will be related to energy usage.

**Energy Use History:** Your past energy use will be used by the Energy Expert and other Duke Energy agents to evaluate your home's energy efficiency and to create your final report. Your past Duke Energy billing history will be kept confidential.

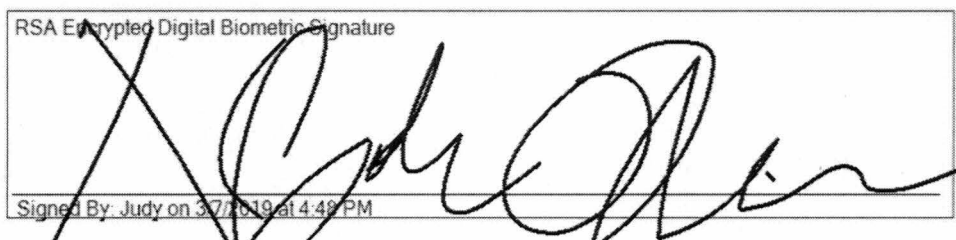
**Estimates:** Any verbal and/or written information provided to you from the energy analysis is approximate and based on observations and the professional judgment of the Energy Expert, and computer simulation of the home. The information is provided for purposes of assisting you in evaluating energy efficiency measures you may implement.

**Release:** Costs to implement an energy saving measure, estimated energy savings and resulting estimated payback for the investment are approximate. Your actual costs to implement a measure and the actual savings will depend on many variables. Due to the number of factors beyond Duke Energy's control, Duke Energy in no way represents or warrants that you will achieve the reduction in your home energy bills as suggested in these estimates. Duke Energy expressly disclaims, and you release Duke Energy from, any and all liability for any damages of any nature (including direct, indirect, incidental and consequential) arising in connection with the use of the Home Energy House Call. Before installing any equipment or modifying any operation parameters for equipment at your home, you are responsible for being in compliance with all local, state and federal codes, statutes, and legislation. In addition, be sure to check manufacturers' recommendations and warranty information to ensure that you are in compliance with installation and operating guidelines specific to your equipment.

**Energy Efficiency Starter Kit Performance:** The HEHC program may include a standardized package of free, energy saving measures. Contents of this package may vary from time to time. The Energy Expert will demonstrate the use of these measures and, upon your request, will install them for you in an agreed upon location in your home. Duke Energy makes this offer so that you may start saving energy immediately. Duke Energy and its agents do not warrant the performance or savings estimates associated with these measures. You will assume all risk and liability resulting from the use and installation of the measures.

By signing below, you acknowledge that you have read, understand and agree to the above terms and conditions.

RSA Encrypted Digital Biometric Signature



Signed By: Judy on 3/7/2019 at 4:48 PM