

RECEIVED

APR 20 2017

Public Service Commission

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Diane L. Deaton
(Your Full Name)

COMPLAINANT

) Diane Deaton
) 707 Terrace Ct.
) Alexandria Ky 41001

VS.

DUKE Energy
(Name of Utility)

DEFENDANT

) Duke Energy
) P.O Box 1327
) Charlotte NC 28201

COMPLAINT

The complaint of Diane L. Deaton respectfully shows:
(Your Full Name)

(a) _____
(Your Full Name)

(Your Address)

(b) _____
(Name of Utility)

(Address of Utility)

(c) That: Duke is billing me for 3 prior months
(Describe here, attaching additional sheets if necessary,

that I already paid, saying it is high usage.
the specific act, fully and clearly, or facts that are the reason

In August my furnace went out causing
and basis for the complaint.)

that months bill to be really high and they

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Formal Complaint

Diane L. Deaton vs. Duke Energy

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One wanting me to go back and pay the same when I had already paid those bills. Not once did they say something could be wrong. They I did call when I got my first bill and the lady said that \$65 was correct, but Duke wants me to go back and pay over \$1500 for those 3 months (cont.)

Wherefore, complainant asks I don't feel like I should (Specifically state the relief desired.)

have to pay the \$1534.35 that they want me to pay. I paid what they billed me for. They never told me there could be a problem prior to my August bill they did change the meter. But when I asked if there was a problem he said it was just hard to read, so how do I know. I did call \$65 was told it was right.

Dated at Alexandria, Kentucky, this 14th day

of April, 2017 (Month)

Diane Deaton (Your Signature*)

(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.

Complaint

Diane L. Deaton

Vs. Duke Energy

The First time I called the lady I talked to was not very nice. I suffer from mental Problems so I asked if I could go to a location and talk to someone and she said they had no offices near for this area. I told her I didn't understand and I ask her to call and explain to my lawyer & let him explain it to me and she said she couldn't do that she had to talk to me. Then I was told I either had to set up the Payments or my electric would be cut off. I explained that I was on a disability and just couldn't pay that much at a time and I asked to talk to someone about a cheaper Payments but was told that was my only option. The Salvation Army and St. Vincent de Paul have assisted me as well as a friend but they want me to pay \$200 plus my current electric Bill. The last one was around \$320.⁰⁰ I just don't have it.

Desired outcome

Diane L. Deaton vs. Duke Energy

I have been getting the run-around with them since August. I have mental health issues and just can't deal with all of this.

I discussed this with my lawyer and he said they can't charge me for those prior months, they have to go by actual meter reading. People working cooperatively replaced my furnace but I was without heat for 3-4 months.

I am enclosing proof of my payments. I don't think what they are doing is right, and someone should protect the consumers from getting cheated by these companies.

DUKE ENERGY

Account Number [REDACTED] 80 01

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

Due Date	Amount Due
Jul 28, 2016	\$ 130.78

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

001393 000003947



DIANE DEATON
 707 TERRACE CT
 ALEXANDRIA KY 41001-7501

PO Box 1326
 Charlotte NC 28201-1326



2 78

200 00000130788 24502116050 072820169 00000137219

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT

Page 1 of 1

Name /Service Address	For Inquiries Call	Account Number
Diane Deaton 707 Terrace Ct Alexandria KY 41001	Duke Energy 1-800-544-6900	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Jul 06 not included Bill prepared on Jul 06, 2016 Next meter reading Aug 01, 2016

Meter	Number	Reading Date From	Reading Date To	Days	Meter Reading Previous	Meter Reading Present	Usage
Elec	[REDACTED]	Jun 01	Jun 30	29	82435 E	83265 E	830

Electric - Residential	
Usage -	830 kWh
Duke Energy - Rate RS	\$ 75.24
Current Electric Charges	\$ 75.24

Taxes	
Taxes	\$ 4.20

Current Billing	
Amt Due - Previous Bill	\$ 498.13
Canceled Charges:	
Electric Charges	511.52cr
Prior Month(s) Charges:	
Electric Charges	64.73
Balance Forward	51.34
Current Electric Charges	75.24
Taxes	4.20
Current Amount Due	\$ 130.78

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.

Don't miss a thing. Sign up for email updates from illumination.duke-energy.com for inspiring stories about remarkable people, innovation, community and the environment - plus helpful tips and cool retro photos.

Learn how to lower your bill with a free Home Energy House Call - a \$180 value. Eligible homeowners can get a free in-home energy assessment, free LEDs, a free showerhead and more. Sign up at duke-energy.com/housecall.

Due Date	Amount Due	After Jul 28, 2016
Jul 28, 2016	\$ 130.78	\$ 137.21



\$64.73 was for June

75.24 was July

I pd. Both Together because I called to make sure the first bill was right

Account Number [REDACTED] 80 01

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

Due Date	Amount Due
Aug 26, 2016	\$ 91.63

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

001430 000004046



2 678



DIANE DEATON
 707 TERRACE CT
 ALEXANDRIA KY 41001-7501

PO Box 1326
 Charlotte NC 28201-1326

200 00000091634 24502116050 082620168 00000096083

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT

Page 1 of 1

Name /Service Address	For Inquiries Call	Account Number
Diane Deaton 707 Terrace Ct Alexandria KY 41001	Duke Energy 1-800-544-6900	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Aug 04 not included Last payment received Jul 26 Bill prepared on Aug 04, 2016 Next meter reading Aug 30, 2016

Meter	Number	Reading Date From	Reading Date To	Days	Meter Reading Previous	Meter Reading Present	Usage
Elec	[REDACTED]	Jun 30	Aug 01	32	83265 E	84272 E	1,007

Electric - Residential	
Usage -	1,007 kWh
Duke Energy - Rate RS	\$ 88.96
Current Electric Charges	\$ 88.96

Taxes	
Taxes	\$ 2.67

Current Billing	
Amt Due - Previous Bill	\$ 130.78
Payment(s) Received	130.78cr
Balance Forward	0.00
Current Electric Charges	88.96
Taxes	2.67
Current Amount Due	\$ 91.63

Learn how to lower your bill with a free Home Energy House Call - a \$180 value. Eligible homeowners can get a free in-home energy assessment, free LEDs, a free showerhead and more. Sign up at duke-energy.com/housecall.

Stay in the know. Get power outage alerts by email, text or voice message. Enroll now at duke-energy.com/PowerAlerts or text REG to 57801. To report an outage, simply text OUT to 57801. For residential and small business customers only.

Due Date	Amount Due	After Aug 26, 2016
Aug 26, 2016	\$ 91.63	\$ 96.08



DUKE ENERGY

(211) Brighton 491-8303 859-982-8802 Hayes Elect. 42300

Account Number [redacted] 80 01

Due Date	Amount Due
Sep 23, 2016	\$ 1,916.96

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

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



DIANE DEATON
707 TERRACE CT
ALEXANDRIA KY 41001-7501

PO Box 1326
Charlotte NC 28201-1326

Michelle



2 6

200 00001916963 24502116050 092320162 00002012812

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT

Page 1 of 2

Name /Service Address	For Inquiries Call	Account Number
Diane Deaton 707 Terrace Ct Alexandria KY 41001	Duke Energy 1-800-544-6900	[redacted]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Sep 01 not included Last payment received Aug 30 Bill prepared on Sep 01, 2016 Next meter reading Sep 29, 2016

Meter	Number	Reading From	Reading Date To	Days	Meter Reading Previous	Meter Reading Present	Usage
Elec	[redacted]	Aug 01	Aug 10	9	99491 E	1795	2,304
Elec	[redacted]	Aug 10	Aug 30	20	00000	4217	4,217

* New Meter

Electric - Residential	
Usage -	6,521 kWh
Duke Energy - Rate RS	\$ 555.72
Current Electric Charges	\$ 555.72

Taxes	
Taxes	\$ 62.69

Current Billing	
Amt Due - Previous Bill	\$ 91.63
Payment(s) Received	91.63cr
Canceled Charges:	
Electric Charges	235.80cr
Prior Month(s) Charges:	
Electric Charges	<u>1,534.35</u>
Balance Forward	1,298.55
Current Electric Charges	555.72
Taxes	62.69
Current Amount Due	\$ 1,916.96

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.

Learn how to lower your bill with a free Home Energy House Call - a \$180 value. Eligible homeowners can get a free in-home energy assessment, free LEDs, a free showerhead and more. Sign up at duke-energy.com/housecall.

Due Date	Amount Due	After Sep 23, 2016
Sep 23, 2016	\$ 1,916.96	\$ 2,012.81



I have no problem with current charge of \$555.72 because my furnace went out

The 1534.35 is the problem I was current on my bill & even had a credit



Checks

11 checks totaling \$921.03

* Indicates gap in check sequence i = Electronic Image s = Substitute Check

Number	Date Paid	Amount	Number	Date Paid	Amount	Number	Date Paid	Amount
127 i	07/29	90.00	9006 i	08/01	32.17	9011*i	08/23	20.00
128 i	08/01	295.00	9007 i	08/02	20.00	9012 i	08/23	100.00
129 i	08/10	240.00	9008 i	08/01	33.86	72916*i	07/29	50.00
9005*i	08/01	20.00	9009 i	08/22	20.00			

Withdrawals / Debits

63 items totaling \$2,615.02

Date	Amount	Description
07/25	10.48	DEBIT CARD PURCHASE AT DOLLAR TREE, ALEXANDRIA, KY ON 072316 FROM CARD#: XXXXXXXXXXXXX5239
07/25	12.95	MERCHANT PAYMENT - 527901 ALEXANDRIA COUN ALEXANDRIA KY
07/25	16.87	DEBIT CARD PURCHASE AT BIG-BOY-COLD-SPRIN, COLD SPRIND, KY ON 072416 FROM CARD#: XXXXXXXXXXXXX5239
07/25	160.00	5/3 JEANIE WITHDRAWAL - 003453 8100 ALEXANDRIA PIKE ALEXANDRIA KY
07/25	200.00	5/3 ONLINE PYMT TO DISCOVER C- ACCT XXXXXXXXXXXX4494
07/25	8.00	MONTHLY SERVICE CHARGE
07/26	60.00	5/3 JEANIE WITHDRAWAL - 003453 8100 ALEXANDRIA PIKE ALEXANDRIA KY
07/26	50.00	5/3 ONLINE PYMT TO SAM'S CLUB- ACCT XXXXXXXXXXXX8390
07/26	130.78	5/3 ONLINE PYMT TO DUKE ENERG- ACCT XXXXXXXX6050
07/27	8.47	DEBIT CARD PURCHASE AT KFC C242042, ALEXANDRIA, KY ON 072616 FROM CARD#: XXXXXXXXXXXXX5239
07/27	42.12	5/3 ONLINE PYMT TO SANITATION- ACCT XXXXXXXX0002
07/28	20.00	DEBIT CARD PURCHASE AT IGA EXPRESS SR 17, COVINGTON, KY ON 072616 FROM CARD#: XXXXXXXXXXXXX5239
07/28	36.75	CO BANKERS LIFE PFC/CBL 0775134-WITHDRA 072816
07/29	8.46	MERCHANT PAYMENT - 260000 AUTOZONE 8109 ALEXAND ALEXANDRIA KY
07/29	20.00	DEBIT CARD PURCHASE AT GOODWILL INDUSTRIE, INDEPENDENCE, KY ON 072816 FROM CARD#: XXXXXXXXXXXXX5239
07/29	31.22	DEBIT CARD PURCHASE AT ALEXANDRIA COUNTY, ALEXANDRIA, KY ON 072816 FROM CARD#: XXXXXXXXXXXXX5239
07/29	18.00	MERCHANT PAYMENT ALDI 61058 06245 - 087101 5475 Houston Road Florence KY
07/29	22.69	MERCHANT PAYMENT KROGER - 041002 370 CROSSROADS COLD SPRING KY
07/29	27.39	MERCHANT PAYMENT MEIJER INC 168 - 050729 5400 ALEXANDRIA PI COLD SPRING KY
07/29	34.81	MERCHANT PAYMENT WAL SAM'S Club - 330006 8133 WAL-SAMS FLORENCE KY
08/01	1.00	DEBIT CARD PURCHASE AT ALEXANDRIA DRUGS, ALEXANDRIA, KY ON 073016 FROM CARD#: XXXXXXXXXXXXX5239
08/01	7.42	DEBIT CARD PURCHASE AT DOLLAR TREE, NEWPORT, KY ON 073116 FROM CARD#: XXXXXXXXXXXXX5239
08/01	10.50	DEBIT CARD PURCHASE AT OLLIES BARGAIN OUT, FLORENCE, KY ON 072916 FROM CARD#: XXXXXXXXXXXXX5239
08/01	12.05	DEBIT CARD PURCHASE AT BIG-BOY-BELLEVUE #, BELLEVUE, KY ON 073116 FROM CARD#: XXXXXXXXXXXXX5239
08/01	12.48	DEBIT CARD PURCHASE AT DOLLAR TREE, ALEXANDRIA, KY ON 073016 FROM CARD#: XXXXXXXXXXXXX5239
08/01	12.99	DEBIT CARD PURCHASE AT STEAK-N-SHAKE#0227, FLORENCE, KY ON 072916 FROM CARD#: XXXXXXXXXXXXX5239
08/01	20.00	5/3 JEANIE WITHDRAWAL - 003453 8100 ALEXANDRIA PIKE ALEXANDRIA KY
08/01	20.01	DEBIT CARD PURCHASE AT KROGER FUEL #4367, WALTON, KY ON 072916 FROM CARD#: XXXXXXXXXXXXX5239
08/01	118.02	DEBIT CARD PURCHASE AT JEFF WYLER ALEXAND, FLORENCE, KY ON 072916 FROM CARD#: XXXXXXXXXXXXX5239
08/01	100.00	WEB INITIATED PAYMENT AT CAPITAL ONE MOBILE PMT 621239809079234 080116
08/01	77.95	MERCHANT PAYMENT - 683461 2211 North First Street San Jose CA
08/03	10.00	DEBIT CARD PURCHASE AT ALEXANDRIA DRUGS, ALEXANDRIA, KY ON 080216 FROM CARD#: XXXXXXXXXXXXX5239
08/03	95.00	RECURRING PURCHASE AT EAGLE STORAGE, ALEXANDRIA, KY ON 080116 FROM CARD#: XXXXXXXXXXXXX5239
08/04	6.34	DEBIT CARD PURCHASE AT ALEXANDRIA COUNTY, ALEXANDRIA, KY ON 080316 FROM CARD#: XXXXXXXXXXXXX5239
08/04	205.11	DEBIT CARD PURCHASE AT FSI*KY FARM BUREAU, 800-206-6887, KY ON 080316 FROM CARD#: XXXXXXXXXXXXX5239

Jan/July



Checks

8 checks totaling \$695.62

* Indicates gap in check sequence i = Electronic Image s = Substitute Check

Number	Date Paid	Amount	Number	Date Paid	Amount	Number	Date Paid	Amount
130 i	08/24	40.40	9013*i	09/06	234.43	9016 i	09/12	20.79
131 i	09/02	295.00	9014 i	09/09	20.00	82916*i	08/29	50.00
9010*i	09/07	10.00	9015 i	09/13	25.00			

Withdrawals / Debits

48 items totaling \$1,468.47

Date	Amount	Description
08/24	2.83	DEBIT CARD PURCHASE AT UNITED DAIRY FARME, ALEXANDRIA, KY ON 082216 FROM CARD#: XXXXXXXXXXXXX5239
08/24	5.29	DEBIT CARD PURCHASE AT LJS 31165, ALEXANDRIA, KY ON 082316 FROM CARD#: XXXXXXXXXXXXX5239
08/24	8.12	DEBIT CARD PURCHASE AT DOLLAR TREE, FLORENCE, KY ON 082316 FROM CARD#: XXXXXXXXXXXXX5239
08/24	10.00	DEBIT CARD PURCHASE AT UNITED DAIRY FARME, ALEXANDRIA, KY ON 082216 FROM CARD#: XXXXXXXXXXXXX5239
08/24	100.00	5/3 JEANIE WITHDRAWAL - 003453 8100 ALEXANDRIA PIKE ALEXANDRIA KY
08/24	11.98	MERCHANT PAYMENT - 579600 2211 North First Street San Jose CA
08/25	25.04	DEBIT CARD PURCHASE AT UNITED DAIRY FARME, ALEXANDRIA, KY ON 082316 FROM CARD#: XXXXXXXXXXXXX5239
08/25	26.40	MERCHANT PAYMENT KROGER - 041003 370 CROSSROADS COLD SPRING KY
08/26	20.98	DEBIT CARD PURCHASE AT GRANTS LICK VETERI, BUTLER, KY ON 082516 FROM CARD#: XXXXXXXXXXXXX5239
08/29	14.82	DEBIT CARD PURCHASE AT PIZZA HUT 029910, ALEXANDRIA, KY ON 082816 FROM CARD#: XXXXXXXXXXXXX5239
08/29	36.75	CO BANKERS LIFE PFC/CBL 0775134-WITHDRA 082916
08/29	26.06	MERCHANT PAYMENT MCDONALD'S M2412 - 138302 6707 ALEXANDRIA PIKE ALEXANDRIA KY
08/30	19.37	DEBIT CARD PURCHASE AT GOODWILL INDUSTRIE, BELLEVUE, KY ON 082916 FROM CARD#: XXXXXXXXXXXXX5239
08/30	23.09	DEBIT CARD PURCHASE AT JIMMY SWAGGART MIN, 225-768-8300, LA ON 083016 FROM CARD#: XXXXXXXXXXXXX5239
08/30	74.13	5/3 ONLINE PYMT TO KENTUCKY F- ACCT XXXXXX8570
08/30	78.66	5/3 ONLINE PYMT TO TIME WARNE- ACCT XXXXXXXXXXX4001
08/30	91.63	5/3 ONLINE PYMT TO DUKE ENERG- ACCT XXXXXXX6050
08/30	130.97	5/3 ONLINE PYMT TO KENTUCKY F- ACCT XXXXXX6787
08/31	17.00	DEBIT CARD PURCHASE AT GOODWILL INDUSTRIE, INDEPENDENCE, KY ON 083016 FROM CARD#: XXXXXXXXXXXXX5239
08/31	32.05	DEBIT CARD PURCHASE AT SHELL OIL 57444531, EDGEWOOD, KY ON 082916 FROM CARD#: XXXXXXXXXXXXX5239
08/31	38.00	DEBIT CARD PURCHASE AT GOODWILL INDUSTRIE, BELLEVUE, KY ON 083016 FROM CARD#: XXXXXXXXXXXXX5239
08/31	21.79	MERCHANT PAYMENT KROGER - 042320 130 PAVILION PKWY. NEWPORT KY
08/31	59.43	MERCHANT PAYMENT WAL SAM'S Club - 330051 8133 WAL-SAMS FLORENCE KY
09/01	5.64	DEBIT CARD PURCHASE AT FRESH THYME FARMER, NEWPORT, KY ON 083116 FROM CARD#: XXXXXXXXXXXXX5239
09/01	7.42	DEBIT CARD PURCHASE AT DOLLAR TREE, FLORENCE, KY ON 083116 FROM CARD#: XXXXXXXXXXXXX5239
09/01	13.42	DEBIT CARD PURCHASE AT ALEXANDRIA COUNTY, ALEXANDRIA, KY ON 083116 FROM CARD#: XXXXXXXXXXXXX5239
09/02	13.62	DEBIT CARD PURCHASE AT ALDI 61058, FLORENCE, KY ON 083116 FROM CARD#: XXXXXXXXXXXXX5239
09/02	40.00	5/3 JEANIE WITHDRAWAL - 003453 8100 ALEXANDRIA PIKE ALEXANDRIA KY
09/06	5.00	DEBIT CARD PURCHASE AT FREESTORE FOODBANK, CINCINNATI, OH ON 090216 FROM CARD#: XXXXXXXXXXXXX5239
09/06	13.61	DEBIT CARD PURCHASE AT ALEXANDRIA COUNTY, ALEXANDRIA, KY ON 090216 FROM CARD#: XXXXXXXXXXXXX5239
09/06	20.00	DEBIT CARD PURCHASE AT SOUL'D OUT QUARTET, GEORGETOWN, OH ON 090116 FROM CARD#: XXXXXXXXXXXXX5239
09/06	76.00	DEBIT CARD PURCHASE AT GRANTS LICK VETERI, BUTLER, KY ON 090216 FROM CARD#: XXXXXXXXXXXXX5239
09/06	6.00	5/3 ID ALERT #010880231 PAID BY AUTO BILLPAYER
09/07	84.60	DEBIT CARD PURCHASE AT SPRINT *WIRELESS, 800-639-6111, KS ON 090716 FROM CARD#: XXXXXXXXXXXXX5239
09/09	20.00	DEBIT CARD PURCHASE AT UNITED DAIRY FARME, ALEXANDRIA, KY ON 090716 FROM CARD#: XXXXXXXXXXXXX5239