

E-100 Sub 157



JOSH STEIN  
ATTORNEY GENERAL

STATE OF NORTH CAROLINA  
DEPARTMENT OF JUSTICE  
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CONSUMER PROTECTION  
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OFFICIAL COPY

April 16, 2019

Victoria Mikow-Porto  
107 Watters Rd  
Carrboro, NC 27510

Apr 16 2019

Re: File No. 1904088  
Duke Energy

Dear Ms. Mikow-Porto:

Thank you for filing a complaint with the Consumer Protection Division regarding Duke Energy. Your request for assistance falls more appropriately within the authority of another agency.

By copy of this letter, we are forwarding your complaint to NC Utilities Commission, requesting that this matter be reviewed to determine whether there has been a violation of the laws or rules that it administers.

We encourage you to contact us again if you have a consumer problem which you believe warrants review by our office.

Very truly yours,

Adrienne Glover  
Consumer Protection Specialist  
CONSUMER PROTECTION DIVISION

cc: NC Utilities Commission

**Consumer**

**From:** consforms@ncdoj.gov  
**Sent:** Saturday, April 13, 2019 10:42 AM  
**To:** Consumer  
**Subject:** Complaint 48326 Mikow-Porto

**Your Information**

Prefix Ms \* First Name Victoria  
Middle Initial A \* Last Name Mikow-Porto  
\* Mailing Address 107 Watters Rd.  
\* City Carrboro  
\* State NC \* Zip Code 27510  
Country, if not US US  
Day Phone Number (including area code) 9199676949  
Evening Phone Number (including area code)  
Cell Phone Number (including area code)  
Fax Number (including area code)  
County of Residence Orange Email Address vmporto1@gmail.com  
I am a military service member or military spouse

**Information About Company Against Which You Are Complaining**

\* Full name of company Duke Energy  
Address  
City Charlotte  
State NC Zip Code  
Country, if not US US  
Company's internet address (URL)  
\* Telephone number, including area code  
Fax number, including area code

**Complaint Information (complete any blocks which apply to your complaint)**

Product, item, or service involved Business practices

Date of purchase, service,  
contract  
Manufacturer or brand  
Model

Account number

Do not submit credit card or bank account numbers through this form. If you need to provide that information as part of your complaint, please mail it to us instead.

Serial number

Did you sign a contract or a lease?

Start Date

End Date

Total amount paid

Amount in dispute

How was payment made: Other

Did you buy an extended service contract? No

If yes, name of company responsible for extended service contract or warranty

### Information About the Transaction

How was initial contact made between you and the

Other

Where did the transaction take place?

Other

### Details of Complaint

\* Details

Limit of 2500 characters

Dear Attorney General Stein, I read this morning that Duke Energy paid no federal taxes for 2018. Their effective tax rate is -21%. I'm not sure what level of profit is given directly to their shareholders, but it must be even bigger when they pay no federal taxes. I have been outraged at their rate increases (particularly after they pledged that they wouldn't) passed on to customers for the Dan River coal ash spill. Now that they've been ordered to clean up all the coal ash ponds in North Carolina, they are, once again, arguing that they can't afford the clean up costs and have to pass on those costs to customers as rate increases. How dare Duke Energy say they have to pass on clean up costs when they pay no federal taxes at all? We, the citizens of North Carolina, have always been forced to pay for the messes which they were supposed to clean up years ago. The pollution costs from heavy metals and other contaminants to human lives in terms of cancer and other health issues as well as the costs to river and marine life and our oceans are incalculable. And, of course, our poorest citizens suffer the most, taking on the brunt of pollution, since they usually live in areas where coal ash is stored and because they often don't have the time, money, or leadership capacity needed to represent their interests. Why doesn't Duke

Energy have set asides to deal with the horrors of their practices? If they're no longer paying any federal taxes, why can't those savings be used for clean up costs? There must be some way to force corporations like Duke Energy to have "rainy day" funds to ensure the safety of the citizens and customers of North Carolina by responsibly cleaning up the horrific results of their practices. Please, Mr. Stein, don't allow Duke Energy, to pass on costs to the customers of North Carolina. We are tired of dealing with entities like Duke Energy that take, take, take and never give back to anyone except their shareholders. And, since there is no competition, Duke Energy can, in effect, demand whatever it thinks it can get away with. It's time to stop the egregious greed. Sincerely, Victoria A. Mikow-Porto, Ph.D.

## Resolution Attempts You Have Made

Have you contacted the company with your complaint? Yes

If yes, name of person most recently contacted The CEO of Duke Energy via email multiple times

His/her phone number, incl. area code

Results None

\* What resolution would you consider fair? (Limit 1,000 characters) For Duke Energy to pick up the costs of clean up of coal ash as they were supposed to do years ago.

Do you have an attorney in this case? No

If yes, name of your attorney

Attorney's number, incl. area code

Has your complaint been heard or is it scheduled to be heard in court? No

If yes, where and when?

If already heard, what was the result?

Will you be submitting documentation by mail or fax? No