

OOPS!!!

My apologies to all regarding the difficulties I encountered in arranging pick-up of my old refrigerator.

My error, well, I readily accept partial responsibility regarding my previous letter. I had been calling Duke Energy at 800-777-9898 and selecting the options as directed to get to the SC recycler for pickup. That led me to the perpetual “we are experiencing heavier than normal...”.

My recent bill contained an insert listing what turned out to be the correct number. I called it and, Walla!

Duke Energy could and should, simply provide the correct number to call (855-398-6200) rather than transfer the caller via their phone system.

I would still like to know how this “recycling program” is funded. Help....

Jim Silva

October 15, 2015

Mr. James Rogers
 PO Box 346
 Lyman, South Carolina 29346-0346

Dear Mr. Rogers, SILVA

Thank you for your correspondence. I am so sorry to hear of the difficulties you are experiencing and would love to be of help. Please either give me a call at 803.734.5049 or send me your number so we can discuss the issue and determine what assistance may be available.

Thanks again for writing. I look forward to hearing from you.

Sincerely,

Jamal Smith

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Reg Staff

staff
 of regulatory affairs
 803-737-5230
 SC ORS staff

Have you tried calling Duke & transferring to their
 "Recycle Dept"?

How is their program funded?

1. is it a fair savings for Duke?
2. who keeps that Duke actually picked up old papers?
3. is it taxpayer funded?
4. is it merely a political favor for promises by Duke

