



SEPTEMBER 2025

UTILIPEDIA

MUC MONTHLY NEWS

Welcome Back! MUC Holdings LLC is excited to share that we have a new phone number! You can now reach our team 24/7 at 843-758-5732.

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Hometown Headache

In Ohio, about 15,000 Duke Energy customers saw unusually high gas bills this summer. The utility identified that it failed to collect Gas Cost Recovery Charges for a full year - these charges are fees added to customer's bills to recover the actual cost the utility paid to purchase natural gas.

To recover the missed charges, the utility issued lump-sum back bills - causing sudden and significant spikes in bills, not to mention an uproar on social media and among customers. The issue stemmed from a problematic billing system - generating over 100,000 billing errors in a years' time, resulting in about \$8 million in total that Duke is now set to collect.

Although Duke is required to allow payment plans, consumer advocates recommend escalating to The Public Utilities Commission of Ohio if customers are not satisfied with the resolution.

WASTE DATA - MADE EASY

MUC streamlines waste reporting by pulling usage data straight from vendor invoices and service records. No more digging through scattered paperwork – all volumes, service frequencies, and costs are standardized and stored in one place. The result? Clear, consistent reporting you can rely on for compliance, audits, and disclosures.

Contact us today to learn how MUC can simplify and improve your waste reporting process!



PJM Region Market Update

The PJM region continues to face a perfect storm: demand surging ahead of supply growth, especially due to AI and data center expansion - leading to inflated capacity costs as well as household bills starting to climb as a result.

While the short-term energy market remains competitive, the longer-term reliability picture - centered around capacity - remains strained. Effective and timely infrastructure investment, and potential regulatory and market reforms, will be critical in stabilizing cost and ensuring grid reliability.



MCCo - BESS PROJECT

Ohio's Inaugural Battery Storage Project

Ullman Electric & Technologies, under a general project management agreement with The Medical Center Company of Cleveland (MCCo), is deploying a Battery Energy Storage System (BESS) in Northeast Ohio.

The system comprises eight Megapacks, each storing over 3.9 MWh, for a combined capacity of approximately 15.4 MW/30.8 MWh.

Each Megapack is designed to power around 3,600 average American homes for one hour. The project is engineered for a lifespan of 15 years and features 24 battery nodules per pack.

[Click here](#) to read more about MCCo's battery project and the impact it will have on Cleveland!



QUICK READS

IN THE NEWS

Palisades Nuclear Plant Restart Approved

The NRC has cleared Holtec to restart Michigan's 800-MW Palisades nuclear plant, the first U.S. facility ever to move from decommissioning back to operations. Once final maintenance and inspections wrap up, the plant could power 800,000 homes, boosting Michigan's clean energy supply and setting a precedent for future nuclear restarts.

MUC TRAINING

MUC is excited to share that we'll be hosting MUCH Data Power BI trainings over the next few weeks.

These sessions are designed to help you better understand and utilize MUCH Data, ensuring you have the tools and knowledge to get the most value from it.

If you'd like to participate, please reach out to Client Relations to schedule your training session. We look forward to working with you!

SUBMETERING

RealIMTRX, an MUC vertical, specializes in advanced submetering services for power, gas, and water, providing accurate and reliable measurement on individual meters.

By implementing submetering, property owners, managers, and plant operators gain precise insights into individual usage, daily meter reads, cost recovery, and improved efficiency.

If you are interested in submetering your plant or property, reach out to Kelly Dragoo and the RealIMTRX team today @ 843-758-1802



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The Fun Side

We work hard at MUC and take utilities seriously. We also like to have fun!
This page is dedicated to the fun side of MUC!

TOP FIVE

TOP 5 TO WIN CFP

- 1.Texas
- 2.Georgia
- 3.Ohio State
- 4.Tennessee
- 5.Kansas State

With a 22% chance of winning, Texas is the No.1 team in ESPN's FPI preseason rankings and the team with the best chance to win it all. Not far behind, Georgia with new QB Gunner Stockton, have a 17.5% chance of winning. - CBS Sports

TRIVIA AND GAMES

Wordle

Do you Wordle? [Try this MUC created Wordle.](#)

Email the 5 letter answer to mucclientrelations@muc-corp.com

The winner will receive a Starbucks ecard from Georges.



Trivia

How many miles of natural gas pipelines are in the United States?

- A) 30,000 miles
- B) 300,000 miles
- C) 3 million miles



C (Over 3 million miles – enough to circle Earth 120+ times!)

Did You Know?



The Pittsburgh Steelers and the New England Patriots are tied at 6 Super Bowls each. However, neither team has been to the playoffs since 2020. Will this be the season that breaks the tie? Will Aaron Rodgers win his 2nd Super Bowl? Or will Mike Vrabel, head coach of the Patriots, win another with the franchise, this time as a coach ?



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