Competitive Retail	↑ Case Number ↑	Date/Time Opened	Specific Code	Account in Question	Case Comments	Account Name Service	ce Type S	ervice Address Street	Service Address City	Service Address Zip/P
Natural Gas Service					Called ea, at DEO, Mary. The customer rescinded ONG and on 1/4 she re-enrolled with DES. There was no new rescission notice since she remained with her					
Provider	00181695	1/3/2018 10:26 AM	Billing Inquiry	Dominion Energy Solutions Inc	Called the customer to go over the DES response. Reached voice mail. Left a message advising that DEO did not violate any rules but that I had received a	Erma Boyes Reside	lential 9	23 CARRIAGE LANE	WOOSTER	44691
	00182607	1/8/2018 1:42 PM	Enrollment Dispute	North American Power and Gas LLC	positive response from DES, which agreed to make her father whole for the period of time he was enrolled with the MVR rate. Advised that DES would be sending a letter requesting copies of her father's during the time period in question. Invited a call back. Left hotline number. Called M.H. Hotlask tog now reDE response and close. She does not like that a customer can be placed on an MVR without consent. Advused that in DEO area,	Karen Honkala Reside	lential 9	5 South Doan Ave	Painesville	44077
					a customer must contact DEO to affirmatively ask to be placed on the SCO. She stated that the bill issued 11/15 shows that the customer was on the SSO. Advised that the SSCO may have preceded the NVR and since no one called to be placed on the CO, it was moved to the MVR. She also stated that DES told her on 10/11/17 thas she would automatically be placed on the SCO. Advised that this was bed information. She wanted me to contact DES and see if they could pull					
		1/8/2018 1:42 PM	Enrollment Disoute	North American Power and Gas LLC	the call and if that is what the customer was told, see if DES would be willing to reimburse them for the extra paid on the MVR. Advised that I would contact	Karen Honkala Reside	lential 9	15 South Doan Ave	Painesville	44077
		.,,	,,,,,,		Called ea at DEO to see if NAP&G was assigned as an MVR supplier. Spoke with Angela. Dominion Energy Services was the previous supplier and NAP&G was an MVR supplier. The customer went to the SSO after DES and didn't notify DEO that they wanted to go to the SCO, so they were assigned to NAP&G as an MVR					
			Enrollment Dispute	North American Power and Gas LLC	supplier. The customer was with DES until 10/17.  Called DEO to ascertain the steps when putting a customer on an MVR. Is the customer put on the SSO first? Spoke with ea, Diane. All customers, before going			5 South Doan Ave	Painesville	44077
	00183809	1/8/2018 1:42 PM 1/12/2018 4:10 PM	Enrollment Dispute	North American Power and Gas LLC	to the SCO or the MVR, do go to the SSO first.  Left vm, advd that the acct was on the MVR w/local utility. A drop request was rc'd and will terminate w/co as of Jan 10. Advd cls case.	Karen Honkala Reside Geraldine Plehn Reside		5 South Doan Ave 07 Falcon Ave	Painesville	44077 44319
	00183809	1/12/2018 4:10 PM 1/12/2018 4:10 PM		Spark Energy Gas LP Spark Energy Gas LP	Left vm, advd that the acct was on the MVR w/local utility. A drop request was rc'd and will terminate w/co as of Jan 10. Advd cis case.  Called cust., left mess. explaining the acct. was enrolled on w/the MVR thru local utility.	Geraldine Plehn Reside Geraldine Plehn Reside		07 Falcon Ave	Akron Akron	44319
		1/12/2018 4.10 PM	Elifolinient Dispute	Spark Ellergy Gas Er	Received a voice message from Mr. Daut who asked for a return call. He wanted to know how the suppliers can get away with charging \$5 per mcf.	Geraldine Fielin Reside	enuai 1	07 Falcon Ave	AKIOII	44317
					Returned call. Advised that PUCO has no jurisdiction over the prices charged because legislature didn't give the PUCO jurisdiction. Advised that the agreement he entered into allow the company to charge a variable rate that could go higher. He wanted to know if commercial customers could get the SCO because he has					
					been told different things by different people. Advised that they could not. Discussed the apples-to-apples web site and provided url. Advised that he should contact the ea (and provided number) to find out if he was classified ECTS or GSS. Explained that if he did not select a supplier, he would be moved to an MVR.					
	00183964	1/15/2018 11:24 AM	Cancellation Issues	Dominion Energy Solutions Inc	Invited a call back.	Sam Daut Reside	lential 8	35 Cherry Rd NW	Massillon	44647
					Received a voice message from Mr. Daut who asked for a return call. He wanted to know how the suppliers can get away with charging \$5 per md. Advised that PUCO Disso jourisdiction over the prices charged because legislature didn't give the PUCO Jurisdiction. Advised that the agreement he entered into allow the company to charge a variable rate that could go higher. He wanted to know if commercial customers could get the \$CO because he has been told different					
					things by different people Advised that they could not. Discussed the apples-to-apples web site and provided url. Advised that he should contact the ea (and					
		1/15/2018 11:24 AM	Cancellation Issues	Dominion Energy Solutions Inc	provided number) to find out if he was classified ECTS or GSS. Explained that if he did not select a supplier, he would be moved to an MVR. Invited a call back.	Sam Daut Reside	lential 8	35 Cherry Rd NW	Massillon	44647
					Calling back to find lowest fixed rate for his commercial acct.					
	00184724	1/18/2018 8:59 AM	Contract Inquiry	Direct Energy Services LLC	Went over A2A Small Commercial DEO chart and referred to some suppliers. Explained MVR and SCO and how he is unable to have SCO since he's Non-Res.	Dante's Gameday Grille Comm	mercial 1	019 North Main Street	Akron	44310
	00186548	1/25/2018 12:10 PM	Competition Issues / Inquiries	Dominion Energy Solutions Inc	Caller states that he has Dominion Solutions for his house and garage - he is thinking of going back to just have DEO - exp Choice Program - adv that if he decides to go back to DEO - he would have to tell them that he wants the SCO rate - if not, he would then have it for 2 billing cycles then the MVR - invited call back.	Issa Alherimi Reside	lential 3	i 113 Elm Rd	Warren	44483
					Caller states that she had DTE - now she has Statewise - she wants to go back to DEO - adv that she would need to call DEO to go back to them - she then inquired who does she have now - adv that I do not have access to her acct - adv that DEO can answer that question - she wanted to know what she should do - she did ask if I could tell her - adv that I can not adv what she should do - adv of the a2a and that there are so many suppliers and they could have several offers - adv					
	00186554	1/25/2018 12:20 PM	Competition Issues / Inquiries	Statewise Energy Ohio, LLC	that there are other supplier, or she could have DEO SCO rate or the MVR.  I called the cust and spoke with Jian Min - adv the cust that he was assigned Kratos after his 2 bills with DEO at the SCO rate - exp to the cust that unless he	Machelle White-Funk Reside	lential 2	328 Newton St	Akron	44305
					contacts DEO and request the SCO rate - his acct would after 2 bills be assigned to a supplier at the MVR (monthly variable rate) - adv the cust that the MVR is a rate that is not regulated by the PUCO - cust thought he would just have the SCO - adv that it is not automatic - exp that he would just have the DEO SCO for 2					
	00187001	1/26/2018 3:56 PM	Contract Inquiry	United Energy Trading LLC	bills then it goes to the MVR - unless he contacts DEO and request the DEO SCO or enrolls with a supplier.  *** response from Stephen Shortell - Kratos (UET) on 3/1/18 ***	Jian Min Reside	lential 6	765 Edgemoor Avenue	SOLON	
					Case# 00187001 It took a look at the account history in my system (please see below). It appears he/she was a customer back in 2012 and then disconnected service with us in					
					I took a look at the account natory in my system (piesae see below). It appears neprine was a customer back in 2012 and nen outcomerced service with us in 2013, In April of 2016 he/s/the was assigned to us by DCO at the Autor and then was dropped from the auction pool and reassigned to us by DCO at the MVR rate. I am confirming all of this with my back office today to make sure. I will send you another email later today with verification on this.					
					*** email from 88 to Steve Shortell - Kratos on 3/5/18 ***  You said in the email below that for Case 0315701, you were confirming your information regarding the MVR rate and would send another email to me with verification. Were you able to verify the offormation?					
		1/26/2018 3:56 PM	Contract Inquiry	United Energy Trading LLC	*** response from Stephen Shortell - Kratos (UET) on 3/5/18 *** What I stated below is what occurred. Please let me know if you have any further questions or concerns.	Jian Min Reside	lential 6	765 Edgemoor Avenue	SOLON	
		1/26/2018 3:56 PM		United Energy Trading LLC	Kratos Gas and Power switch us to their MVR rate without our permission. That is outrageous! Please do something to prevent it from happening again!	Jian Min Reside		765 Edgemoor Avenue	SOLON	
					Called the customer back (no message left). Explained hat she had enrolled for both electric and gas and that the company had agreed to release her from both contracts without an ETF. She was hapor to hear that. Advised that this could take 1-2 billing cycles. Provided energychoice url. Explained that if she did not					
	00187261	1/29/2018 11:12 AM	Enrollment Dispute	Statewise Energy Ohio, LLC	want to choose a gas or electric supplier, she did not have to. Explained that if she did not want to choose a gas supplier she did not have to a Cyclain of the did not want to choose a gas supplier she would either be placed on the SCO or with an MVR. Explained how to get placed on the SCO. Advised that I would close the investigation and invited a call back with any future utility concerns.	Laura Elliot Reside	lential 6	i2 E Liberty St	Girard	44420
				~ * *						
					Ohio Natural Gas recently applied their Monthly Variable Rate to my account and the price of gas doubled from \$ 2.77 to 5.77 per MCF. I understand that I am					
					able to switch, but 1) the customer isn't informed of the rate increase until they review their historic bill and 2) it takes one to two billing periods for any switch of providers to be effective. That means I will be likely be paying double the SCO rate for almost 3 months through the highest gas usage period of the winter. It					
					able to switch, but 1) the customer isn't informed of the rate increase until they review their historic bill and 2) it takes one to two billing periods for any switch					
	00187523	1/29/2018 5:14 PM		SouthStar Energy Services LLC	able to switch, but 11 the customer isn't informed of the rate increase until they review their historic bill and 21 it takes one to two billing periods for any switch of providers to be effective. That means it will be likely be paying double the SCO rate of animotal amonths through the highest gas varage period of the winder. It seems to me that the PLU should a) nominor these types of dramatic negative customer price increase, b) ensure that customers are informed of price changes and c) ensure that customers who was the switch and no packed. With thershooligh oderly seems that one to be billing periods to make a change is excessive and overly favors the provider rather than the customer. Ye also provided upon with the SCO rates which are nowhere near Otho Natural Gas's Morithly Variable and the provider of the provider rather than the customer. Ye also provided upon with the SCO rates which are nowhere near Otho Natural Gas's Morithly Variable control of the provider of t	Alistair Buchan Reside				
	00187523	1/29/2018 5:14 PM 1/29/2018 5:14 PM		SouthStar Energy Services LLC SouthStar Energy Services LLC	able to swirch, but 11 the customer isn't informed of the rate increase until they review their historic bill and 21 it takes one to two billing periods for any switch of providen to be effective. That means it will be likely be paying double the SOO rate of animost 3 months through the highest gas vagae period of the winder. It seems to me that the PLU. Should all possible reperiod the manufact negative customer price increase, b) ensure that customers are informed of price changes and c) ensure that sustomers who was the switch and no possible. With therchology levely it seems that one to two billing periods to make a change is excessive and overly lavors the provider rather than the customer. Ver also provider, with the through its resent shall not nowhere near Ofinio Natural Gas's Monthly Variable Attes. Once the OUT consistor there exists is entire customers are not being feeced. Thank you Adata shadows. It is not a consistent of the state of the consistent of the	Alistair Buchan Reside Alistair Buchan Reside				
	00187523 00187914		Cancellation Issues		able to switch, but 11 the customer into informed of the rate increase until they review their historic bill and 21 it takes one to two billing periods for any switch of providents to be effective. That means it will be likely be paying double the SO's rate of amounts of memorial to memorial their states are the second of	Alistair Buchan Reside	lential	20 West Point Dr	Akron	44333
		1/29/2018 5:14 PM 1/31/2018 9:18 AM 1/31/2018 12:18 PM 2/2/2018 10:02 AM	Cancellation Issues  Enrollment Dispute  Enrollment Dispute  Enrollment Dispute	SouthStar Energy Services LLC  Spark Energy Gas LP  Direct Energy Services LLC  Spark Energy Gas LP	able to switch, but 1] the customer into informed of the rate increase until they review their historic bill and 2] it takes one to two billing periods for any switch of providen to be effective. That means it will be likely be paying double the SCO rate or almost 3 months through the highest gas vagae period of the window, it seems to me that the PLU. Should a) nominor these types of dramatic negative customer price increase, b) ensure that customers are informed of price changes and c) ensure that customers who was the switch and so a quickly. Whit behandlog looky at seems that one to be billing periods to make a change is excessive and overly favors the provider rather than the customer. Ye also provided upon with the SCO rates which are nowhere near Otho Natural Gas's Monthly Variable Cogning case due no outsomer contains a response to letter. Costsmer on MAPA. Oblic commod first without alders. Six whomily variable cogning case due no outsomer contains are response to letter. Costsmer on MAPA. Oblic commod first without address. I seem a member are letter and the container of the container of the container on the container on the value of the container of the container of the container on the container on the container on the container of	Alistair Buchan Reside  Howard Curtis Reside  Ironman Warehouse Comm Sherry Albertson Reside	lential 6 mercial 3 lential 8	50 West Federal Street 42 Stonewater Drive	Akron Youngstown Kent	44503 44240
	00187914 00188015	1/29/2018 5:14 PM 1/31/2018 9:18 AM 1/31/2018 12:18 PM	Cancellation Issues  Enrollment Dispute  Enrollment Dispute  Enrollment Dispute	SouthStar Energy Services LLC  Spark Energy Gas LP  Direct Energy Services LLC	able to switch, but 1] the customer into informed of the rate increase until they review their historic bill and 2] it takes one to two billing periods for any switch of providen to be effective. That means it will be likely be paying double the SCO rate or almost 3 months through the highest gas vagae period of the window, it seems to me that the PLU. Should a) nominor these types of dramatic negative customer price increase, b) ensure that customers are informed of price changes and c) ensure that customers who was the switch and so a quickly. Whit behandlog looky at seems that one to be billing periods to make a change is excessive and overly favors the provider rather than the customer. Ye also provided upon with the SCO rates which are nowhere near Otho Natural Gas's Monthly Variable Cogning case due no outsomer contains a response to letter. Costsmer on MAPA. Oblic commod first without alders. Six whomily variable cogning case due no outsomer contains are response to letter. Costsmer on MAPA. Oblic commod first without address. I seem a member are letter and the container of the container of the container on the container on the value of the container of the container of the container on the container on the container on the container of	Alistair Buchan Reside Howard Curtis Reside Ironman Warehouse Comm	lential 6 mercial 3 lential 8	50 West Federal Street	Youngstown	44503
	00187914 00188015	1/29/2018 5:14 PM 1/31/2018 9:18 AM 1/31/2018 12:18 PM 2/2/2018 10:02 AM	Cancellation Issues  Enrollment Dispute  Enrollment Dispute  Enrollment Dispute	SouthStar Energy Services LLC  Spark Energy Gas LP  Direct Energy Services LLC  Spark Energy Gas LP	able to switch, but 11 the customer isn't informed of the rate increase until they review their historic bill and 21 it takes one to two billing periods for any switch of providents to be effective. That means it will be likely be paying double the SCO rate or almost 3 months through the highest gas vagae period of the windly and provident to be or almost 3 months through the highest gas vagae period of the windly and of ensure that customers are informed of price changes and c) ensure that customers who was the variety of the provident of the provident and the provident of the provident of the provident seems that one to two billing periods to make a change is excessive and overly favors the provider rather than the customer. I've also provident you with the SCO rates which are nowhere near Orini Natural Gas's Monthly Variable Attes. Once the COLI consistor there exists the source outsomers or not being feecest? Thank you Adata factories. I seem a nearly to the customers was excessive and overly favors the provident and the provident of the provident of the provident of the provident and the provident of the p	Alistair Buchan Reside  Howard Curtis Reside  Ironman Warehouse Comm Sherry Albertson Reside	lential 6 mercial 3 lential 8	50 West Federal Street 42 Stonewater Drive	Youngstown Kent	44503 44240
	00187914 00188015 00188552	1/29/2018 5:14 PM 1/31/2018 9:18 AM 1/31/2018 12:18 PM 2/2/2018 10:02 AM 2/2/2018 10:02 AM	Cancellation Issues  Enrollment Dispute  Enrollment Dispute  Enrollment Dispute  Enrollment Dispute  Enrollment Dispute	SouthStar Energy Services LLC  Spark Energy Gas LP  Direct Energy Services LLC  Spark Energy Gas LP  Spark Energy Gas LP	able to switch, but 11 the customer isn't informed of the rate increase until they review their historic bill and 21 it takes one to two billing periods for any switch of providents to be effective. That means it will be likely be paying double the SCO rate is rained and smith any stage period of the windly and possible and the same of a minus of a minus of the provident is to be the same of the same informed of price changes and c) ensure that customers who was the switch and so quotely. With thenchology they is seems that one to not be little period to make a change is exceeded and overly favors the provider rather than the customer. I've also provide to with the SCO rates which are nowhere near Orino Natural Gas's Monthly Variable Attes. Once the CUI constort these rather to ensure customers in the other general prating van Astate Bushers.  Closing cast due to no or accounted in segioner to little? Customer on Mink. CRIC current find without address. I sent an email to the customer explaining and the to not contact an explain the little. Customer on Mink. CRIC current find without address. I sent an email to the customer explaining called the top of the customer of the customer is an explained to the customer and the customer is an explained to the customer and the customer is also an explained to the customer and the customer is an explained to the customer is an explained to the customer is a customer in the customer is an explained to the customer is an explained to the customer is a customer is an explained to the customer is a customer is a customer is a customer is an explained to the customer is a customer in a customer in a customer in a customer is a customer in a customer in a customer in a customer is a customer in a custo	Alstair Buchan Reside  Moward Curtis Reside  Ironnan Warehouse Comm  Sherry Albertson Reside  Sherry Albertson Reside	lential 6 mercial 3 lential 8 lential 8	SD West Federal Street 42 Stonewater Drive 42 Stonewater Drive	Youngstown Kent Kent	44503 44240 44240
	00187914 00188015	1/29/2018 5:14 PM 1/31/2018 9:18 AM 1/31/2018 12:18 PM 2/2/2018 10:02 AM 2/2/2018 10:02 AM	Cancellation Issues  Enrollment Dispute  Enrollment Dispute  Enrollment Dispute	SouthStar Energy Services LLC  Spark Energy Gas LP  Direct Energy Services LLC  Spark Energy Gas LP	able to switch, but 1] the customer isn't informed of the rate increase until they review their historic bill and 2] it takes one to two billing periods for any switch of providents to be effective. That means it will be likely be paying double the SO2 rate of animost 3 months through the highest gas vagae period of the windly and providents to the ordination and interest that the customer are informed of price changes and c) ensure that customers who was the under can be under the customer price increase, b) ensure that customers are informed of price changes and c) ensure that customers who was the under customer of the customers are informed of price changes and c) ensure that customers who was the customers of the customers	Alstair Buchan Reside  Moward Curtis Reside  Ironnan Warehouse Comm  Sherry Albertson Reside  Sherry Albertson Reside	lential 6 mercial 3 lential 8 lential 8	50 West Federal Street 42 Stonewater Drive	Youngstown Kent	44503 44240
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			Customer states that he was randomly put with Quake Energy. He states he was charged 5.45 per mcf. he contacted Quake to inquire about other rates. he					
			customer states that he was randomly put with quake thergy. He states he was charged 5.45 per mcr. he contacted quake to inquire about other rates, he states that he talked to someone and was going to do a recording but he was asking questions and the rep said he did not want the service so he hung up on the					
			customer. He states that he called back trying to speak to a supervisor and could not. he states he does not think he should have to pay the 5.45 per mcf and					
			that there are offers out there for less. he states he was with another supplier and that must have ended. I told him if that is the case then he would have been					
			switched to the MVR with DEO and placed with a random company and he must have been placed with them. he called them to inquire about other rates and he					
			did not complete the TPV. It sounds like he was transferred to the MVR because he had not chosen another supplier. he states that the city is now with NexEra					
			for aggregation. he signed up with them but it does not start till April. Wants to know if he has to pay the rate. I told him he does. I explained that when his					
	2/9/2018 11:40 AM Billing Dispute	Energy 95 LLC	previous contract ended he had not chosen another supplier and was placed on the MVR. I can contact the co and verify this info. I also gave him the phone EA phone number, she he can find out what he is on now.	Sound on Wheels	Commercial	1832 Lee Rd	Condes	44418
	2/9/2018 11:40 AM Billing Dispute 2/9/2018 11:40 AM Billing Dispute	Energy 95 LLC	prione number; sine ne can into our what ne is on now. customer not sined up with Quake, he has MVR.	Sound on Wheels	Commercial	1832 Lee Rd	Fowler	44418
	7,7,222 22.00		Called cust and advised the following. Advd cls casse, apologized for the delay in getting back to him. Invtd cb w/any questions. RTHL#					
			**********					
			MVR program solely by the utility. This program allows the utility to enroll current customers onto flexible, variable month to month plans with participating					
			suppliers in the immediate area. For this reason, the enrollment does not have a TPV as it was authorized through the utility. Additionally, please be advised that					
90456	2/9/2018 1:36 PM Contract Inquiry	Censtar Energy Corp	Mr. Ulrich was not locked into a contracted rate and was free to switch suppliers at any time without penaltycaller says his monthly variable rate has raised \$1.00 each month for the last 6 months	Dave Ulrich	Residential	316 Lori Avenue Northeast	Massillon	44646
			-caller says his monthly bills went from \$150-\$200 to \$513					
			-caller says he want to want to appeal his bill					
			-caller admitted to staying with the supplier's monthly variable rate after his fixed rate expired					
			-caller says he assumed it would be related to the cost of gas					
			caller was advised to put his concerns in writing and submit to the PUCO					
			caller wants a name to submit his complaint to at the PUCO					
91114	2/12/2018 3:49 PM Competition Issues / Inquiries	US Gas & Electric Inc	call routed over to RS, supvr on duty, for furtherance	Edward Friedman	Residential	381 West Glengary Circle	Cleveland	44143
1260	2/13/2018 8:15 AM Billing Inquiry	Spark Energy Gas LP	Reviewed DEO response: Non-residential customer, account moved to MVR with Spark in Jan 2018.  Caller wanted to follow up on the MVR rate. Advised caller that he can go to a2a website or contact DEO to be switched to SCO rate. Advised caller of number for	Canton Boxing Gym	Commercial	3101 6th Street Southwest Unit 1	Canton	44710
	2/13/2018 8:15 AM Billing Inquiry	Spark Energy Gas LP	Caller wanted to follow up on the MVK rate. Advised caller that he can go to aza website or contact DEO to be switched to SLO rate. Advised caller of number for Caller Wanted to follow up on the MVK rate. Advised caller that he can go to aza website or contact DEO to be switched to SLO rate. Advised caller of number for Caller Wanted to Follow up on the MVK rate. Advised caller that he can go to aza website or contact DEO to be switched to SLO rate. Advised caller or number for Caller Wanted to Follow up on the MVK rate. Advised caller that he can go to aza website or contact DEO to be switched to SLO rate. Advised caller or number for Caller Wanted to Follow up on the MVK rate. Advised caller that he can go to aza website or contact DEO to be switched to SLO rate. Advised caller or number for Caller Wanted to Follow up on the MVK rate. Advised caller that he can go to aza website or contact DEO to be switched to SLO rate.	Canton Boxing Gym	Commercial	3101 6th Street Southwest Unit 1	Conton	44710
	2/13/2016 6:13 AW Billing Illiquity	Spark Ellergy Gas Er	EA of DEO to do so. Invited callback.  Called and left message for Mr. Watkins: Advised that in the third month after the new service with DEO was started the business acct rolled to the MVR and	Canton Boxing Gynn	Commercial	3101 dtil 3treet 300tilwest dliit 1	Canton	44710
			was assigned to an MVR supplier. Advised rate billed by the MVR supplier is not set by the PUCO or DEO.					
			Advised if he would like to view a list of Choice providers for small business he can do so on the Energy Choice Ohio website and provided the web address. Left					
	2/13/2018 8:15 AM Billing Inquiry	Spark Energy Gas LP	name and invited call back if he has any other questions.	Canton Boxing Gym	Commercial	3101 6th Street Southwest Unit 1	Canton	44710
	2/13/2018 8:15 AM Billing Inquiry	Spark Energy Gas LP	Called and left message on NIQ that customer was billed under the MVR. Left info on how to look at list of Choice providers on the Energy Choice website.	Canton Boxing Gym	Commercial	3101 6th Street Southwest Unit 1	Canton	44710
			-caller is complaining about the high monthly variable rate the supplier is now charging him		L	Lu		
1636	2/13/2018 4:58 PM Competition Issues / Inquiries	National Gas & Electric LLC	-caller advised to read over the contract's Terms & Conditions, in order to know what steps can be taken next  Spoke to Vicky at the DEO Hotline.	David Eichert	Residential	N/A	Cincinnati	45218
			spoke to vicky at the DEO Hotline.  *supplier start date 10/17					
			supplies sait take 10/17 *renewal came in 1/9/18					
			*drop 1/30/18					
			*Feb with supplier					
			*Mar on general sales					
			*Apr headed towards MVR					
2354	2/15/2018 4:22 PM Contract Inquiry	Dominion Energy Solutions Inc	*billed at 3.55 for Jan (37.5 MCF) and Feb (28.7)	Leslie Little	Residential	920 E 143rd StApt 2	Cleveland	44110
			I called the cust and spoke with Rick Christian - adv how his acct was enrolled with Censtar - MVR - cust states that he was paying 3 something then it became 5					
			times more at 8 mcf - adv that it's not 5 times more - caller states, ok \$5 more per mvf - adv that he does not have a monthly svc fee or early termination fee - exp that when he did not choose a supplier - a supplier is assigned to him, who bills the MVR - adv that on 2/16/18, the gas service terminated with CenStar - cust					
			states repeatedly that this is ridiculous - that the PUCO does not look out or protect customers - adv the cust that the PUCO is not a Consumer Advocate Group					
3378	2/20/2018 3:50 PM Billing Dispute	Censtar Energy Corp	but a state Regulatory Agency - refer to his legislatures to change the program.	Guilliani Investment Properties LLC	Commercial	22290 Lakeland Blvd. East	Euclid	44132
			but a state Regulatory Agency - refer to his legislatures to change the program.  Called the customer to go over the company response and close. Advised that the company stated that she had enrolled on 6/13/17. The company stated that					
			its representative visited her on 2/5/28 to assist with the cancellation. The company also stated that its representative also spoke to her on 2/20/18 when she					
			advised that she wished to cancel IGS. Advised that the account is in the process of being removed from IGS and returning to DEO. Advised that the tablet					
			enrollment procedure has been approved by the PUCO. Explained the SCO vs the MVR and advised that if she wants to be with DEO's SCO, she would need to cal	1				
3697			DEO and so advise the company. Advised that I would close the investigation at this time. Invited a call back with any questions about this matter or any future			I	Ashtahula	44004
3697	2/21/2018 1:58 PM Enrollment Dispute	Interstate Gas Supply Inc	utility concerns. Left hotline number.  Called the customer to go over the company response and close. Advised that the company stated that she had enrolled on 6/13/17. The company stated that	Anne Stevenson	Residential	1426 West 10th Street	Ashtabula	44004
			its representative visited her on 2/5/28 to assist with the cancellation. The company also stated that its representative also spoke to her on 2/20/18 when she					
			advised that she wished to cancel IGS. Advised that the account is in the process of being removed from IGS and returning to DEO. Advised that the tablet					
			enrollment procedure has been approved by the PUCO. Explained the SCO vs the MVR and advised that if she wants to be with DEO's SCO, she would need to cal	I .				
			DEO and so advise the company. Advised that I would close the investigation at this time. Invited a call back with any questions about this matter or any future					
			utility concerns. Left hotline number.					
			Called Ms. Stevenson back to advise the company response. Advised that IGS has put her on its Do Not Solicit List. Advised that it could take 24 hours to take					
	2/21/2018 1:58 PM Enrollment Dispute	Interstate Gas Supply Inc	effect. Advised that I would close and invited a call back., -caller says JE switched his acct without his knowledge/permission at the MVR	Anne Stevenson	Residential	1426 West 10th Street	Ashtabula	44004
			-caller says he was frauduently switched by IE -caller says he was frauduently switched by IE					
			-caller says he is waiting to switch with NOPEC and don't know how JE acquired his acct					
			-caller did contact DEO, who referred him to the PUCO to report JE					
			-caller has addt'l questions/concerns about his acct activity					
4929	2/26/2018 10:54 AM Competition Issues / Inquiries	Just Energy Solutions Inc	-call referred to Tamara, via EA hotline, for furtherance	Peter Katz	Residential	15145 Regents Way	Chardon	44024
			I called customer and left detailed message. I explained that she wrote a letter about her gas rate changing. I explained I contacted Dominion Energy Solutions					
			and they explained the account was signed up with them on 12/14/16 for a rate of @ .96 per mcf through November 2017. In September 2017 the company sent					
			a notice that the rate was going to expire and explained her options. The co did not hear back from her and she was switched to the monthly variable rate. The company states she called them on 1/19/18 and inquired about her rate. The company explained fixed rate expired and offered her a fixed rate and she declined					
			company states she called them on 1/19/18 and inquired about her rate. The company explained fixed rate expired and offered her a fixed rate and she declined the fixed rate stating she wanted to shop around. As of March 7, she is still with the company. I explained if she no longer wants the variable rate she will need					
95672	2/28/2018 2:29 PM Billing Dispute	Dominion Energy Solutions Inc	the rixed rate stating ane wanted to snop around. As of march 7, she is still with the company. I explained if she no longer wants the variable rate she will need to cancel with the company. She will need to contact them and cancel. invited call back if she has any other questions. close case.	George Tomko	Residential	5130 Sarah Circle	Wooster	44691
	, , , , , , , , , , , , , , , , , , ,							
			States the business is new, has had service for three months. States that he enrolled with Santanna on February 8, 2018. States he was billed at the MVR rate by					
			Censtar of \$8.79. He states he was NEVER told by DEO that he would be billed at the SSO rate for the first two months of service and then roll to the MVR if he					
			didn't select a Choice provider. States he only even thought to shop for a Choice provider because he received an opt-out notice from NOPEC in Jan 2018.					
			Advised caller how billing for DEO non-residential works, that the MVR supplier is assigned and bills a market variable rate. Advised the PUCO does not set the					
			Advised caller how billing for DEO non-residential works, that the MVR supplier is assigned and bills a market variable rate. Advised the PUCO does not set the market variable rate. Caller states that means the MVR rate could be \$50 an MCF if the MVR supplier wanted.					
			manner variable table. Camer Autor and titled is the man rate count be 500 at micr if the man supplier wanted.					
			Offered EA # to DEO, caller refused, states that if it won't change the rate he pays Censtar then there is no point in calling DEO because the csr he spoke with to					
			set up the account didn't tell him about selecting a Choice provider if he didn't want to roll to the MVR rate.					
			Advised caller that natural gas is billed after it is consumed. Advised that based on what he told me, his meter reading date is about the 18th of each month.					
			Placing a supplier change on the 8th may not have been sufficient advance time for the supplier change to appear on the next bill. Caller states DEO told him					
		L	Santanna went into effect on February 24, 2018. Advised that Santanna may not appear on the March 2018 billing statement then. Offered EA # to DEO again,	L., .,	L.	L	L	
5677	2/28/2018 2:44 PM Billing Inquiry 2/28/2018 2:44 PM Billing Inquiry	Censtar Energy Corp Censtar Energy Corp	caller again refused.  Explained SSO to MVR timeline for non-residential DEO customers.	Ohio Math Group Inc Ohio Math Group Inc	Commercial	18 West Streetsboro Street 18 West Streetsboro Street	Hudson	44236 44236
	A) AU / AU A O A P P P P P P P P P P P P P P P P P	censial energy corp	Explained SSO to MVR timeline for non-residential DEO customers.  Called and sooke to the customer. Evolained to her that she was put on the MVR product as she had not chosen a supplier. She understood and states that she	One water droup int	commercial	20 WEST STIEGESDOLO STEET	nuusun	<b>~4230</b>
5106	3/2/2018 12:18 PM Contract Inquiry	North American Power and Gas LLC	understands the program now and she is happy with her current supplier. She had no other concerns at this time.	Gail Larson	Residential	3797 Montevista Rd	Cleveland Heights	44121
	.,,		Called and spoke to Karen at the DEO hotline.					
			Customer had Constellation as a supplier and the supplier dropped.					
			NAP was added as the MVR product on 1/31/18.					
			NAP was dropped and the customer transitioned to the SCO.					
			But then she accepted the NOPEC G.A. offer and she was switched to Nextera as of 4/11/18 and a bill was just prepared on 4/27 and her rate on that bill was					
	3/2/2018 12:18 PM Contract Inquiry	North American Power and Gas LLC	\$3.39.	Gail Larson	Residential	3797 Montevista Rd	Cleveland Heights	44121
	-,-,		Company Response:					
	3,4,5,5,5,5,5,5,5,5,5,5,5,5,5,5,5,5,5,5,							
	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,							
	77							
	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		Ms. Larson's enrollment came via the DEO MVR pool. Therefore, there is no TPV for this customer as the customer's enrollment was sent from the utility to NAP.					
			Mis. Larson's enrollment came via the DEO MVR pool. Therefore, there is no TPV for this customer as the customer's enrollment was sent from the utility to NAP.  Please see attached for the enrollment documents. The MVR rate is a variable rate, due to stipulation of the MVR program, the customer would not have been					
	3/2/2018 12:18 PM Contract Inquiry	North American Power and Gas LLC		Gail Larson	Residential	3797 Montevista Rd	Cleveland Heights	44121
		North American Power and Gas LLC North American Power and Gas LLC	Please see attached for the enrollment documents. The MVR rate is a variable rate, due to stipulation of the MVR program, the customer would not have been sent are neweal letter since they are not permitted to enroll in fixed rate plans.  MAP was defect six the MVR product in the errorn. The Mean sizer been frommed and customer has chosen a unotient of her choice.	Gail Larson Gail Larson	Residential Residential	3797 Montevista Rd 3797 Montevista Rd	Cleveland Heights Cleveland Heights	44121 44121
	3/2/2018 12:18 PM Contract Inquiry		Please see attached for the enrollment documents. The MMR rate is a variable rate, due to stipulation of the MMR program, the customer would not have been sent a renewal letter since they are not permitted to enroll in flued rate plans.  NAP was added as the MMR product on the account. They have since been dropped and customer has chosen a supplier of her choice.  Called Last right, the was originally calling begt enew rates. At it was saling questions regarding his current rate he thought it was over 4/md. I told him that DEO		Residential Residential		Cleveland Heights Cleveland Heights	
	3/2/2018 12:18 PM Contract Inquiry		Please see attached for the enrollment documents. The MWR rate is a variable rate, due to stipulation of the MWR program, the customer would not have been isent a renewal letter since they are not permitted to enroll in fixed rate plans.  NAP was added as the MWR product on the account. They have since been dropped and customer has chosen a supplier of her choice.  Called last right. It was originally calling to get new rates. As I was a sking questions regarding his current rate he thought it was over 4/mcf. I told him that DEO historically has the lowest must told him what the last few rates were.		Residential Residential		Cleveland Heights Cleveland Heights	
	3/2/2018 12-18 PM Contract Inquiry 3/2/2018 12-18 PM Contract Inquiry	North American Power and Gas LLC	Please see attached for the enrollment documents. The MNR rate is a variable rate, due to stipulation of the MNR program, the customer would not have been isent a renewal letter since they are not permitted to enroll in fleed rate plant.  NAV was added as the MNR product on the account. They have since been dropped and customer has chosen a supplier of her choice.  NAV was added as the MNR product on the account. They have since been dropped and customer has chosen a supplier of her choice.  Nationally the since the MNR product of the account. They have represented by the customer has chosen as supplier of her choice.  Nationally the since the MNR product of the Account of	Gail Larson		3797 Montevista Rd	Cleveland Heights	44121
6385	3/2/2018 12:18 PM Contract Inquiry		Please see attached for the enrollment documents. The MNR rate is a variable rate, due to stipulation of the MNR program, the customer would not have been sent are revewal letter since they are not permitted to enroll in fixed rate plans.  NAP was added as the MNR product on the account. They have since been dropped and customer has chosen a supplier of her choice.  Called last night. It was originally calling to get new rates. As I was a sking questions regarding his current rate he thought it was over 4/md. I told him that DEO historically has the lowester must told with what the last tev entars were.  I called the ea and discovered his rate since Feb has been 2.66/mdf. I adv caller and suggested he not do anything bc it was a good rate. I also suggested he call the supplier for contract info.				Cleveland Heights Cleveland Heights Uniontown	
	3/2/2018 12:18 PM Contract Inquiry		Please see attached for the enrollment documents. The MWR rate is a variable rate, due to stipulation of the MWR program, the customer would not have been isent a renewal letter since they are not permitted to enroll in fixed rate plans.  NAP was added as the MWR product on the account. They have since been dropped and customer has chosen a supplier of her choice.  Called last right. It was originally calling to get new rates. As I was a sking questions regarding his current rate he thought it was over 4/mcf. I told him that DEO historically has the lowest must told him what the last few rates were.		Residential Residential		Cleveland Heights Cleveland Heights	
96385	3/2/2018 12-18 PM Contract Inquiry 3/2/2018 12-18 PM Contract Inquiry	North American Power and Gas LLC	Please see attached for the enrollment documents. The MNR rate is a variable rate, due to stipulation of the MNR program, the customer would not have been isent a renewal letter since they are not permitted to enroll in fleed rate plant.  NAV was added as the MNR product on the account. They have since been dropped and customer has chosen a supplier of her choice.  NAV was added as the MNR product on the account. They have since been dropped and customer has chosen a supplier of her choice.  Nationally the since the MNR product of the account. They have represented by the customer has chosen as supplier of her choice.  Nationally the since the MNR product of the Account of	Gail Larson	Residential	3797 Montevista Rd	Cleveland Heights	44121

			Called the customer back. She confirmed that the property was a surveying company's office and that she plans to rent it commercially. Discussed the MVR vs.					
			the SCO. Explained that the only ways for a commercial property to get away from the MVR is to be a part of a government aggregation over which she has less					
			control or to enroll with her own CHOICE supplier. She stated that she enrolled with a CHOICE supplier yesterday. Advised that this would automatically cancel					
			Censtar. Advised that with her internet enrollment, the new supplier would have 3 business days to submit the request to DEO and explained that DEO would					
			then send a rescission notice to her allowing 7 business days to cancel. Advised that hopefully, after that, DEO would make the switch at the next available meter					
			read date. Advised that there is nothing in DEO tariff or PUCO regulations which speaks to the time that DEO has to make the switch after that. She is also facing					
			a disconnection. Provided ea number and suggested that she may want to call and set up a payment arrangement with DEO. Explained that she may also want					
			to call the ea after the 7 business days expire to see when the switch will take place. Advised that there is no way to get a refund from Censtar in this situation.					
366	3/13/2018 2:45 PM Disconnect Issues	Censtar Energy Corp	I would close the investigation and invited a call back with any future utility concerns.	Stephanie Donahue	Residential	115 Broad Avenue Northwest, Floor 1	Canton	44708
			Called Bette at DEO. Before the customer opened her account the property was commercial, i.e., a surveying company. If the use has changed then DEO would					
	3/13/2018 2:45 PM Disconnect Issues	Censtar Energy Corp	have to go out and take a look at it. Centstar is an MVR supplier. Caller has Columbia Gas	Stephanie Donahue	Residential	115 Broad Avenue Northwest, Floor 1	Canton	44708
			Caller has Columbia Gas					
			Caller calling about Igs supplier					
			Caller states he has a rate of 0.559					
			Caller requests info on Sco rate					
			Advised of 0.40890/ccf					
390	3/13/2018 3:35 PM Competition Issues / Inquiries	Interstate Gas Supply Inc	Advised it is a monthly variable rate and it is based on the market	John Roscoe	Residential	5215 Driftwood Drive	Vermilion	44089
			Advised of 0.40890/ccf for sco rate					
	3/13/2018 3:35 PM Competition Issues / Inquiries	Interstate Gas Supply Inc	Advised it is a monthly variable rate and it is based on the market	John Roscoe	Residential	5215 Driftwood Drive	Vermilion	44089
8	3/14/2018 3:25 PM Contract Inquiry	Spark Energy Gas LP	refer to lionel webber case 00198960, customer placed on mvr. close case.	Taylor Road Synagogue	Commercial	1970 South Taylor Road	Cleveland Heights	44112
			customer calls for update, discuss 3/15/18 response frm spark energy, that appears customer is on the mvr through spark energy. customer says in 8/17, the					
			synagouge installed four meters on main synagouge, banquet hall, basketball court and other parts of the synagouge. customer that was a govt aggregation					
			option for cleveland hts. that expired in 9/17. customer that all four accts charged \$9 per mcf on the mvr rate, synagouge gets. \$4000 bill. customer spoke to					
			deog reps on 3/23 who weren't helpful, claims when four meters were installed, each acct was treated like a new acct, the reps who he spoke to 3/23 said					
			would have to start new accts and the synagouge was not told about ahving to shop for a new gas supplier when the meters were installed, the synagouge has					
			been a customer of dominion since 1944. customer wants the synagouge to be charged the most economic rate for their usage, was charged a \$3-4 per mcf rate					
			before changing from one meter to the four meters in 8/17, advise customer that will check on above issues, can't guarantee about getting adjustments on gas					
			used from 8/17 till now. customer says also spoke to quake energy who said they would try and see what could be done about a adjustment from 8/17 till					
	3/14/2018 3:25 PM Contract Inquiry	Spark Energy Gas LP	present on the meter they bill for, advise customer will call back when has a response.	Taylor Road Synagogue	Commercial	1970 South Taylor Road	Cleveland Heights	44112
			received a response on this case from Spark Energy(below). The other companies were not able to locate his account, so I forwarded the telephone numbers.					
			Mr. Weber called for an update today, so you will need to call him back. You may want to let him know that what happened to him is the way DEO's process is					
			supposed to work. When a supplier drops off, customers go on the SCO for 1-2 months and then are transferred to a supplier on the monthly variable rate. They					
	3/14/2018 3:25 PM Contract Inquiry	Spark Energy Gas LP	can ask DEO for the Standard Choice Offer (SCO) rate, go with an aggregation program or enter into a contract with a supplier.	Taylor Road Synagogue	Commercial	1970 South Taylor Road	Cleveland Heights	44112
	3/14/2018 3:25 PM Contract Inquiry	Spark Energy Gas LP	can ask Det on the standard choice of the (3cO) rate, go with an aggregation in program or enter into a contract with a supplier. refer to lionel weber case 00198960. customer placed on my rate. close case.ICB	Taylor Road Synagogue		1970 South Taylor Road	Cleveland Heights	44112
1	3/15/2018 9:47 AM Contract Inquiry	Snyder Brothers Energy Marketing LLC	refer to 00198960/lionel webber case, customer placed on mvr. close case.	Taylor Road Synagogue	Commercial	1970 South Taylor Road	Cleveland Heights	44112
	3/15/2018 9:47 AM Contract Inquiry 3/15/2018 9:47 AM Contract Inquiry	Snyder Brothers Energy Marketing LLC Snyder Brothers Energy Marketing LLC	refer to DU198900/Inonel webber case. Customer piaced on mvr. close case. refer to ace OU198960/lionel webber, customer placed on mvr. rate, close case.	Taylor Road Synagogue Taylor Road Synagogue		1970 South Taylor Road	Cleveland Heights	44112
2	3/15/2018 10:12 AM Contract Inquiry	Energy 95 LLC	refer to 00198960/lionel webber, customer placed on myr, refer to deog response. close case.	Taylor Road Synagogue	Commercial	1970 South Taylor Road	Cleveland Heights	44112
	3/15/2018 10:12 AM Contract Inquiry 3/15/2018 10:12 AM Contract Inquiry	Energy 95 LLC	refer to U019890U/lionel webber, customer piaced on mivr, refer to deag response. close case.  refer to lionel weber case 00198690. close case, customer placed on mivr rate. refer to 00198690, close case. refer to case 00198690, close case.	Taylor Road Synagogue Taylor Road Synagogue		1970 South Taylor Road 1970 South Taylor Road		44112
	3/15/2018 10:12 AM Contract Inquiry 3/15/2018 10:12 AM Contract Inquiry	Energy 95 LLC	refer to lionel weber case 00198690. close case, customer placed on mvr rate. refer to 00198690, close case. refer to case 00198690, close case. refer to lionel weber case 00198690. close case, customer placed on mvr rate. refer to 00198690, close case.	Taylor Road Synagogue	Commercial	1970 South Taylor Road 1970 South Taylor Road	Cleveland Heights Cleveland Heights	44112
	3/15/2018 10:12 AM Contract Inquiry 3/15/2018 10:12 AM Contract Inquiry	Energy 95 LLC Energy 95 LLC	refer to lionel weber case 00198690. close case, customer placed on mivr rate. refer to 00198690, close case.  refer to lionel weber case 00198960. close case, customer placed on mivr rate.	Taylor Road Synagogue Taylor Road Synagogue		1970 South Taylor Road 1970 South Taylor Road		44112
2	3/15/2018 10:12 AM Contract Inquiry 3/23/2018 3:36 PM Enrollment Dispute	Constant Fearth, Core	rener to notice weren case outpropose. Close case, customer piaced on mor rate.	Donald O'Brien	Commercial Residential	1970 South Taylor Road 5813 Herons Circle	Cleveland Heights Austintown	44112 44515
4	3/43/4U18 3:30 PM Enrollment Dispute	Censtar Energy Corp	reviewed notes, it sounds like the customer may be on DEO's MVR.  Caller has Dominion	DUTING U Brien	residential	2013 HEFORS CIFCIE	Austintown	44010
			Caller calling to see who she has for supplier ( Advised no account info at Puco)					
			Advised to check bill or contact company					
			Advised to check bill or contact company					
			Caller requests info on utility gas and power rates- Advised of 4.49/mcf 12 months					
			Customer requests sco rate- Advised of 2.6390/mcf- ( Advised monthly variable rate)					
			Caller states cannot reach person - states message advised her to call Puco					
5	3/23/2018 4:02 PM Call Company First	LE Energy LLC	Advised to press 0 to try to get connected	Mary Tharp	Residential	4079 West 200 22nd st	Fairview Park	44126
			I called the cust and spoke with Calvin Singleton - confirmed that Censtar contacted him - cust states, yes - discussed MVR and how he was assigned to the MVR					
			when he did not choose them - he states that the rep from Censtar will look and see why their system does not allow the contact from the cust - he states that					
34	4/6/2018 3:10 PM Quality of Customer Service	Censtar Energy Corp	she is suppose to call him back - he feels like the MRV is high - confirmed that he no longer has their svc - adv that I will note his comment.	Calvin Singleton and Associates	Commercial	13426 Cedar Road	Cleveland Heights	44118
			I spoke with Calvin Singleton - he would like Censtar to contact him - he states that he has contacted them by phone and email - no return contact from Censtar -					
	4/6/2018 3:10 PM Quality of Customer Service	Censtar Energy Corp	cust understand that the MVR is unregulated by the PUCO - he would to speak with someone from Censtar - adv that I will forward his request to Censtar.	Calvin Singleton and Associates	Commercial	13426 Cedar Road	Cleveland Heights	44118
			-caller says his fixed rate of 2.99/Mcf expired last month					
			-caller says his new monthly variable rate is 6.59/Mcf					
			-caller no longer wants to be with supplier					
153	4/9/2018 3:29 PM Competition Issues / Inquiries	American Power & Gas of Ohio, LLC	-referred caller to supplier to request 'drop'	Tom Sabol	Residential	66 East Case Drive	Hudson	44236
			I called the cust and left a message - adv that when a supplier was not selected - then the acct was enrolled through the DEO MVR program solely by the utility -					
			adv that the MVR (monthly variable rate) is a monthly variable rate that is not regulated by the PUCO - Spark Energy confirms the gas service terminated on					
			4/3/18 - invited call back if she had any further questions.			205 North Main Street		44236
/2	4/9/2018 4:07 PM Enrollment Dispute	Spark Energy Gas LP		Berkshire Hathaway realty Kathy Reid	Commercial		Hudson	
/2	4/9/2018 4:07 PM Enrollment Dispute	Spark Energy Gas LP	Left vm, advd the following: Invtd cb, RTHL#	Berkshire Hathaway realty Kathy Reid	Commercial	200 Hor til Hulli Street	Hudson	
			Left vm, advd the following: Invtd cb, RTHL#				Hudson	
	4/9/2018 4:07 PM Enrollment Dispute  4/13/2018 3:46 PM Competition Issues / Inquiries		Left vm, advd the following: Invtd cb, RTHL#	Berkshire Hathaway realty Kathy Reid  Kristina Toney		4504 West 168th Street	Hudson	44135
048		Spark Energy Gas LP Spark Energy Gas LP	Left vm. advd the following: Invided b, RTH48 Her acct, was enrolled through the DG WNR program and a TPV is not required as it was authorized through the utility. She is not locked into a contracted rate and is free to switch suppliers at any time without penalty. Customer received a letter stating that I consolidated bill will be received from DGD and DGD will remain distributor but customer will receive a rate for supply				Hudson Cleveland	44135
			Left vm, and/of the following: Innot dx, RTHLB Her act, was control through the D0 MV program and a TPV is not required as it was authorized through the utility. One in not lacked into a contracted rate and is free to switch supplies at any time without penalty. The program of the progra				Hudson	44135
			Left vm. advd the following: Invided b, RTH48 Her acct, was enrolled through the DG WNR program and a TPV is not required as it was authorized through the utility. She is not locked into a contracted rate and is free to switch suppliers at any time without penalty. Customer received a letter stating that I consolidated bill will be received from DGD and DGD will remain distributor but customer will receive a rate for supply				Hudson Cleveland	44135
			Left vm, and/of the following: Invided by RTMLB Her acct, was confided through the DGMV program and a TPV is not required as it was authorized through the utility. One a not locked rint a contracted rate and is free to switch suppliers at any time without penalty. The confided region is a contracted rate and is free to switch suppliers at any time without penalty is considered by the confidence of the confidence is with the received from DGD and of DG will remain distributor but outsomer will receive a rate for supply considered by the confidence of the confidence is the confidence of the confidence is the confidence of the confidence and total him to call PUCO to cancel.				Hudson	44135
			Left vm, and/of the following: Innot dx, RTHLB Her act, was control through the D0 MV program and a TPV is not required as it was authorized through the utility. One in not lacked into a contracted rate and is free to switch supplies at any time without penalty. The program of the progra				Hudson  Cleveland	44135
			Left vm, and/of the following: Invided by RTHIB Her acct, was conded through the DGN Witngram and a TPV is not required as it was authorized through the utility. Die a not locked into a constructed rate and is free to switch suppliers at any time without penalty. Consomer received steer stating that I consolidated belief with enceived from DGD and OD our Iremain distributor but customer will receive a rate for supply formation being yet with a consolidated belief with enceived from DGD and OD our Iremain distributor but customer will receive a rate for supply formation being yet with a consolidated belief with the received from DGD and OD our Iremain distributor but customer will receive a rate for supply formation being yet consolidated belief to a consolidated belief to some of the customer would like to know what rate is currently belief paid, what rate previously was being paid, and when the rate will change again.				Hudson  Cleveland	44135
			Left vm, and/of the following: Innoted, XFINE/ Her acct, was condet through the DOM Wingram and a TPV is not required as it was authorized through the utility. Her acct, was condeted through the DOM Wingram and a TPV is not required as it was authorized through the utility. Custioner received a letter stating that I consolidated bill will be received from DOD and DOO will remain distributor but customer will receive a rate for supply from Vista Energy Marketing, Customer state he never gives any suppliers any information. DEO stated maybe the computer made the choice for the customer and told him to call PUCD to canced. Customer would like to know what rate is currently being paid, what rate previously was being paid, and when the rate will change again. I advised customer of A number to find out if an enrollment request was received from the supplier or if customer was switched to a MVN after being on SSO				Hudson  Cleveland	44135
18	4/13/2018 3:46 PM Competition Issues / Inquiries	Spark Energy Gas LP	Left vm, and/of the following: Invited by RTHIB Her acct, was conded through the DGN With grogarm and a TPV is not required as it was authorized through the utility. Dee is not locked into a constracted rate and is free to switch suppliers at any time without penalty. Customer received after stating that I consolidated bill will be enervied from DGD and DGD will remain distributor but customer will receive a rate for supply from VGIA briegy Marketing, customer states he never gives any suppliers any information. DGO stated maybe the computer made the choice for the customer and told him to call PVGIO to curscut.  Customer would like to know what rate is currently being paid, what rate previously was being paid, and when the rate will change again.  I advised customer of EA number to find out if an enrollment request was received from the suppler or if customer was witched to a NVIX after being on SSO and contribute on the SSO of the switching to another suppler. I advised A number will also be able to give customer information on what rate are currently and	Kristina Toney	Residential	4504 West 168th Street		
18		Spark Energy Gas LP	Left vm, and/of the following: Innoted, XFINE/ Her acct, was condet through the DOM Wingram and a TPV is not required as it was authorized through the utility. Her acct, was condeted through the DOM Wingram and a TPV is not required as it was authorized through the utility. Custioner received a letter stating that I consolidated bill will be received from DOD and DOO will remain distributor but customer will receive a rate for supply from Vista Energy Marketing, Customer state he never gives any suppliers any information. DEO stated maybe the computer made the choice for the customer and told him to call PUCD to canced. Customer would like to know what rate is currently being paid, what rate previously was being paid, and when the rate will change again. I advised customer of A number to find out if an enrollment request was received from the supplier or if customer was switched to a MVN after being on SSO		Residential			
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3	4/13/2018 3:46 PM Competition boxes / Inquiries  4/17/2018 9:30 AM Enrollment Dispute  4/18/2018 1:00 PM Misleading Information / Materials	Spark Energy Gas LP  Vista Energy Marketing LP  Spark Energy Gas LP	Left vm, and of the following: Invited by RTMLB Her act, was enrolled through the DGN With grogman and a TPV is not required as it was authorized through the utility. She and ticked into a contracted rate and is free to switch suppliers at any time without penalty. She has to ticked into a contracted rate and is free to switch suppliers any time without penalty. The contraction of the property of the proper	Kristina Toney  Robert Smith  Notre Dame Village	Residential  Residential  Commercial	4504 West 168th Street  20116 Marvin Road  13000 Auburn Road	Warrensville Heights  Chardon	44128
6	4/13/2018 3:46 PM Competition Issues / Inquiries  4/13/2018 9:30 AM Enrollment Dispute	Spark Energy Gas LP  Vista Energy Marketing LP	Left vm, and of the following: Invited da, RFINIE Her acct, was conded through the DGN With grogram and a TPV is not required as it was authorized through the utility.  She a not licked rind a contracted rate and is free to switch suppliers at any time without penalty.  The contraction of the cont	Kristina Toney  Robert Smith  Notre Dame Village	Residential  Residential  Commercial	4504 West 168th Street  20116 Marvin Road	Warrensville Heights	44128
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8	4/13/2018 3:46 PM Competition issues / Inquiries  4/17/2018 9:30 AM Enrollment Dispute  4/18/2018 1:00 PM Misleading Information / Materials  5/4/2018 1:24 PM Enrollment Dispute	Spark Energy Gas LP  Vista Energy Marketing LP  Spark Energy Gas LP  Girect Energy Services LLC	Left vm, and of the following: Innoted by RTHIB Her act, was conded through the URD With grogam and a TPV is not required as it was authorized through the utility.  She and takede finds a contracted rate and is fire to switch supplies at any time without greatly.  The innoted through the URD With grogam and a TPV is not required as it was authorized through the URD With a Contract of the URD With	Kristina Toney  Robert Smith  Notre Dame Village  Richard Phibbs	Residential  Residential  Commercial  Residential	4504 West 168th Street  20116 Marvin Road  13000 Auburn Road  2606 Barryknoll Street	Warrensville Heights Chardon Dayton	44128 44024 45420
36	4/13/2018 3:46 PM Competition boxes / Inquiries  4/17/2018 9:30 AM Enrollment Dispute  4/18/2018 1:00 PM Misleading Information / Materials	Spark Energy Gas LP  Vista Energy Marketing LP  Spark Energy Gas LP	Left vm, and of the following: Invited dx, RFINE Her acct, was errolled through the DGN With grogram and a TPV is not required as it was authorized through the utility.  She a not licked rino a contracted rate and is free to workful suppliers at any time without penalty.  The contraction of the property of the proper	Kristina Toney  Robert Smith  Notre Dame Village	Residential  Residential  Commercial  Residential	4504 West 168th Street  20116 Marvin Road  13000 Auburn Road	Warrensville Heights  Chardon	44128
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18	4/13/2018 3:46 PM Competition issues / Inquiries  4/17/2018 9:30 AM Enrollment Dispute  4/18/2018 1:00 PM Misleading Information / Materials  5/4/2018 1:24 PM Enrollment Dispute	Spark Energy Gas LP  Vista Energy Marketing LP  Spark Energy Gas LP  Girect Energy Services LLC	Left vm, and of the following: Invited dx, RFINE Her acct, was errolled through the DGN With grogram and a TPV is not required as it was authorized through the utility.  She a not licked rino a contracted rate and is free to workful suppliers at any time without penalty.  The contraction of the property of the proper	Kristina Toney  Robert Smith  Notre Dame Village  Richard Phibbs	Residential  Residential  Commercial  Residential	4504 West 168th Street  20116 Marvin Road  20100 Aubum Road  2006 Barryknoll Street  2006 Barryknoll Street	Warrensville Heights  Chardon  Dayton	44128 44024 45420 45420
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			manuscript and an artist contract and an artist contract and an artist contract and ar				
			Hello, Below are the findings regarding CASE ID: 00223479				
			Mr. Woodward=92s account was assigned to Snyder Brothers Energy on the bill=				
			dated 6-18-18 for the billing cycle 7-17 2018 thru current billing, becaus=				
			e a supplier was not chosen on the account. The customer was notified of the is change on the bill prepared 4-18-2018 and the bill prepared 5-18-2018 an=				
			d a postcard was mailed to the customer on 5-22-18. If the customer does no=				
			t choose a supplier they are automatically placed with MVR rate. On the bill= I prepared 8-16-18 the MVR rate is \$4.99. I have attached copies of all not=				
			ifications as well as all bills.				
			On 8-24-18 Mr. Woodward contacted Dominion Energy in reference to signing u= p with N.O.P.E.C. He was advised to contact the supplier.				
			As of 8-27-18 no add order has been received from N.O.P.E.C. However, Domin=				
			ion Customer relations contacted N.O.P.E.C to find out if an order will be =				
			sent to Dominion Energy for Mr. Woodward, the agent with N.O.P.E.C stated t= he letters are being mailed out.				
			On 8-27-18 Dominion Customer Relations spoke with Mr. Woodward to explain a=				
			Il of the above. He was provided a phone number to contact N.O.P.E.C. He fu= rther stated that he felt better understanding the process; he will take up=				
			his concerns with N.O.P.E.C.				
			Investigator: Mary Reviewed: Crystal				
			keviewed: Crystal				
00223479	8/22/2018 6:06 PM Enrollment Dispute	Snyder Brothers Energy Marketing LLC	Thank You,  Customer states she recently transferred DEO service into her name and was assigned an MVR supplier. Customer states she did not authorize a supplier on her	Old Firehouse Winery Commercial	S495 Lake Road East	Geneva	44041
			account. She states she confirmed with DEO that DEO has assigned the supplier it was not a Shipley enrollment request. Customer states she was told to call				
			PUCO can cancel and dispute charges.				
			I advised DEO can switch customer to an MVR after 2 months of SSO. Customer will need to speak with a DEO representative to request cancellation of MVR and				
00226395	9/11/2018 12:36 PM Competition Issues / Inquiries	Shipley Choice, LLC	SCO rate   advised of EA number	Sally Sutton Residential	3404 Youngstown Kingsville Road Northeast	Cortland	44410
			-caller is complaining about recving 'fixed' rate offers via US mail from DES -caller is complaining about recving 'fixed' rate offers via US mail from DES -caller says Vectren told him that he's currently with ONG on a monthly variable rate				
			-caller was advised that DES is trying to market him for business				
			-caller says he's not interested in 'fixed' rates right now				
00227348	9/17/2018 2:10 PM Competition Issues / Inquiries	Dominion Energy Solutions Inc	-caller was advised that its his choice -invited call back, if necessary	Charles Buning Residential	2131 Wesleyan Road	Dayton	45406
		0,	Caller was under a G.A. offer thru the city with IGS and the rate ended in June. He received new info from the city regarding a new offer and he thought that his				
			account would be included in it automatically and it was not. The account rolled over to the MVR. He was asking if he had a complaint. He could not give any				
			details regarding a new G.A. offer and if he followed the instructions to take advantage of the offer. Put him on hold and checked the maps. Could not find				
			anything relating to what the customer stated. Found something back in February for CNE. Advised customer. He stated that was not it and now thinks he might have just been with IGS by itself. Put him on hold and contacted the DEO hotline. Spoke to Tamara. Stated that last G.A. offer was in 2013. In 2016 he had IGS.				
			IGS dropped off and account moved over to MVR. He has had MVR since July. IGS sent the drop to DEO and it may be because of a past due bill since his account				
			was past due at that time. He needs to call IGS for further explanation. Advised customer. He now states that he did talk with IGS and IGS told him that his				
			contract ended and that it (account) was sent back to the utility. Advised him that if was sent back to the utility then it would have been under the guidelines of the contract. He is on the internet looking at something that states that there was a lawsuit with the PUCO and SCO customers, ect. Advised him that he has a				
			commercial account and he is not eligible for the SCO. Advised bill messages would have appeared on the account advising him that if he did not choose another				
00333503	40/45/2040 445 044 5		supplier than he would be on the MVR. He then stated those messages appear on page 2 of the bill and no one reads that far. Advised him that his option at this		227 Market Ave. N		44702
00232692	10/16/2018 4:16 PM Contract Inquiry	Interstate Gas Supply Inc	point is to choose a supplier. He stated he has already done so. He wished to end the call at that point.  Called last night. He was originally calling to get new rates. As I was asking questions regarding his current rate he thought it was over 4/mcf. I told him that DEO	Appalachin Basin Capital Commercial	227 Market Ave. N	Canton	44/02
			historically has the lowest myr. I told him what the last few rates were.				
00232743	10/17/2018 7:06 AM Competition Issues / Inquiries	Dominion Energy Solutions Inc	I called the ea and discovered his rate since Feb has been 2.66/mcf. I adv caller and suggested he not do anything bc it was a good rate. I also suggested he call the supplier for contract info.	Richard Croyle Residential	3851 Lakeland Street Northwest	Uniontown	44685
			I returned the cust's call and spoke with Barbara Jones - cust states that she does not remember signing up - adv of the third party verification call that I reviewed				
			- adv that she enrolled with Quake Energy on May 11, 2013 - adv that there is no early termination fee to cancel - she wants to go back to DEO - adv that she can contact her supplier to cancel or call DEO and request that she wants to go back to DEO and be placed on the Standard Choice Offer (SCO) rate - adv that if she				
			does not request the SCO rate, then after DEO has billed her for 2 billing cycles, then she would have the Monthly Variable Rate (MVR) - adv that the MVR is not				
00234249	10/24/2018 3:25 PM Enrollment Dispute	Provision Power & Gas LLC	regulated by the PUCO.  I called the cust and left a message - adv of the company response You enrolled with Quake Energy on May 11, 2013 on a monthly competitive rate. The rate	Barbara Jones Residential	905 East 128th Street	Cleveland	44108
			plan had no early termination fee to cancel. The account's history notes that you requested a rate change on January 8, 2016, and you switched to a fixed rate of				
			\$2.99/Mcf fixed through October 2016 billing with no early termination fee. This rate change was submitted and confirmed by the utilty on January 11, 2016.  After the Initial Term, you were placed on Quake Energy's monthly variable rate plan with no early termation fee. — invited call back if she has any further				
	10/24/2018 3:25 PM Enrollment Dispute	Provision Power & Gas LLC	After the initial term, you were placed on Quake Energy's monthly variable rate plan with no early termation ree. — invited call back if she has any further questions.  CALL BACK >	Barbara Jones Residential	905 East 128th Street	Cleveland	44108
			CALL BACK > -Note: caller appeared to be anxious and in a hurry				
			-caller says the previous call was d/c somehow				
			-caller says his fixed rate with DES expired on September 30, and DES told him (at the time) that his variable rate was .299				
			-caller says the variable rate changed the following week after he spoke to DES -caller was advised that monthly variable rate(s) are only good for upto 30 days >> variable rates are subject to change every 30 days				
			-caller inquired about changing over to Vectren Energy as his supplier				
			-caller was advised that Vectren Energy is NOT a 3rd party supplier >> Vectren is a local utility company in the Dayton, OH area -caller was advised that he currently resides in CGO's territory				
			Furthermore -				
			-caller has Internet access -caller was invited to visit EnergyChoice Ohio website to shop-n-compare rate offers, etc				
			-caller was invited to visit EnergyChoice Ohio website to shop-n-compare rate offers, etccaller says he's currently at work and could not take down the website address				
00234858	10/29/2018 2:05 PM Competition Issues / Inquiries	Dominion Energy Solutions Inc	-caller says he has to go and abruptly ended the call  Customer states an IGS representative came to her home and advised that she currently has the SCO rate. He stated that the SCO rate will no longer be an option	Richard Herdman Residential	4336 Grosse point	Springfield	45502
			Customer states an IGS representative came to her home and advised that she currently has the SCO rate. He stated that the SCO rate will no longer be an option as of March 1, 2019 and customer has to pick a supplier or else she will automatically be assigned a MVR.				
00238855		L		L	L	L	
UU238855	1/26/2018 10:28 AM Misleading Information / Materials	Interstate Gas Supply Inc	I advised the SCO rate is an option and customer does not have to choose a supplier.	Jane Little Residential	700 Burgraff Drive	Mansfield	44905
			I returned the cust's call and spoke with Robert Brooks - cust states that he switched to Dominion Solutions and was told that it can take up to 2 bill cycles - adv				
			that is correct, 1 to 2 bill cycles or approx 60 days - cust states that in today's tech world, that is too long - cust states that he is going to try and change this timeline - he inquired on supplier variable rates - adv that the PUCO does not regulate supplier rates - caller states that he had a great introductory rate but then				
			it went up so much when it became variable - cust states that he knows that in the past, he gets a renewal notice but he did not for this one - inquired if he				
			looked on his DEO bills - adv that sometimes the notice is a bill message - cust states that he did not see it - discussed DEO SCO rate vs MVR - adv that I will contact New Wave to inquire on how they provided his renewal notice (if one was required, adv of intro rate offers) - adv that if New Wave was required to				
00241412	12/10/2018 2:55 PM Contract Inquiry	New Wave Energy Corp	contact New Wave to inquire on how they provided his renewal notice (if one was required, adv of intro rate offers) - adv that if New Wave was required to provide the renewal notice, then I will ask them to re-rate the billing on his variable rate - cust states, ok.	Robert Brooks Residential	8445 Lincoln Drive	Chesterland	44026
00242612	12/17/2018 2:29 PM Billing Dispute	Verde Energy USA Ohio LLC	Spoke to customer and she said she learned of the MVR after the complaint was filed. She stated she now knows how to choose a supplier and has done so.	Precision Replacement Commercial	2021 Midway Drive	Twinsburg	44087
00242612							
	12/17/2018 2:29 PM Billing Dispute	Verde Energy USA Ohio LLC	Spoke to customer and she said she learned of the MVR after the complaint was filed. She stated she now knows how to choose a supplier and has done so.  I spoke w/ customer and advised that DEO provided copies of her Oct, and Nov, bill and both habe a special message section that advises customer that after	Precision Replacement Commercial	2021 Midway Drive	Twinsburg	44087
			these 2 months at the SSO rate, she will be changed to an MVR supplier. They also sent a postcard dated 11/12/18. Company does not have to provide proof				
			her receiving the documents, just that they mailed them.				
00242748	12/18/2018 2:24 PM Enrollment Dispute	Verde Energy USA Ohio LLC	**Closing case	Nicole Sidoti Residential	6986 Mill Road#3B	Brecksville	44141
00243829	12/27/2018 9:22 AM Billing Inquiry	Volunteer Energy Services Inc	Caller states that he currently has Volunteer and is paying a rate of \$7 per mcf. Caller had never had a supplier and was unsure if this was an MVR, but does not recall ever enrolling with them. Caller is looking to see how he was enrolled (if enrolled) and to cancel out ASAP> Advised caller of investigative process.	John Kolenc Residential	8803 Yorkwood Court	Mentor	44060
				Residential			
00244856	1/2/2019 3:58 PM Enrollment Dispute	Titan Gas LLC	Called ea at DEO, Angie. The aggregation ended in November, 2017, then he went to the SSO, the MVR in January, 2018 in error. Then he went to the SCO with Titan in March. Researched. Asked why the customer did not go to the new aggregation instead of the SSO/MVR/SCO. She did not know.	Donald Kurlanger Residential	2656 East Overlook Road	Cleveland Heights	44106
JU244030	1/1/2019 3.36 PW EMORRIENT DISPUTE	Inter Gas LLC			2000 Cast Overlook Rodd	Cicveianu rieignts	77200
			advise customer that sfe energy does \$468.74 refund check for \$290.50 on electric supplier and \$178.74 for gas supplier. sfe shows that william grosse agreed to switch sfe on 1/30/18 and gas and electric contracts were cancelled 8/18, customer now on mvr rate with dominion. advise customer that nextera, neopec's				
00245669	1/7/2019 1:15 PM Delayed Enrollment	Northeast Ohio Public Energy Council	switch site on 1/30/18 and gas and electric contracts were cancelled 8/18, customer now on mirr rate with dominion. advise customer that nextera, neopec's provider will send out opt-out cards in 10/19 and if customer does nothing, will be switched to neopec. customer understands information.	Linda Groce Residential	5080 Catherine Street	Maple Heights	44137
			-				

			and/or phone call) that my Fixed Rate contract period will expire in March 2018. The company switched me to Variable Rate (MVRI) on there on and without my permission. The company started escalation of the Gas cost in April 2018 from \$3.09 to \$5.25/McF, then \$5.59 in July 2018, and finally to \$7.15/McF in December 2018.					
			As I had opted not to receive any monthly paper bill and was making automatic payment from my bank account, I only became aware of abusive and price gouging practices when I noticed that Dominion Energy has withdrawn \$670.15 for December on 01/04/2019.					
			Please investigate the deceptive and price gouging practices of Dominion Energy and Dominion Energy Solutions. I never received any communication or written					
			notice from the company. In order to maximize profits, the company failed to intimate/inform me and never took my permission to switch my gas cost from Fixed to Variable Rate. Considering the prevailing market rates from April 2018 to December 2018, there is no explanation or justification for escalation of Gas					
			Cost from \$3.09 to \$7.15/Mcf, while keeping the customers uninformed about alternative suppliers or competitors.  The customers are captives due to market monopoly of Dominion Energy and its subsidiary supply company, Dominion Energy Solutions. The utility supplier felt					
			no need to inform or take my permission to change my gas cost. The Dominion Energy also benefits from higher gas cost as the usage based charges increase proportionately.					
			I am questing PUCO for financial relief and justice, the Dominion Energy and Dominion Energy Solutions should reimburse me for all additional charges/payments from April 2018 to December 2018.					
			For your knowledge when I contacted the Dominion Energy Solutions, Marquita, the customer services representative, agreed to charge \$3.85/McF from January 2019, the current market rate for gas. The whopping difference of \$3.3/McF between the actual market rate and billed gas cost reflects current billing					
			malpractices of Dominion Energy and Dominion Energy Solutions.					
			Looking forward to fair and prompt resolution					
			Sincere Regards					
00246737	1/10/2019 5:30 PM Contract Inquiry	Dominion Energy Solutions Inc	Mandip Sandhu MD, MS, ABMS, MBA, FACHE	Mandip Sandhu	Residential	6960 Market Street	Youngstown	44512
00240737	1/10/2019 3.50 PM Contract inquity	bonimon energy solutions inc	Caller states that she had Kratos for awhile then cancelled - went back to DEO - rate has went from 2.85 to 5.47 and now 7.25 - adv of timeline to switch back	manuip sanunu	Residential	0500 Market Street	Tourigstown	44312
			with the Energy Choice Program - exp that she would she DEO SCO for 2 bill cycles then is billed the MVR Chonombly variable state of the table of the DEO SCO or 2 bill cycles then is billed the MVR chonombly variable state of it she did not request to be placed on the DEO SCO - caller states, how would she know that - she states that the DEO rep told her to pick a co - adv that the PUCO does not regulate supplier					
			rates or the MVR - adv that Kratos is one of the four suppliers that she can be assigned on the DEO SCO for 2 bills - she states that her bill was \$200 - caller states				L	
00246827	1/11/2019 11:01 AM Billing Dispute	United Energy Trading LLC	that she has been with DEO since the 70s - she wants to know does DEO look at that - adv that she can ask DEO - refer to co hotline to inquire on her acct.  Caller states there are charges from both DEO and XOOM on her bill, wants to know if they are the same charges duplicated.	Gwendolyn Price	Residential	1369 East 141st Street	East Cleveland	44112
			*****Caller asked how XOOM is a supplier and the other charges are for DEO. Advised they are not duplicates of the same charges. ******Caller asked how XOOM was assigned - advised either through the SCO, the MVR, the Choice, or local gov agg programs.					
			Caller asked how to select a new supplier - advised her of the A2A chart on the Energy Choice Ohio website.					
00246985	1/11/2019 4:09 PM Billing Inquiry	XOOM Energy Ohio LLC	Caller thanked me for the info.	Valerie Barkley	Residential	15800 Edgewood Avenue	Maple Heights	44137
			DEO response: The Energy Choice supplier was dropped on 7-12-18; SCO was not elected. MVR was added on 9-11-18; the confirmation letter is attached.					
			Please see the attached 8-7-18, 9-6-18, and 10-5-18 billing statements that reflect notifications.					
00247516	1/15/2019 10:51 AM Contract Inquiry	Centerpoint Energy Services Inc	On 1-22-19 I called Cathy Savage to explain the above. I mailed her duplicate notices. She thanked me for calling and has my direct number to reach me in Customer Relations with any further questions.	Cathy Savage	Residential	1210 Atwood Avenue	Alman	44301
00247320	1/13/2013 10:31 Per Contract Inquity	Centerpoint Energy Services inc	CO response:  Upon review of records we show that the customer was assigned to us by Dominion Energy. The customer is enrolled under MVR commodity service and has a	Cathy Savage	Nestochila	2220 MANOGO MICINE	, and the second	44301
	1/15/2019 10:51 AM Contract Inquiry	Centerpoint Energy Services Inc	Monthly Variable Rate plan. We contacted the customer and explained how she was assigned to us. The customer will contact Dominion Energy for more details. Please let us know if you have any questions or concerns.	Cathy Savage	Recidential	1210 Atwood Avenue	Akron	44301
	1/13/1013 10:31 Pile Contract Inquity	Centerpoint energy services inc	Just moved into home about 8 months ago. Told me that DEO put her on a MVR because they chose a supplier for her. She was asking for an A2A chart.	Cutty Savage	Nesidential	2220 Attribut Archite	, and the second	44301
			Explained to her how chart is set-up and that one can be mailed to her. She is trying to change asap because of her rate and asked if one can be faxed to the library on her behalf. Advised charts are usually mailed out the next day and she should receive it fairly quickly. She asked about options as she believes that she					
			will have to move by June due to circumstances. Put her on hold just to verify her account status. Spoke to Betty at the hotline. She stated that customer switched to Bolt on December 27. Prior to that, she was on the SCO rate. They sent a notice out on 11/26 advising of the change and asking for a response by					
			12/7. Notes on the account show that the outsomer called in on 11/16 and questioned a contact with a supplier and resplained it is her choice to switch.  January 24th bill was with Bolt at 8.99. Hotline will set her up to be on the SCO rate but they want her to call Bolt first and ask about any possible ETF. Once she					
			January 24th aim was with bott at 8.99. However, and the up to be of the 54Chate but rely wait the total make a which the they will also be willing to do a drop request. Advised caller to contact 80th and ask about the enrollment and the ETF. Advised if in ETF, then to call the hotline number that I cave her and ask them to set her up to get back on the SCO rate. Advised it takes up to 2 bill cycles for change to take					
			place. Advised it is a better option even thru the SCO rate will adjust because if she signs up with a supplier and moves in June then she may have to pay an ETF.				L	
00250023	1/29/2019 10:52 AM Enrollment Dispute	Bolt Energy LLC	Advised if any issues to give us a call back. Cust was billed twice for the monthly variable rate. Co. only gave credit for Dec/Jan. What email address did the customer use to enroil this account	Esther Wagnild	Residential	200 S. Sycamore St.	Woodsfield	43793
00250225	1/29/2019 6:50 PM Billing Inquiry	SouthStar Energy Services LLC	What is the LP. address for this enrollment	Rei Johnson	Residential	1375 Jefferson Ave	Akron	44312
00230223	1/29/2019 0.50 PM Billing Illquily	Southstar Energy Services EEC	****Co. provide a gift care for \$105.00, but co. owes an additional \$92.00*****  Cust was billed twice on the MVR	BEI JOHNSON	Residential	1373 Jellelsull Ave	AKION	44312
	1/29/2019 6:50 PM Billing Inquiry	SouthStar Energy Services LLC	Co. incorrectly advised cust that the fixed plan was expiring Jan 22, 2019 therefore, they owe for both Dec/Jan billing and Jan/Feb billing. Calculating re-rate.	Bei Johnson	Residential	1375 Jefferson Ave	Akron	44312
00250630	1/31/2019 2:40 PM Billing Dispute	SouthStar Energy Services LLC	DEO/ONG- had fixed rate till 12/27/19 then went to variable rate. Went to 6.99. 1/3/19 switched to DES, Jan bill was at the variable rate at 6.39. Explained that	John Kuwik	Recidential	330 Atterbury Boulevard	Mudeon	44236
	7,		supplier rates are not regulated and can charge at the MVR at any rate. cust feels the suppliers are taking advantage of customers on the variable rate. Received and uploaded mail from the customer. There is a letter from OC dated 10/2/21 & Confirming for the cancellation of her relectric supply with Icis. There is also a letter dated 10/2/21 & Iconfirming for a concellation of her MVR? supplier and her more to the SO3 rate, with her note that she cancelled					
			10/11/18).					
			Called Angie. The letter is confusing because the customer was never on the MVR. She re-affirmed that the customer did not cancel until 10/26/18, after the rescission period. She agreed that the letter is confusing and will discuss internally to have it changed. However, the customer did not call until 10/26/18 and did					
00250848 00250971	2/1/2019 2:06 PM Cancellation Issues 2/4/2019 8:50 AM Misleading Information / Materials	Interstate Gas Supply Inc SFE Energy Ohio, Inc	take senine with IGS for one hilling period	Bonnie Maki Timothy Smolik	Residential	5739 Tempo Trail 543 8th Street	Clinton	44216 44471
002303/1	-, -, was cooling mormation / waterials		LVM to close, advised to contact DE0 if did not want put on MVR, per deo response.  -caller has a complaint with Ohio Natural Gas  -caller says his fixed rate expired back in Nov, and he switched over to American Power & Gas			and addition		
			-caller says on Nov 11, he called American Power & Gas, and signed up with them, but the acct was not switched for an entire month -caller says in the meantime, ONG charged him a variable rate at .7990/Mcf for the month of December					
			-caller says this is gauging III - when asked if he reviewed the contract's T&C, caller says he did check the contract and didn't see anything about a variable rate					
			-which asked in the reviewed the contract is real, sales says the old treck the contract and utility see anything about a variable rate.  -caller was advised that usually - unless specified in the contract - when a fixed rate offer expires, and the acct stays with the company, the company will charge their monthly variable rate.					
00251509	2/6/2019 8:50 AM Contract Inquiry	SouthStar Energy Services LLC	-caller was advised that the PUCO will have to contact supplier in order to resolve his concern	Howard Gray Jr.	Residential	936 Robinwood Lane	Bowling Green	43402
00231303	Ly of 2022 0.30 Am Contract inquiry	SOUTH SHEEKY SELVICES ELC	-case # and timeline provided for future reference	nowara dray at.	residential	JJO NOOMWOOD LANC	DOWNING GLEEN	
			He initially enrolled with Ohio Natural Gas 2/26/15.  -most recent plan was a 6 mth fixed, which he enrolled on their website on 6/11/18.					
			-2.27/MCF -contract dates were 7/1/18-1/1/19.  -He was sent an Acceptance Letter on 6/11/18 which included our Terms and Conditions.					
			He was sent a Renewal Letter on 11/12/18 letting him know that his contract would be expiring on 1/1/19.					
			He contacted the co. 12/10/18 requesting to cancel					
			-rep executed a cancellation and provided confirmation #654004					
			He called again on 1/31/19 -stated that he had called in Dec and cancelled his contract and he did not understand why he was still with ONG.					
			-The rep stated there was no evidence in the acct notations of his call -rep issued a cancelation, provided a confirmation #668162.					
			-He asked for his billing concerns to be escalated.					
			Co. researched his acct and found the recorded phone call on 12/10/18 where he had called in to cancel his renewal.  -rep did not execute the request properly					
			-rep then canceled on 1/31/19  -PE confirmed the drop, effective date 3/2/19.					
			-Dc committee the drop, enective date 3/2/19.  -Co. sent a request to DE to ask if they would execute the drop with an effective date of 1/29/19 (end date of last meter read).  -Co. rcd email confirmation acct dropped as of 1/29/19					
00252266	2/8/2019 5:05 PM Misleading Information / Materials	SouthStar Engray Sandres LLC	-co. rc a email commination act dropped as or 1/29/19 -Co. state he will bill with DE as their natural gas supplier on his next bill.	Mahesh Sriniyasan	Desidential	5704 Williamsburg Circle	Hudeon	44236
JU252200	2/0/2019 3:US PM Misseading Information / Materials	Southstaf Energy Services LLC		manesii sfinivasan	nesidential	3704 Williamsburg Circle	nuus0fi	44230

			-caller recv'd a ltr dated: Jan 22, 2019 about his community's (Trumbull county) natural gas gov't aggregation program   the ltr states Constellation NewEnergy-Gas Division is the supplier, at a fixed rate of \$3.09/Mcf from Apr 2019 to Mar 2022					
			-caller contacted Constellation to find out why his acct wasn't already in the program b/c he's currently paying a high monthly variable rate					
			-caller says upon contacting Constellation, he was advised that the ltr was sent by mistake, and in order to see if he's qualified proceeded to ask him a series of questions					
			-caller says he's confused behind all of this					
			-caller was advised that the PUCO will have to investigate in order to resolve his concerns, etc					
52765 53090	2/12/2019 10:20 AM Government Aggregation 2/13/2019 12:13 PM Enrollment Dispute	Constellation NewEnergy-Gas Division LLC Energy 95 LLC	-case # timeline provide for future reference  Left a message advising the MVR and why Quake was on her bill and she will be with CenterPoint.	Orville Schuller	Residential Residential	1171 Doris Drive 24719 Duffield Road	Hubbard Beachwood	44425 44122
23030	2/13/2019 12:13 PM Enrollment Dispute	Energy 95 LLC	Left a message advising the MVR and Invy Quake was on her bill and she will be with CenterPoint.	Luann Caruso	Residential	24719 Duffield Road	Beachwood	44122
			I called and spoke to the customer. I explained she contacted us because she wanted to know what she originally signed up for. I told her the company responded and sent me a copy of the TPV. She agreed to switch to them on 3/16/18 at 6:14 pm. She agreed to a monthly variable rate. the first month she					
			would be billed \$2.85 per mcf and then it would continue on variable rate. She also agreed to a variable rate for the electric at the same time the first month was					
53944	2/19/2019 11:14 AM Misleading Information / Materials	Provision Power & Gas LLC	to be billed at 5.25 cents per kWh, then variable. she states ok, she has already went with another company. I said ok and would note that. close case.	Inspiring Lives Forever	Commercial	16113 Saint Clair Ave	Cleveland	44110
			I called and spoke to the customer. I explained she contacted us because she wanted to know what she originally signed up for. I told her the company responded					
			and sent me a copy of the TPV. She agreed to switch to them on 3/16/18 at 6:14 pm. She agreed to a monthly variable rate . the first month she would be billed					
	2/19/2019 11:14 AM Misleading Information / Materials	Provision Power & Gas LLC	\$2.85 per mcf and then it would continue on variable rate. She also agreed to a variable rate for the electric at the same time the first month was to be billed at 5.25 cents per kWh, then variable, she states ok, she has already went with another company. I said ok and would note that, close case.	Institute I have Province		16113 Saint Clair Ave	ettt	44110
	2/19/2019 11:14 AM Misleading Information / Materials	Provision Power & Gas LLC	2.25 cents per kWn, then variable, she states ox, she has already went with another company. I said ox and would note that, close case, reviewed the company response. Customer signed up both her gas and electric accounts up at the same time on 3/16/18 at 6:14pm. According to the recording	Inspiring Lives Forever	Commercial	16113 Saint Clair Ave	Cleveland	44110
			the company sent she agreed to a monthly variable contract for each account. For the gas she agreed to monthly variable rate and it started at 2.85 cents per					
	240/2000 44 44 44 45 1 - 5 - 1 - 5 - 1 - 5 - 1 - 5 - 1 - 5 - 1	D	mcf, she states she understood what she was agreeing to. due to authorization of the switch I am not able to make the company give her any type of credit. She	Institute I have Province	Commercial	16113 Saint Clair Ave	Cleveland	44110
	2/19/2019 11:14 AM Misleading Information / Materials	Provision Power & Gas LLC	can cancel at any time with no etf. Customer agreed to terms. will call customer.  Spoke with cust:	Inspiring Lives Forever	Commercial	16113 Saint Clair Ave	Cieveland	44110
			714 E Columbus: Customer's account was enrolled with OHG&E through Dominion Energy Ohio's("DOE") Monthly Variable					
			Rate program on December 18, 2018. As participant in this program, OHG&E will routinely receive inbound account enrollments from DOE without prior notice. These enrollments are not initiated by					
			OHG&E, and therefore no authorization is provided by the customer to OHG&E.					
			711 E Columbus: This customer's account was assigned by Dominion to Quake Energy on December 17, 2018. This is a MVR account.					
4190	2/20/2019 9:18 AM Contract Inquiry	US Gas & Electric Inc	Cust asked why DEO placed him on the MVR. Stated on Sept 26 he requested for DEO to place him on the SCO rate.	Gregory Markley	Residential	714 East Columbus Street	Kenton	43326
			Spoke with cust:					
			714 E Columbus: Customer's account was enrolled with OHG&E through Dominion Energy Ohio's("DOE") Monthly Variable					
			Rate program on December 18, 2018. As participant in this program, OHG&E will routinely receive					
			inbound account enrollments from DOE without prior notice. These enrollments are not initiated by					
			OHG&E, and therefore no authorization is provided by the customer to OHG&E.					
			711 E Columbus: This customer's account was assigned by Dominion to Quake Energy on December 17, 2018. This is a MVR account.					
1193	2/20/2019 9:21 AM Contract Inquiry	Energy 95 LLC	Cust asked why DEO placed him on the MVR. Stated on Sept 26 he requested for DEO to place him on the SCO rate.	Gregory Markley		711 E Columbus st	Kenton	43326
	2/20/2019 9:21 AM Contract Inquiry	Energy 95 LLC	This customer's account was assigned by Dominion to Quake Energy on December 17, 2018. This is a MVR account.  Customer states it is a building which was acquired, but they have not moved into the building yet. Verde Energy Appeared on the bill but she did not elect this	Gregory Markley	Residential	711 E Columbus st	Kenton	43326
			company. Customer is getting charged \$9.25 per MCF.					
			I advised DEO places customers on the SSO rate for 2 months and then place customers on a MVR with a company of their choosing.					
			Customer would like to dispute the Verde charges. Customer believes DEO should pay for the charges.					
4554	2/21/2019 1:40 PM Enrollment Dispute	Verde Energy USA Ohio LLC	I advised customer would need to contact DEO directly if she would like to dispute the MVR and request the company pay for the charges. ICB.	Summit Painting		3625 Lost Nation Road	Willoughby	44094
5192	2/25/2019 2:16 PM Rule Violation	Energy 95 LLC	Discussed co. recent rsp, as they did not send the letter advising mother, moving to mvr after nov. Confirmed they already rc'd the ck.	Dan Baker	Residential	51 North Cadillac Drive	Youngstown	44512
			Per ph conv w/cust, nephew. Discussed the following: Quake-gas (DE) TPV					
			CQUARCEGO LOCI   I FV   330-726-9273					
			Call is being recorded					
			Apr 5, 2017 at 3:26 pm					
			Call is being recorded, Quake is not the utility Legally authorized to enroll.					
			Legany autorities to entroit. Mary Ellen Phillips- name on bill M E Phillips					
			Cust confirmed ph number 330-726-9273; 5420903932936 acct number					
			Confirmed address Acct residential					
			Acct residential  Understand she's enrolling w/Quake. At 2.99/mcf, first mth. after this fixed 2.99/mcf until Nov 2017 then MVR, which she said yes. Excludes taxes and other fees.					
			Understand after 5 enrolling with Auguste. As 2-39/Incl. this finite after the single 2-39/Incl and Nov 2017 their man, which site said yes. Excludes taxes and other less. Effective after next billing date. \$50.00 EFF Cust accepted all terms.					
			May rescind by calling DE and gave number. W/in 1 business day co. will send T&C.					
			Utility will send confirmation notice, cust has 7 business day period to rescind. Gave Quake contact number.  ** billing started in May 2017 and went to MVR in Decemer 2017 billing.					
			** billing started in May 2017 and went to MVR in Decemer 2017 billing.  ** has been correctly billed on the MVR rate and we calcuate the MVR rate based on weather, supply, demand, and profit for natural gas as stated in the					
			welcome letter and terms and conditons as well.					
			** She contacted Co. on Feb 25th to inquire about her rate.					
			Co. rep went over the rate with her and offered an available fixed rate.					
			She accepted the new rate and this new rate change was submitted to the utility on February 25th.					
			The new rate will go into effect on the next available meter read.					
	2/25/2040 2.45 014 0.4.15 1.45		Advd that I'll request a copy of the notification that the co. should have sent to his aunt advising her that the fixed rate is due to expire. That's the only missing	Dan Baker		51 North Cadillac Drive		44512
	2/25/2019 2:16 PM Rule Violation	Energy 95 LLC	piece at this time and otherwise this is a good enrollment. Advd will follow up one last time once I have this info.  Aunt's name, M E Phillips.	uan daker	Residential	51 North Cadillac Drive	Youngstown	44512
			States he is the trustee. She is 97 yrs old. She hasn't pd her bill for a number of mths. He is trying to rectify this. The purpose of his call is that he noticed she's					
			been paying a MVR 5.25/mcf. He pays 3.44. She's w/Quake. He can't imagine a variable rate being this much. What is puco's position on elderly care and over					
			charging.  Caller contends that his aunt didn't know what she was getting involved in.					
	2/25/2019 2:16 PM Rule Violation	Energy 95 LLC	Advd will look into the enrollment and how this was obtained and if the co. contacted her regarding the fixed rate expiring. Advd co time line.	Dan Baker	Residential	51 North Cadillac Drive	Youngstown	44512
5229	2/25/2019 3:09 PM Billing Inquiry	Verde Energy USA Ohio LLC	Called customer and left vm explaining that Dominion confirmed that Verde was assigned as their MVR supplier. Per Dominion they will start with NOPEC as of 4/2 but there is nothing we can do to change the rates on the Verde bill. Everything was according to the rules so we have no standing to ask Verde to rerate.	Summit Painting	Commercial	3625 Lost Nation Rd	Wickliffe	44094
	-,, zozo s.o.s. m. omnig iliquity	Energy our out the	nepty necessed on 3/21/19		Commercial	ton motor NU	ver.kiiiie	77007
			Ann Gross					
			Summit Painting					
			3625 Lost Nation Road					
			Wickliffe, Oh 44094					
			The customer has a commercial account therefore they do not qualify for the SCO. The SCO is only for residential accounts.					
			Ann Gross advised me she knew she was to choose a supplier but said she was too busy starting her business and forgot to pick one. Since she did not choose					
			one, she was assigned a supplier – Verde at the MVR rate.					
			l advised I could not change her rate for the two bills she had Verde however she will be starting NOPEC as of 4/2/2019 (which cancels Verde).					
			Ann Gross was glad about NOPEC starting on 4/2 but still unhappy about the two months of the rates on Verde.					
	2/25/2019 3:09 PM Billing Inquiry		Thank You Vicicie - Researcher / Investigator					

			Caller states he enrolled with Indra in October or Nov 2018 via a door to door solicitation, states the agreement was for an initial two month rate of \$2.15 per					
			MCF then available rate, states he was told the variable rate would be lower than Direct Energy so he assumed it would vary by a dollar or two one way or the other. Caller states he just received the most recent bill and the rate per MCF is over \$17, states that makes the bill \$400 plus and he can't afford it because he is a single father of two.					
			Asked caller if the agreement he signed has a variable rate cap, he states he doesn't know, all he knows is he can't afford the bill. He also states someone told him that he is supposed to be notified 30 days in advance what the monthly variable rate will be and he hasn't received a notice.					
			Advised caller PUCO can contact the supplier for the agreement but if he agreed to a variable rate with no cap then the supplier may not have to make any adjustments to the billing.					
00255421	2/26/2019 11:45 AM Misleading Information / Materials	Palmco Energy OH LLC	Advised caller once I have a response from the supplier I will be in contact with him.  Advised caller once I have a response from the supplier I will be in contact with him.  Advised cost daughter, left wranded wanting to provide an update regarding the inst. Advid co. did provide a copy of the contract signed by her father in Nov 2009.  Advid that DS search Source acct, and provided a copy of this notification to her father. Advid that I did want to get an idea as far as what the co. has	Bill Blizzard	Residential	2207 Lake Road	Akron	44312
00255711	2/27/2019 12:32 PM Billing Inquiry	Direct Energy Services LLC	been billing for the MVR, but we do not regulate them. Advid once I have this info, will cb w/my findings. ICB, RTHLB t:	Alandes Powell	Residential	2612 Greenbrier Dr	Dayton	45406
			Latled the customer and explained that I received a response back from Indx.1 explained the company sent me a TPV, a recording of her agreeing to service with them on 1007/14.4 At that time they wee Palence, the agreed on a monthly variable rate and then the company changed their name in October 2018 to Indx. The yeart notices to customers in October 2018.5 the must not have received that. The company states they have record of her sending them an e-mail of 2019/14 and they lived contracting the two where not able to reach who. They cancelled her and and she will be returned to the utility company. They have also let not send the proper them and they will not be returned to the utility company. They have also let not be 0.0 NOT CALL 8.0 NOT RNOCK its to they will not be consciously the variety of the size of the size of the contracting the variety of the					
00255785	2/27/2019 3:10 PM Billing Inquiry	Palmco Energy OH LLC	I did call the customer back as I forgot to tell her that she is scheduled to end with indra on 3/26/19 and the co has agreed to re-rate her , explained if she does not see that to call me back. The co is not required to re-rate her as she agreed to monthly variable rate in 2014, but they have agreed to. Left call back info. (I may have called from private fine; to see case.	Shellie Renae Creager	Residential	1667 Sullivant Ave	Columbus	43223
			Irreleved the company response. The customer signed up with the company had on 20/71.4 and agreed to a monthly variable rate. The company changed its amena and set out outdoes in October 20 deal swiding customers they would be gively by trade arms of finds referry. The company states they received an affer of the customer dated 27/719 and they tried following up with her but not able to reach her. They have cancelled her account, the has been added to the company's internal to DOT COLL AND DON TOT SOLOC list. They did agree for a rest her bell from 17/24/73 and store, sectif in the amount of 2500, scheduled to end with them on 3726/73 and they wife restet the customer for that bill once they receive it. The co is not required to issue an adjustment and stated they would. Commor signed up with the company in 2014 and has been with them since that time and billing at variable race. The customer was not					
	2/27/2019 3:10 PM Billing Inquiry	Palmco Energy OH LLC	aware of name change and they have agreed to cancel and give credits.  I called the customer and explained that I received a response back from Indra. I explained the company sent me a TPV, a recording of her agreeing to service	Shellie Renae Creager	Residential	1667 Sullivant Ave	Columbus	43223
			Lalled the customer and explained that I received a response back from Ind. I explained the company sent me a TPJ, a recording of her agreeing to service with them on 107/14. At that time they were Palmon. Be agreed to an monthly variable rate and them the company changed their rame in October 2018. In the must not have received that. The company states they have record of her sending them an e-mail or 12/719 and they there domainsten place where not able to reach when. They carected her and and she will be returned to the utility company. They have deleted her to the PO NOT CALL & DONT RNOCK sits so they will not be contacting her any longer. They also agreed to issue her a credit (although not required to) of 36.50 they e-reach her to the builting route. the value that will also one to be to bling sycles. Her call back fits.					
	2/27/2019 3:10 PM Billing Inquiry	Palmco Energy OH LLC	I did call the customer back as I forgot to tell her that she is scheduled to end with Indra on 3/26/19 and the co has agreed to re-rate her, explained if she does not see that to call me back. The co is not required to re-rate her as she agreed to monthly variable rate in 2014, but they have agreed to. Left call back info. (I may have called from private line). Cabox case.	Shellie Renae Creager	Residential	1667 Sullivant Ave	Columbus	43223
			Per ph conv w/cust, reviewed co. rsp. He said his problem is the MVR that he paid as it dolfd, but he already pd the bill and enrolled w/another supplier. Lepid pucch regulatory authority. He said in his opinion, the co. should be required to include the notice on the bill statements that the fixed rate is due to opine. He said he did not receive the revewal letter. Lifet do explicit would be an experite to Did and that connoce					
00256032	2/28/2019 2:30 PM Cancellation Issues	SouthStar Energy Services LLC	expense. Adod that 17d note the record and the records are reviewed. He thanked me for my call.  He became ONG customer on 31/138 when he enrolled over the oh	Roger McPherson	Residential	6351 Morgan Road	Ravenna	44266
			ne useame over obstonie in il 3 / 1 se when in et miliona over che pin Agreed to a 10 kH Fixed plan @ \$2.65/MCF for 3/27/18 to 1/26/19 T. &. C's sent on 3/1/18.					
			A renewal letter on 12/7/18 letting him know that his contact would be expiring on 1/26/19.  —He did not contact ONG to renew on another fixed rate plan so effective 1/17/19 he renewed on a variable rate plan.					
			We contacted the co. 2/28/19 trying to determine why his last bill was so high.  Rep explained that his 10 Mth Face Plan had expired on 1/26/19  He was being billed WW since he did not contact the co. in or ensew on a new fixed rate plan  He was informed that he was sent a renewal letter on 12/7/13  He was informed that he was sent a renewal letter on 12/7/13  He was informed that he was sent a renewal letter on 12/7/13  He stated he newer received the letter					
			He choise not to accept any other plan and he did not cancel his account so no changes were made during this call.  He called again later that day stating that he had contacted PUCD and was extremely angry about MVR  The Rep tried again to provide alternative rate plan options  He refused and requested that the Co. immediately cancel					
			Resolution:  We reserrized Mr. McPherson's account and confirmed he was on a 10 Month Fixed Plan with contract dates of 3/27/18-1/26/19. His renewal letter was sent on 17/1/18 and we did not receive any returned mail on his account. His contract renewed on a variable rate as ONG did not receive a call from Mr. McPherson to discuss alternative rate plan options.					
	2/28/2019 2:30 PM Cancellation Issues	SouthStar Energy Services LLC	A review of his billing confirmed that he was billed for 10 months at the \$2.65 fixed rate per his contract.	Roger McPherson	Residential	6351 Morgan Road	Ravenna	44266
			256178-gas: 256178					
			Gas: Marier Broadd Washington Refund Chee No. 00236 Credit Amount Before Refund: \$174.10 Amount Service 31.20 Amou					
			Allodini sen. 32-20 Celetric: Name: Bonald Washington Refund Check No. 00241					
			Date Issued: 65/02/2019  Credit Amount Behre Behrud: 586.69  Refund Serre: \$15.05  I reviewed the TPV. Based on the recording this was a good enrollment  This is not a slamming case.					
00256178	3/1/2019 10:05 AM Cancellation Issues	Verde Energy USA Ohio LLC	for both the elect and gas accts. The enrollment date was June 30, 2017 Cust werlfact that the agent left the property I revewed the IP.V. Justed on the recording this was a good enrollment for both the elect and gas accts.	Ronald Washington	Residential	1218 Kelburn Road Apt A	Columbus	43227
			Ferewerd the IPV. Based on the recording this was a good enrollment for both the elect and gas accts.   The enrollment date was June 30, 2017   Cast verified that the agent left the property   Cast provided the ects and gas acct numbers					
			Stamming reported after the 30 time frame from being issued first bill.  (ii) If reported to call more than thirty cleared days after bing issued a bill from the alleged slammer, credit the customer any frees the slamming CRES provider charged in excess of the amount the customer would have paid its previous supplier of electric service for the same usage.  (c) If the customer acomo be returned to the original contract terms with this previous supplier of effects centure, the slamming CRES provider shall credit or					
	3/1/2019 10:05 AM Cancellation Issues	Verde Energy USA Ohio LLC	refund to the customer the value of the customer's contract with the customer's previous supplier of electric service for the remaining term of the contract immediately prior to the slam.	Ronald Washington	Residential	1218 Kelburn Road Apt A	Columbus	43227

			verue provided the following, but they are not done to provide a signed contract within cost and agreed to reinhouse cost any difference from time of inception to termination. Co. is to provide update by cls of business 3/12/19					
			On 06/30/2017, he authorized the elect and gas enrollment w/d2d rep and processed TPV elect act was enrolled in a 12 mth fleed rate of \$0.0792 cents/kWh. gas act was enrolled in a 12 mth fleed rate of \$0.499 cents.					
			Gas became active 7/12/2017 Elect became active 9/06/2018 Gas defaulted to NWX 1/14/2019 - due to no rsp					
			After receiving complaint, Verde submitted a drop request to the utility for both accts.					
			Verde does not currently possess the signed contract that was conducted on 06/30/2017, Verde will perform a cost analysis for the following dates:					
			Gas: 07/12/2017[Inception] to 04/08/2019 (Termination) Electric: 09/06/2018 (Inception) to 03/14/2019 (Termination)					
	3/1/2019 10:05 AM Cancellation Issues	Verde Energy USA Ohio LLC	Verde has requested the Welcome Letter and Contract Expirations Notices that were sent to Mr. Washington. As such, Verde will provide an update by 03/12/2019.	Ronald Washington	Residential	1218 Kelburn Road Apt A	Columbus	43227
			LM informing customer of co response:					
			The customer had NOPEC/Vista starting 9/20/2018. She dropped Vista on 11/17/2018. Her last bill with Vista was 11/14/2018 at the rate of 55.25.					
			Once Vista was dropped she went to the Standard Service Offer (SSO) on her next bill for 12/17/2018. The rate was \$5.135.					
			On the next bill 1/18/2019 she was once again on the SSO rate at \$4.065.					
			We did not hear from any supplier so the customer was automatically enrolled into the MVR rate which was \$6.49 on her February bill.					
00256660	3/4/2019 2:25 PM Enrollment Dispute	Constellation NewEnergy-Gas Division LLC	The customer has since cancelled the MVR rate and there is a current request pending for Standard Choice Offer (SCO) on the bill effective date 3/22/19.	Stephanie Harrison	Residential	928 Wheelock Road Downstairs	Cleveland	44103
	.,,	9,	LM informing customer that commercial customers are required to select a supplier, this information was provided on her bill. If a commercial customer does					
00256965	3/5/2019 3:23 PM Billing Dispute	Constellation NewEnergy-Gas Division LLC	not select a supplier they are placed on the MVR which is not regulated. According to the co she has selected a supplier and will be billed per the terms. ICB.	Ricquetta Carpenter	Residential	1374 East 36th Street #2817	Cleveland	44114
			**Notes taken to clear queue **					
			For gas and elect. States the co. almost doubled what they are charging w/out giving her any notification. She enrolled Jan 18, 2018. She doesn't know what she agreed to, but thinks 10% off Dukes rate for elect.  Gas., 3883Qcf.					
			Current bill for elect 8.63/kwh Current bill for eas is .07278					
			Caller explains that she did not receive a contract, caller states that they don't have a contract, states she didn't receive a letter explaining that the current contact is going to expire. Caller states also, that the co. would not allow her to inquire about her bill and the rates she was being charges.					
			l explit to the caller PUCC's position, understand the MVR is higher than what she may have initially agreed to, advit that the co. would have been required to send her a notification that the fixed rate was going to expire. She said she didn't receive a contract, she didn't receive a notice that her agreed fixed rate is					
00257226	3/6/2019 3:09 PM Contract Terms Altered	Cincinnati Bell Energy LLC	expiring, she knows how contracts work, she wanted to file a complaint against the company due to the rate being higher. She then said thank you, have a good day and disconnected the call.	Janet Jester	Decidential	8876 Lyncris Drive	Cincinnati	45242
00237220	3/0/2019 3.09 FM Contract Terms Attered	Circiniati Bell Ellergy LLC	CALL BACK >	Janier Jestei	Residential	8870 LYNC IS DIVE	Cinciniau	43242
			-caller says she been calling DEO; Titan; and now the PUCO to get her question(s) answered about Titan's rate offer(s) -caller was advised that only Titan can provide their own rate offers to her >> DEO can't and the PUCO can't					
			-caller says she's currently with DEO's SCO rate and they chose a supplier for her -caller was advised that DEO's SCO rate is the monthly variable rate and Yes, DEO will chose a supplier for her acct, but they can only charge the SCO rate for her					
			usage -Note: caller seemed to be a bit confused b/c she keep getting supplier phone calls & rate offers thru the mail					
			-caller was advised that it is optional for her to choose her own supplier, its not required that she do so, even if a supplier tells her that >> again, it is not required -caller says she understands					
00257251	3/6/2019 3:42 PM Competition Issues / Inquiries	Titan Gas LLC	-invited call back, if necessary from BB in RSAD:	Lana Stearns	Residential	10133 Rockport Road	Bluffton	45817
			It has been identified that Tran may be switching Dominion SCD customers that were assigned to them to a Titan variable product without the customer's consent. We are aware of lour customers who received notification from Tran of either an expiration of the SCD program and/or a wetcome letter. The customers were aware that they were SCD customers and want for breamin SCD customers. We have sent over the four cases to hominion Energy (ICDI to determine if those customers were aware that they were SCD continents and want to remain SCD customers. We have sent over the four cases to hominion Energy (ICDI to determine if those customers were switched and to make sure that the customer remains on the SCD and are not switched to the MVR. We have also sent a data request to Tital and the sure that the customer remains on the SCD and are not switched to the MVR. We have also sent a data request to Tital and the sure that the customer remains on the SCD and are not switched to the MVR. We have also sent a data request to Tital and the sure that the customer remains on the SCD and are not switched to the MVR. We have also sent a data request to Tital and the sure that the customer remains on the SCD and are not switched to the MVR.					
			DEO's SCO program:					
			DEO conducts an auction every year to determine winning bidders to service as SCO suppliers.					
			<ul> <li>The winning bidders are posted on our EnergyChoice website.</li> <li>Every year SCO customers are reallocated to the new winning bidders with the mid-April billing cycles.</li> </ul>					
00258292	3/12/2019 1:55 PM Enrollment Dispute	Titan Gas LLC	We recently discovered that DIO also allows non-winning bidders to agree to serve SCO outcomes that return to the SCO after the April billing cycle. The non-winning bid supplies are still under the same obligations as the winning bidd supplies are still under the same obligation as the winning bidder supplies that SCO outcomes that have not swinted with remain SCO outcomers and will be reassigned the following April. Sustring this April we will include the non-winning bid supplies on the EnergyChoice website as well.	David Wrench	Residential	2023 Kirk Road	Youngstown	44511
			After reviewing the TPV, the following noncompliance issues were found:					
			4901:1-29-06(E)(1) The company must conduct an independent TPV with a date and time stamp of the recorded call. 4901:1-29-06(E)(1)(-) The company must acknowledge that the company is not the utility company and the customer may choose to remain with the utility.					
			48011-39-60(E)(I)(e) The company must have the customer acknowledge that they are the customer of record or is authorized to make changes to the account. 48011-39-60(E)(II) in the company must broad the customer with their utility's contact number to call 10 recards the record revoke the customer with their utility's contact number to call 10 recards the enrollment. 48011-39-60(E)(III) a verbal request for and the customer's provision of their mailing earlier address.					
			It is my findings that Mr. Ruben was fully aware that he was moving from his fixed rate, which was due to expire in Oct 2011, and enrolling in his local gov agg, program.					
			The following is the additional questions remaining to be answered: Thank you for the previous information. After reviewing it, I still have a few more questions.					
			After listening to the sales call and the TPU, Mr. Buben moved into the government aggregation program in November 2011. Is that correct? When did the company send notifications after the initial enrollment to the customer at the end of each term while in the program? Please forward copies of the notifications for review.					
			Did the customer's account ever revert to billing under MVRs or was the customer always with the government aggregating program?					
00259543	3/18/2019 3:55 PM Rule Violation	Direct Energy Services LLC	If the customer moved from the government aggregation program, when did that happen? Did the customer bill at a MVR? If so, for what billing cycles, and for each billing cycle, what was the rate?	Harriet Ruben	Residential	3274 Edington Road	Fairlawn	44333

			maintain them". A renewal notice was mailed June 9, 2015. W/out action the acct. would move to MVP. Post renewal letters mailed Oct 21, 2015 and May 26, 2016- co, provided notices					
			On Aug 31, 2015 acct moved to the MVR Acct canneled per cust request Feb 20, 2019 Co. socke to the roll May 128, 2019					
			<0. offered \$374.49 as a gesture of goodwill re-rating calculated as a courtery for last three billing cycles close refused re-rate					
			-co. did provide renewal notices that were going out to the to which they didn't respond, but that they are to maintain the typ for the one y after the enrollment has been canceled.					
			Co. canceled as of Feb 2019, they should have that recording until Feb 2020.  After reviewing the TPV, the following noncompilance issues were found:  49011-29-06[C](I) The company must conduct an independent TPV with a data and time stamp of the recorded call.					
			1901;1:29-00([1]) in ecompany must consist an inegeneer; in vi win a size and one stamp or the resones can.  1901;1:29-00([1]) in ecompany must acknowledge that the company is not the utility company and the customer may choose to remain with the utility.  1901;1:29-00([1]) in ecompany must have the customer acknowledge that they are the customer of record or is submixed to make changes to the account.  1901;1:29-00([1]) in ecompany must provide the customer with their utility's contact number to all to resid the evolutioners.  1901;1:29-00([1]) in ecompany must provide the customer with their utility's contact number to all to resid the evolutioners.  1901;1:29-00([1]) in ecompany must over the customer's provision of their mailing oddress.					
	3/18/2019 3:55 PM Rule Violation	Direct Energy Services LLC	It is my findings that Mr. Ruben was fully aware that he was moving from his fixed rate, which was due to expire in Oct 2011, and enrolling in his local gov agg- program.	Harriet Ruben	Residential	3274 Edington Road	Fairlawn	44333
			DES confirms that on Sept 7, 2007, Sherwin Ruben called to opt-in to the Fairlawn Agg for gas at 3274 Edington Rd., Fairlawn, QH 44333 as a Direct Choice Program customer.					
			Enrollment docs are no longer avail as it is beyond the time required by regulation to maintain them. —  - The initial fixed-rate plan for gar was for \$58.86/MCF for 12 mits w/s 30 cancellation fee.  - A Renewal Notice was mailed to the cut-on June \$2,013,6 shings (that w/g) action, the acts would transition to a MVR.					
			Post-ensual letters were malled on Oct 21, 2005 and May 76, 2016, as a courtery.  -0. pn yi of capies of each notine or estimated to this response.  -The act transitioned to a wirable rate for natural gas on August 31, 2015.  The act can sell index constructed.					
			-no refund or reimbursement due on the accountMVR for gas may be higher or lower each month and will be set in Direct Energy's sole discretion.					
			Direct Tenergy considers many factors including, but not exclusive too publicly available competitor pricing, strategic business objectives, market volatility or uncertainty, cost of procuring power, legal or regulatory issues, anticipated customer usage, etc.  Direct Tenergy seeks to acquire most of its anticipated gas supply in advance					
			-Customers may obtain next month's MVR by calling a Direct Energy Customer Service Representative.  The account was cancelled per cust request on Feb 26, 2019.					
	3/18/2019 3:55 PM Rule Violation		-A complaints analyst spoke with Ms. Ruben by phone on March 18, 2019 to discuss the investigation.	Harriet Ruben		3274 Edington Road		44333
	3/18/2019 3:55 PM Rule Violation	Direct Energy Services LLC	While there is no refund or reimbursement due on the account, the analysis offered Mr. Ruben the amount of \$374.49 as a gesture of goodwil.  customer called, stated that he has a complaint about the charges on his bill from Verde. he says he is being charged area of \$23.50m.d. he says that the contracted Verde about this and they told him he hasn't been a coastomer of their since, May 2018, but when he called BOD they told him Verde is his supplier, i advised they are charging the monthly variable rate. he says he doesn't recall picking this supplier or signing up with them. he says that he's self-employed so he's pertly busy, is advised with of the SOC of act, ladvised the supplier may have been chosen for him b DOB alox.		Residential	3274 Edington Road	Fairiawn	44333
00260091	3/20/2019 3:17 PM Billing Inquiry	Verde Energy USA Ohio LLC	i advised we can contact the supplier to request info about the charges on his bill.  He said he noticed Snyder Brothers on his bill yesterday and his bill was 117.97. He was charged 5.99 per Mcf.	Steven Burkholder	Residential	206 S West St	Lima	45801
			Called DEO (Stephanie) due to the customer not knowing if he was with aggr or Choice. Found out he was placed on the MVR this month. He was on the SSO rate due to the cancellation of a previous supplier.					
00260425	3/22/2019 11:02 AM Enrollment Dispute	Snyder Brothers Energy Marketing LLC	Advise to call DEO and find out how long will it take him to be on the SCO rate. I trsf to ea office.  MAIN ON VM TO CLOSS	William L DeLair	Residential	640 West Judson Avenue	Youngstown	44511
00260824	3/25/2019 4:12 PM Enrollment Dispute	Volunteer Energy Services Inc	explained she was billed under the SSO then the MVR. VES is not the local gord agg supplier. As of Feb 22, 2018 opt out notice it was Constellation. ICB -caller recvG at it from DES informing her that the fixed rate offer expires soon, and will go to a monthly variable rate -caller says she extra go with DEO'S COI rate during the Summer and wait until no Fill for find norther fixed rate	Karen Fitzpatrick	Residential	2134 Miami Road	Euclid	44117
00260838	3/25/2019 4:39 PM Competition Issues / Inquiries	Dominion Energy Solutions Inc	-referred caller to DEO for furtherance -invited call back, if necessary Caller has Columbia Gas.	Margaret A Meininger	Residential	1632 Faircrest Street Southwest	Canton	44706
			Casier and Cubintois Gas.  Calling blook Unburseer Energy services and a Gov. Aggregation  Calling blook Unburseer Energy services and a Gov. Aggregation  Advanced or hank Con Aggregation is. Advanced if does not opt out will be auto included.					
00261346	3/27/2019 4:39 PM Government Aggregation	Volunteer Energy Services Inc	Advised of the Sco. and advised of A2A chart website.  Advised Sco is a mor  Caller not sure how her account is set up-Advised to contact Co	Fonda Goble	Residential	1074 Fairview Ave, Apt D	Bowling Green	43402
		-	advised of what Gov Aggregation is. Advised if does not opt out will be auto included.  Advised of the Sco. and advised of AZA chart website.  Advised Sco is a mary  Advised Sco is a mary					
	3/27/2019 4:39 PM Government Aggregation	Volunteer Energy Services Inc	Advised of Co number	Fonda Goble	Residential	1074 Fairview Ave, Apt D	Bowling Green	43402
	3/27/2019 4:39 PM Government Aggregation	Volunteer Energy Services Inc	Latted and spoke to the customer. I explained that I just get his voice mail. I asked when he signed up with a supplier. He states he went through a broker and he signed up with Santanna. He states that what happened is he purchased the business back in October, he had to get the account in his name. I December he or cancels with a supplier takes one to two billing options, it is not immediate. So that is why he billed at the MVR. He does not think this is far, I took him can not that but that is how it is done. He wanted to show what his recourse is and 100 him he could contact where to see if they would credit him but the		Residential	1074 Fairview Ave, Apt D	Bowling Green	43402
	3/27/2019 4:39 PM Government Aggregation	Volunteer Energy Services Inc	called and spoke to the customer. I explained that I just got this voice mail. I asked when he signed up with a supplier. He states he went through a broker and he signed up with Sachanoa. Is set takes that what happened in he purchased the business tasks in October, he had to get the account in his name. December and a signed up with Sachanoa and the broker ent that through and he was genealized for his. Feedbard he was not permissed. He was not not been upon the property of the property		Residential	1074 Fairniew Ave, Apt D	Bowling Green	43402
00261430	3/27/2019 4:39 PM Government Aggregation  3/28/2019 10:33 AM Enrollment Dispute	Volunteer Energy Services Inc	I called and spoke to the customer. I explained that I just got his voice mail. I asked when he signed up with a supplier. He states he went through a broker and he signed up with Sintanna. He states that what happened is he purchased the business back in October, he had to get the account in his name. I December he signed up with Sintanna and the brokers earn that through and he was penalized for this. I explained he was not penalized. I explained that any time he signs up or cancels with a supplier at takes not not two billing cycles, it is not immediate, so that is why be tilled at the WM. He does not that this his fair. I told his can note that but that is how it is done, he wainted to know what his recourse is and I told him he could contact Verde to see if they would credit him but they are that the boar it is done, he wainted to know what his recourse is and I told him he could contact Verde to see if they would credit him but they are that can be lifted at the MM. It asked if they review contains and he jot is destinated and the substitute when the states they were with Schartman and he jot is destinated in the whole that when the had to sign his account up so then that got him in the MM's Billing, he just does not have that the total that it is the way it is, he can be thirt this is right. I told him in an exclainfunct with his fair is the he way it is, he can be third that the heart of the serve had not not like that is the way it is, he sate he did not have this issue with the electric. I told him he dut 1 told him he cald shock with the beliet or see when be unbuilted the wouldn't hat could shock with the beliet or see when the submitted the wouldn't hat could shock with the boliet or see when the submitted the wouldn't hat could shock with the boliet or see when the submitted the wouldn't hat could shock with the billing cycle, I don't k now. I explained it ou understand. He states he did not have this income with the billing cycle, I don't k now. I explained to understand. He states he don't hat t			1074 Fahrview Ave, Apt D  S410 East Washington Street	Bowling Green  Chagrin Falls	44023
00261430	3/28/2019 10:33 AM Grollment Dispute	Verde Energy USA Ohio LLC	called and spoile to the customer. I explained that I just got this voice mail. I asked when he signed up with a supplier. He states he went through a broker and he signed up with Sachanous, it is states that what happened in he purchased the business tasks in October, he had to get the account in his name. December when the purchased the submission is contained to the contained that any time he supplied up with Sachanous and the broteen ent that through and he was genealized for this. I explained the was not permission. Explained that any time he supplied to the states one to two billing cycles. It is not immediate, so that is why he billed at the MVR. He does not think this is far. I stold him I can note that but that he was it do man, he wanted to know what his recourse is and to light in the could contain the content to be billing explained that any time a customer signs up with a supplier it takes one to two billing cycles and in the meant inter the area of the required to. They did nothing wrong, I explained that anytime a customer signs up with a supplier it takes one to two billing cycles and in the meant inter the area of the contained that the whole is the supplier and he states they were with Sannan and he just sets that the way. I explained that when that was done, that made the old contract rula and void and then he had to sign his account up so them that put him in the MVR billing, he just does not have the more than the signed of the states when the submitted the work in the way is it. In extend the more than the signed of the states in the signed of the signed of the signed of the states in the signed of the si	Highway Auto Center	Commercial	8410 East Washington Street	Chagrin Falls	44023
00261430			I called and spoke to the customer. I explained that I just got his voice mail. I asked when he signed up with a supplier. He states he went through a broker and he signed up with sintanna. He states that what happened in he purchased the business back in October, he had to get the account in his name. I December he signed up with Samunda and the locates and the property and he was upplied. One of the state of the sta	Highway Auto Center	Commercial		Š -	

Part									
Part				Caller wanted to get to his complaint b/4 providing demographics.					
Column   C				He believes a supplier is over charging them. The rate has been high since Nov. Trying to figure out how he can obtain a list of the MVR's that are being charged.					
Company   Comp				He wants to know what the established rates are for residential customers.					
Company   Comp				Co. told him he signed on in 2016. He doesn't remember signing up w/them, but the co. is saying they did in 2016.					
March   Marc				Co. is currently charging 10.20 mcf. Caller recalls being in a gov agg. Program, but never enrolling w/this co.					
Auto				Asked caller if he asked the co. to provide proof that he enrolled w/this co. and he said no. Advd puc can inv., advd co. timeline. Advd will have to establish	L				
March   Marc	00261493	3/28/2019 12:57 PM Enrollment Dispute	Direct Energy Services LLC	when and how the acct was acquired and depending on info acquired thru the invt., would determine the outcome as there so much unknown. He understood.  Co response:	Richard Moran	Residential	4650 Dover Center Road	North Olmsted	44070
March   Marc				Customer's account was assigned to Verde from the Utility Co. under the Monthly Variable Rate program.					
March   Marc									
Market   M	00261626	3/29/2019 9:14 AM Cancellation Issues	Verde Energy USA Ohio LLC	Co has no means to block the switch to another supplier. Co notes customer should contact the Utility.  Co notes no adjustments will be given as not warranted.	Consolidated Investment Corp	Commercial	7353 Lakeshore Blvd	Mentor	44060
Mathematical   Math				Called customer/ advised of follow up response.  Customer's account was assigned to Verde from the Utility Co. under the Monthly Variable Rate program.					
March   Marc									
April   Apri		3/29/2019 9:14 AM Cancellation Issues	Verde Energy USA Ohio LLC	Co notes no adjustments will be given as not warranted.	Consolidated Investment Corp	Commercial	7353 Lakeshore Blvd	Mentor	44060
Second Continue	00261781	3/29/2019 3:32 PM Enrollment Dispute	US Gas & Electric Inc	send back to the company for another answer.	Reva Alfrey	Residential	365 West Cook Road unit 3	Mansfield	44907
1982   1982				I read the company response and according to OHG&E the customer was enrolled with them through DEO's MVR program. I contacted DEO about this and they do not service the Mansfield area. They did not service either of the customers address's. I called CGO and spoke to DI and she was able to confirm they service					
Process   Proc		3/20/2010 2.22 0ht Encellment Discuss	IS Cas & Electric Inc	the Manefield area and both of the customers address's. I thanked for the help. I sent OGMSE another e-mail asking again how they acquired the customer as	Doug Alfrey	Decidential	265 West Cook Bood unit 2	Manefield	44007
Part		3/23/2023 3.32 FM Emolineit Bispace	OS GES & EXECUTE INC	Caller states that he thinks he was enrolled in Jan, went into affect in Feb. Was in a low intro rate.		Nesidential	Sos West Cook House diffe 5	Mundicia	44507
Property of the content of the con				a fair market rate and not such a drastic difference. He said this co. is charging double of what DE is charging.					
Part				The co. started charging the MVR w/this bill he just rc'd. The co. is charging 6.35/mcf. Caller says that he never rc'd a copy of his terms and conditions. Caller thinks he did process a TPV.					
April   December   D				Caller did call Kratos and all they said it was a variable rate, first mth was low and reverted thereafer. They said that is will come down in the summer time just					
Description	00262433	4/3/2019 9:39 AM Billing Dispute	United Energy Trading LLC	Confirmed CB # provided case number. Advid time frame. ICB	Corners Berg Pizza Poland	Commercial	1 North Main Street	Poland	44514
Comment of the first control of the				Caller was with Direct Energy and was changed to Kratos. Caller questions this.					
Authorized reference to company or Advisorable and Processing Company or Comp				Caller states in the past someone came to her door, but she has since cancelled that.					
Applies   Appl				Caller states her bill shows Sco- Advised caller Sco is a mirr and fluctuates based on the market. Advised of SCO rate at \$2.9250/MCF.					
March   Marc				Advised caller of option to choose her own supplier via A2A chart website or chart mailed.					
March   Marc				Caller requests chart- Advised would send chart.					
Comment of the control of the cont	00262724	4/4/2019 12:37 PM Competition Issues / Inquiries	United Energy Trading LLC	(Advised to use chart for educational info only). Advised to call supplier for most current info.  Caller called stated be received VM.	Linda Westenfelder	Residential	4514 West Prospect Street	Mantua	44255
Column   C				Caller would ; like to verify that he will go to Nopec as of June due to choosing not o opt out of aggregation					
According on the Company of the Man State (Company of the Man State				Caller stated he requested the MVK until then  Caller wants to know how he got snyder brothers as a supplier					
Marcell 1   Marc				Advised that yes if he did not opt out Nopec would default as his supplier					
Application of the standard colors and the data of the standard standard for SQS (societies for the standard standard for SQS (societies for the standard standard for SQS (societies for the standard for SQS (societies for				Advised if he requested the MVR with Dominion then he was placed with Snyder Bros who provide a variable rate					
April   Company   Compan	10262843	4/5/2019 8:15 AM Government Aggregation	Northeast Ohio Public Energy Council	ICB	Darryl Rosenberg	Residential	4230 Bushnell Road	University Heights	44118
Heater the functioner was string the purpose for communicating the comprises with the confidence was string the comprises the functioner and the supplies in 17/2018, where the functioner was string the comprises the functioner was string the comprise the functioner was string the comprise the functioner was string the confidence				I advised customer that during the SSO period he has 2 months to switch to SCO. Since he did not, he was assigned to MVR. Referred to DEO to request to part of the SCO.					
Heater the functioner was string the purpose for communicating the comprises with the confidence was string the comprises the functioner and the supplies in 17/2018, where the functioner was string the comprises the functioner was string the comprise the functioner was string the comprise the functioner was string the confidence	10263298	4/8/2019 3:48 PM Forollment Dispute	Shinley Choice LLC	**Closed case	James Prochazka	Residential	24001 Aurora Road Unit A	Redford Heights	44146
Part Sections on a supersystem time of the sections of the section		7,7,	,,,	The customer is calling to express her concerns regarding her experience with Nordic Energy Services. The customer signed up with the supplier in 12/2018,					
SALES AND AND STATE OF THE CONTROL O				which went into effect on 2/1/2019. The agreement was 2 months fixed, followed by a mwr.					
Later Special Part of the requisite of the special Part of the special Part of the special Part of the special Part of the special of the special form of the special Part of the special				The customer was attempting to time it out, taking advantage of the 2 month into rate, then switching to a new supplier. The customer was setting up her next					
The sustainer's rest processor from \$2.50 to \$2.75 to \$2.				supplier choice, Shipley Energy to go into effect on 4/10/2019, however Dominion read the meter on 4/1/2019, essentially forcing the customer to stay with the same supplier for the expected 1-2 billing cycles.					
Section 60.  Included the formation on the 1-2 bit opin formation or the 1-2 bit opin formation or the classes in specimen for the part's year, and the sour experience give applies the No.  Registered, we are flower eventured, and the property formation or the companies and the property formation or the part's year, and the sour experience give applies the No.  Registered, we are flower eventured, and the property formation or the part's year, and the sour experience give applies the No.  Registered, we are flower eventured, and the property formation or the part's year, and the sour experience give applies the non-  Contraction of the supplies of the companies. The property of the supplies of the companies in the property of the supplies of the companies. The property of the part's year, and the source of the companies. The property of the supplies of the supplies of the companies. The property of the supplies of the supplie									
regularing an investigation. The customer field with Search colours applied to the past 5 years, and that some experience give tagging the No.  regularing the regularing an investigation of the customer reductions, and all would file as to investigate in the customer with a sheet of considerate with a sheet of considerate with the customer investigation. The customer has abreedy contacted the 888 to fine a consideration of the customer investigation and processing the customer investigation. The customer has a sheet of consideration and processing the customer investigation and processing the customer investiga				she could do.					
Persistance or car's make any parameter. The customer changed at the workings. The customer has shrawly contacted the Bibb to first comparing or provided my same, parameter first on the previous bibs. This month still shows Team but not 500 and the read is 435 which is not the Color of the previous bibs. This month still shows Team but not 500 and the read is 435 which is not the Color of the previous bibs. This month still shows Team but not 500 and the read is 435 which is not the Color of the read is 435 which is not the Color of the read is 435 which is not the Color of the base or parameter in the color of the team parameter in the color of the compare in the color of the color of the compare in the color of the color of the compare in the color of the compare in the color of t				l educated the customer on the 1-2 bill cycle transition time between suppliers, I explained supplier variable rates are not regulated, the customer is still					
A 9/2019 8 27 AM Billing Dispute Nords Charge Services LLC provided many in provide the text counter to 15. On the provision bills in month sidd shows Tain but not the Counter of the Substant of of				requesting an investigation. The customer feels she's been choosing suppliers for the past 5 years, and has never experienced price gouging like this.					
2015 20 AP AN BITTED Cloyde  APOLICATE STATE AND BITTED Cloyde  APOLICATE STATE AND BITTED CLOYDE AND				I explained, we can't make any promises, The customer understood, and still would like us to investigate. The customer has already contacted the BBB to file a					
SCO rate. She define need with supposed receives the company. Freeded the the both this and expensive company. Freeded the company through a five for a company through a five good from Deminion on OU/OUT/9.  4/11/2019 3.32 PM. Enrollment Dispute Shipting Obsice, LLC Contractives a scapped to company through a five good from Deminion on OU/OUT/9.  4/11/2019 3.32 PM. Enrollment Dispute Shipting Obsice, LLC Contractives a company through a five good from Deminion on OU/OUT/9.  4/11/2019 3.32 PM. Enrollment Dispute Shipting Obsice, LLC Contractives a company through a five good from Deminion on OU/OUT/9.  4/11/2019 3.32 PM. Enrollment Dispute Shipting Obsice, LLC Contractives a company through a five good from Deminion on OU/OUT/9.  4/11/2019 3.32 PM. Enrollment Dispute Shipting Obsice, LLC Contractives a company through a five good from Deminion on OU/OUT/9.  4/11/2019 3.32 PM. Enrollment Dispute Shipting Obsice, LLC Contractives a company through a five good from Deminion on OU/OUT/9.  4/11/2019 3.32 PM. Enrollment Dispute Shipting Obsice, LLC Contractives a company through a five good from Deminion on OU/OUT/9.  4/11/2019 3.32 PM. Enrollment Dispute Shipting Obsice, LLC Contractives a company through a five good from Deminion on OU/OUT/9.  4/11/2019 3.32 PM. Enrollment Dispute Shipting Obsice, LLC Contractives a company through a five good from Deminion on OU/OUT/9.  4/11/2019 3.32 PM. Enrollment Dispute Shipting Obsice, LLC Contractive Shipting Obsice, LL									
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weeklights of the County State County of the County State				SCO rate. She did not enroll with anyone of receive a notice from DEO. she has no spoken to either company. I verified she has both #s and suggested she could					
The customer's account was assigned to company through a MVR pool from Dominion on OU/Q1/19.  Co did not solicit this customer.  Great-field days repeat from Dominion on OU/Q1/19 with a cascell date of OV/Q1/19.  Advited Unit The Customer's account was assigned to company through a MVR pool from Dominion on OU/Q1/19.  Advited Unit The Customer's account was assigned to company through a MVR pool from Dominion on OU/Q1/19.  Advited Unit The Customer's account was assigned to company through a MVR pool from Dominion on OU/Q1/19.  Co did not solicit this customer.  Advited Unit The Customer's account was assigned to company through a MVR pool from Dominion on OU/Q1/19.  Co did not solicit this customer.  Advited Unit The Customer's account was assigned to company through a MVR pool from Dominion on OU/Q1/19.  Co did not solicit this customer.  Advited Unit The Customer's account was assigned to company through a MVR pool from Dominion on OU/Q1/19.  Co did not solicit this customer.  Advited Unit The Customer's account was assigned to company through a MVR pool from Dominion on OU/Q1/19.  Co did not solicit this customer.  Advited Unit The Customer's account was assigned to company through a MVR pool from Dominion on OU/Q1/19.  Co did not solicit this customer.  Advited Unit The Customer's account was assigned to company through a MVR gool from Dominion on OU/Q1/19.  Advited Unit The Customer's account was assigned to company through a MVR gool from Dominion on OU/Q1/19.  Advited Unit The Customer's account was assigned to company through a factor of price.  Advited Unit The Customer's account was assigned to company through a cancel date of Ou/Q1/19.  Advited Unit The Customer's account was assigned to company through a cancel date of Ou/Q1/19.  Advited Unit The Customer's account was assigned to company through a cancel date of Ou/Q1/19.  Advited Unit The Customer's account was assigned to company through a cancel date of Ou/Q1/19.  Advited Unit The Customer's account was assigned to company through a cancel date				investigate or she could call the companies. advised if she has any issues she can call back and open investigation. She opted to call the companies herself. Does					
Co did not solicit bis customer.  4/11/2019 3-32 PM Errollment Dispute Shipley Choice, LLC Final biff more used to 30/2/19.  Advised ductioner of IC response.  Card control solicit bis customer.  Card control s	00263745	4/10/2019 2:08 PM Billing Inquiry	Titan Gas LLC	not appear to be slamming, could be govt agg or switched to MVR.  Co response:	Nancy Montabone	Residential	30 Youtz Avenue	Akron	44301
Co did not solicit bis customer.  4/11/2019 3-32 PM Errollment Dispute Shipley Choice, LLC Final biff more used to 30/2/19.  Advised ductioner of IC response.  Card control solicit bis customer.  Card control s									
26407 4/17/2019 3-32 PM Enrollment Dispute Shipty Choice, LLC Final bill from Cox wes 17/27/12 Fina									
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Co did not solicit this customer.  4/11/2019 3:32 PM Enrollment Dispute  Shipley Choice, LLC  Correctived a finity requisition in 03/20/19 with a cancel date of 04/02/19. Final late from Conset 03/20/19 with a cancel date of 04/02/19. Final late from Conset 03/20/19 with a cancel date of 04/02/19. Final late from Conset 03/20/19 with a cancel date of 04/02/19. Assisted with weblish own conset 03/20/19 with a cancel date of 04/02/19. Assisted with weblish consequent from Conset 03/20/19 with a cancel date of 04/02/19. Assisted with weblish consequent from Conset 03/20/19 with a cancel date of 04/02/19. Assisted with weblish consequent from Consequ				Advised customer of Co response:  Advised that The customer's account was assigned to company through a MVR pool from Dominion on 03/01/19.					
4/11/2019 3:32 PM Errollment Dispute Shipley Choice, LLC Final bit from C ave 30/32/19. We from Dominion on 03/20/19 with a cancel date of 04/02/19. Nicholas Miller Residential 1327 Cooley Avenue Cleveland 44111  Advised for the rates are upstacked or miller and explanation, showed him how to organize chart to arrange based off price.  Discussed the SCO and M/N customer wants a filed price Recommended enrolling over the phone and discussed why  Discussed the SCO and M/N customer wants a filed price Recommended enrolling over the phone and discussed why  Intellect allback with website analysts on an explanation, showed him how to organize chart to arrange based off price.  Caller requested information on supplier options and stated they advised him he has to have a supplier.  Caller requested information on supplier options and stated they advised him he has to have a supplier.  Caller requested information on supplier options and stated they advised him he has to have a supplier.  Advised with website and its different whost orinie.  Advised with website analysts on and explanation, showed him how to organize chart to arrange based off price.  Discussed the SCO and M/N customer wants a filed grice Recommended enrolling over that or arrange based off price.  Discussed the SCO and M/N customer wants a filed grice Recommended enrolling over the phone and discussed why  Filed and the different or arrange based off price.  Discussed the SCO and M/N customer wants a filed grice Recommended enrolling over the phone and discussed why  Filed and the different or arrange based off price.  Advised with website analysis and explanation, showed him how to organize chart to arrange based off price.  Discussed the SCO and M/N customer wants a filed grice Recommended enrolling over the phone and discussed why  Filed and the state of th									
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Assisted with weblick avaigation and explanations, dowed him how to organize chart to arrange based off price.  Discussed the SCO and MNR customer wants a fixed price Recommended enrolling over The phone and discussed why  Indied callback Caller requested information on supplier options and stated they advised him he has to have a supplier. Caller requested information on supplier options and stated they advised him he has to have a supplier. Caller requested information on supplier options and stated they advised him he has to have a supplier. Caller requested information on supplier options and stated they advised him he has to have a supplier. Assisted with weblick and and its different whoth sortine.  Assisted with weblick analysis on and explanation, Advised the makes are upstated daily so undine is more accurate. Assisted with weblick analysis on and explanation, showed him how to organize chart to arrange based off price.  Discussed the SCO and MVR customer wants a fixed grice Recommended enrolling over the phone and discussed why  Specie to sustain and discussed with the was with them vis DEO MVR. He said he does not care about the rate, he is just glad his is no longer with them gring  A/17/2019 4-31 PM. Competition Issues / Inquiries  Ominion Energy Solutions in:  Incident callback  Are identical to the webs.  A fark Garrett  Residential  372 West 13st Street  Geveland  4411  Assisted with websile and advised the was with them vis DEO MVR. He said he does not care about the rate, he is just glad his is no longer with them gring				Advised the rates are updated daily so online is more accurate.					
Recommended enrolling over The phone and discussed why    April 2019 4.31 PM Competition Issues / Inquiries   Dominion Energy Solutions Inc.   Involved allaback   Caller is with Dominion Energy Solutions Inc.   Caller is with Dominion and stated they advised thin the bas to have a supplier.									
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Assisted with website navigation and explanation Advised the rates are updated daily so online is more accurate. Assisted with website navigation and explanation, showed him how to organize chart to arrange based off price.  Discussed the SCO and MRX excultaners wants a fleed price Recommended enrolling over The phone and discussed why  4/17/2019 4-31 PM Competition Issues / Inquiries Dominion Energy Solutions inc Involved callback Spoke to outsomer and advise that he was with them via DEO MVR. He said he does not care about the rate, he is just glad his is no longer with them going				Caller requested information on supplier options and stated he already has the list that					
Advised the rates are updated daily so online is more accurate.  Assisted with website navigation and explanation,showed him how to organize chart to arrange based off price.  Discussed the SCO and MRX excustomer wants a fleed price.  Recommended enrolling over The phone and discussed why  4/17/2019 4-31 PM Competition Issues / Inquiries  Dominion Energy Solutions inc Inveded callback  Spoke to outsomer and advise that he was with them via DEO MVR. He said he does not care about the rate, he is just glad his is no longer with them going									
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Spoke to customer and advise that he was with them via DEO MVR. He said he does not care about the rate, he is just glad his is no longer with them going									
		4/17/2019 4:31 PM Competition Issues / Inquiries	Dominion Energy Solutions Inc	Invited calliback  Snoke to customer and arbitis that he was with them via DEO MIVE. He said he does not save about the cate, he is just also his is no le	Tarik Garrett	Residential	3372 West 131st Street	Cleveland	44111
	0265223	4/18/2019 11:12 AM Enrollment Dispute	North American Power and Gas LLC		David Silverstrom	Residential	2911 Framingham Lane	Twinsburg	44087

			His usage has gone down, but the cost has gone up. DTE is on his bill and he never authorized enrollment in DTE energy or Kratos. DED told him that suppliers have been on his bill since January and he moved to the premises in November. DED did not advise if this was due to MVR assignment.					
00265302	4/18/2019 3:04 PM Enrollment Dispute	DTE Energy Trading Inc	I advised I will send up for investigation to find out how companies enrolled his account.	Samuel Hayes	Residential	1606 Cleveland AvenueApt B	Kenton	43326
			His usage has gone down, but the cost has gone up. DTE is on his bill and he never authorized enrollment in DTE energy or Kratos. DEO told him that suppliers have been on his bill since January and he moved to the premises in November. DEO did not advise if this was due to MVR assignment.					
00265304	4/18/2019 3:05 PM Enrollment Dispute	United Energy Trading LLC	I advised I will send up for investigation to find out how companies enrolled his account.	Samuel Hayes	Residential	1606 Cleveland AvenueApt B	Kenton	43326
			Caller states that Quake Energy is being deceptive by not calling the first month rate price for the variable rate plan an "introductory rate." Also, all of the negative remarks about the supplier he found on-line have been "wiped clean" therefore he believes someone is trying to protect the supplier.					
			Advised caller I can note his concerns, advised under the "offer details" it does state that the price for the first month currently is \$0.349 then monthly variable rate. Caller states that is not the price that would have been billed if someone enrolled with the supplier last month, therefore it is an "introductory rate."  """**Advised caller if he has verolled with Quaste to verify his in on a rate dispute he has, he states no, he hand renotled with the supplier."					
			Advised again I can note his concerns that he believes that Quake should be calling the current first month price per CCF an "introductory rate."					
00265774	4/22/2019 3:50 PM Misleading Information / Materials	Provision Power & Gas LLC	ICB and provided my name.  The account was enrolled in Verde Energy through the DEO MVR. Since the customer did not call to state that she would like to be on the SCO rate with DEO after the cancellation with Xoom Energy, she was automatically assigned to the MVR at the auction rate. She will need to call DEO to get on the SCO rate or enroll with	Randy Waldron	Residential	1920 Dunham Street	Toledo	43609
00265921	4/23/2019 12:02 PM Enrollment Dispute	Verde Energy USA Ohio LLC	another supplier to cancel the MVR.  I left voicemail advising that The account was enrolled in Verde Energy through the DEO MVR. Since the customer did not call to state that she would like to be	Leshonda Anderson	Residential	923 Nathaniel Road	Cleveland	44110
	4/23/2019 12:02 PM Enrollment Dispute	Verde Energy USA Ohio LLC	on the SCO rate with DEO after the cancellation with Xoom Energy, she was automatically assigned to the MVR at the auction rate. She will need to call DEO to get on the SCO rate or enroll with another supplier to cancel the MVR. Advised of A2A website.  Someone came to ner our our about a Wx ago. 1 to in one are was switchness to see ner onlis to make sure everyrning was ok she ignores the	Leshonda Anderson	Residential	923 Nathaniel Road	Cleveland	44110
			notices that she receives. Just bought this trailer. Wanting to know if it makes a difference who is supplying. Caller will ask a question and then make a statement. When trying to answer her question, she interrupts then askes another questionor moves onto making another statement. Caller is all over the					
			place and I'm struggling to mail her down on just what she is needing or asking Now callier is saying she enrolled gas and elect accts, she thinks she enrolled last Sat. I asked if she has specific concerns regarding the enrollments from last we deed? Saying she just rc'd letters yesterdayone for gas and one for elect. Advd that					
			she has 7 bus. Days to rescind her decision for gas and 7 calendar days to rescind elect w/out any ramifications.  During the this call it's impossible to answer any of her questions. Just as soon as I speak to answer, she's off onto something else.					
			Finally, advd that if she wants to determine if this is a savings, she'll need to run the calculations. Advd to multiply her consumption from her last bill by the rate just offered, compare to what she was just of araged and see if it's a savings. She said she knows how to do that, she knows this. She said she's just wanting to know is it worth it. Advd that I can't give her a specific answer on this in and it depends on what she arased to a					
			l attempted to discuss w/her about being careful getting involved in MVR's. She indicated this was a fixed rateshe then said she didn't even intend to get involved in all of that, she just wanted to know if this is worth it. I've explained that I have to remain a natural party and the savings depends on the offer she's					
00266141	4/24/2019 11:15 AM Competition Issues / Inquiries	Vista Energy Marketing LP	agreed to.  She then jumped to, do they have to come to her door? I suggested posting no solicitation signs as they are to abide by these signs. In the end caller said ok than, thank you and terminated the call.	Penny J Smith	Pacidential	25021 Aurora Road trailer 162	Bedford Heights	44146
00100141	4/24/2023 22:23 AN COMPERIOR ISSUES / INQUINES	Visit Energy Harnesing 2	then, thank you and terminated the call.  Somework can be not soon and terminated the call.  Somework can be not soon as way, as on the rank was switched already and wanted to see her dust to make sure everything was ok ane ignores the notices that she neceives. Just bought this trailer. Wanting to know if it makes a difference who is supplying. Caller will ask a question and then make a statement. When trying to answer the question, she interrupts then askes another question. Any owns continuating another statement. Caller will ask and over the statement. Caller will save the statement. When they are possion, she interrupts then askes another question. Any owns continuating another statement. Caller will be supplying.	Tellity 2 Street	Nestacitos	25021 North Nobel States 102	Dealord Heights	44.40
			statement. When trying to answer ner question, she interrupts then askes anomer questionor moves onto making another statement. Lailer is all over the place and if m staggling to nail her down on just what she is needing or asking  Now caller is saying she enrolled gas and elect accts, she thinks she enrolled last Sat.					
			I asked if she has specific concerns regarding the enrollments from last wk end? Saying she just rc'd letters yesterdayone for gas and one for elect. Advd that she has 7 bus. Days to rescind her decision for gas and 7 calendar days to rescind elect w/out any ramifications.					
			During the this call it's impossible to answer any of her questions. Just as soon as I speak to answer, she's off onto something else. Finally, advot that if she wants to determine if this is a savings, she'll need to run the calculations. Advot to multiply her consumption from her last bill by the rate just offered, compare to what she was just charged and see if it's a savings. She said she knows how to do that, she knows this. She said she's just wanting to					
			just criterior, compare to what size was just charged and see in it is a savings. Size said size solution to do that, size knows it is. Size said size size size wanting to know is it worth it. Advd that I can't give her a specific answer on this and it depends on what she agreed to.					
			I attempted to discuss w/her about being careful getting involved in MVR's. She indicated this was a fixed rateshe then said she didn't even intend to get involved in all of that, she just wanted to know if this is worth it. I've explained that I have to remain a natural party and the savings depends on the offer she's					
	4/24/2019 11:15 AM Competition Issues / Inquiries	Vista Energy Marketing LP	agreed to.  She then jumped to, do they have to come to her door? I suggested posting no solicitation signs as they are to abide by these signs. In the end caller said ok then, thank you and terminated the call.	Penny J Smith	Residential	25021 Aurora Road trailer 162	Bedford Heights	44146
			I called the customer and advised that NOPEC never requested that DEO place him in the aggregation because due to a customer initiated drop in May 2018 his account was not eligible for the aggregation. I advised that his account will be eligible in October or November 2019 when the new aggregation begins.					
			He states that he called MOREC size or seven times and no one ever told him that. He states that MOREC told him that the enrollment was not completed because he was not on the SCO rate. He states DEO put him on the SCO rate when they were going to charge him 57 on the MVR, so he is happy they resolved that. He is still unhappy with NOPEC's customer service and is not satisfied with the PUCO answer.					
			I advised I can document his concerns regarding NOPEC's customer service, but there is no further action I can take on the complaint.					
			He would like NOPEC to call him back.  I advised that I will request NOPEC call him back.					
			He would like to know what his next step is if he is unsatisfied with NOPEC's answer. He wants to know if he should call the AG office.					
00500997	5/3/2019 2:38 PM Competition Issues / Inquiries	Northeast Ohio Public Energy Council	I advised if he is still unsatisfied he can request a FC packet from the PUCO.  Customer was trying to get signed up with NOPEC, but instead was moved to a rate called MVR. He is upset that the rate he had with the SSO dramatically	Charles Faiman	Residential	11 Nantucket Court	Beachwood	44122
			increased. The DEO rep was unable to assist him. NOPEC claimed that DEO would not allow them to be his provider.					
	5/3/2019 2:38 PM Competition Issues / Inquiries	Northeast Ohio Public Energy Council	Was unable to switch him as he did not opt out of the aggregation program.  Was unable to switch him as he did not opt out of the aggregation program.	Charles Faiman	Residential	11 Nantucket Court	Beachwood	44122
			compliance with the O.A.C. I advised that I am working on re-rating the customer's charges, but the enrollment has not been cancelled. I inquired if she would like to cancel or remain with DES.					
			She states that she has been doing research and found some other rate offers, but she is not sure what she wants to do because some companies have monthly fees or ETFs.					
			I advised that she does not have to choose a supplier rate and can go with the SCO rate. I explained that the SCO rate is based on NYMEX and changes monthly. I advised of historical hights and lows of SCO rate over the past 3 years. I advised that she can think about what she wants to do and just call back if she decides to carect.					
			She inquired how long it takes for the SCO rate to go into effect.					
			I advised when customer's cancel with a supplier it usually takes about 2 billing cycles to see the changes reflected on the bill.					
			I advised that I reached out to DIO regarding the customer service complaint and inquired about DIO's company policy or when a call drops. I advised that DIO attacts that when a call drops is advised that DIO attacts that when a call drops is advised that DIO attacts that when call drops is advised the policy with the agents involved in the call. I advised that the late payment charge has been waived and DIO attempted to contact her after the late charge was waived, but they were unable to reach her.					
			She states that she does not believe that she received the calls, but she works a lot and may have missed the calls. She is glad to have an answer about that because she was working really hard to get the late charge removed.					
00504907	5/16/2019 2:52 PM Enrollment Dispute	Dominion Energy Solutions Inc	She states that she noticed that her bill was higher than it usually is and was worried about a gas leak or something. She states that she has not lived there since lanuary and she has family that checks on the home, but no one is using much gas. She states that she has heard that it is colder in Ohio and she currently lives in IKC. She undestands estimating the bill and all that but it seems unusually high for an actual reading.	Nicole Cravotta	Residential	361 Belvedere Avenue Northeast	Warren	44483

			Called and spoke with Ms. Shelton: Advised her that the company provided the TPV she completed when she enrolled in June 2017. Advised the agreement was for 12 months and a renewal notice was issued at the end of the initial term but she was not billed at the new rate. Advised Think Energy has rerated the billed changes to the DIOS Of in effect to make her whole.	s				
			Ms. Shelton states she did not enroll with Think Energy because the middle initial on the account is incorrect and the phone number is an exchange she has never had. Further, she states Think Energy is still on the DED bill. ***Advised I can send her a copy of the TPV and asked for her e-mail address. *****					
			Addition for Trivin Energy states they haven't received a carcelation coldic. Explained she would resel to carcel the excellence, which she incidente ECD was supposed for fix and then she would rever to the DECO SIGN or we billing synthes. See takes DECO solid he has to been Trivin Explained to the sidner of the Control of the Signature of the Control of the Signature of the Si					
			She then stated that what I'm telling her is that she is "stuck" with Think Energy. Advised her no, again she needs to cancel the enrollment and Think Energy has made her whole by resting to the DEO SCO and issuing her the refund cheek of \$248.xx. Explained again after she cancels and gees back to the SSO, the has two billing cycles to request the DEO SCO or order cancel are overpoint; if the doesn't, the will be assigned to a supplier and then be billed at the MVR.					
00505202	5/17/2019 11:45 AM Enrollment Dispute	ENGIE Retail LLC	Ms. Shelton thanked me for the call.	Doreen Shelton	Residential	3360 West 33rd Street DOWN	Cleveland	44109
00508404	5/29/2019 10:44 AM Cancellation Issues	Verde Energy USA Ohio LLC	Informed customer of drop timeframe which should be complete now. She said she's enrolled with Domininon Energy now. I informed her of the need to be acutely aware of her contract terms to avoid going variable rates. Discussed variable rates, SCO, MVR, etc. ICB if nec.	Kimberly Perrin	Residential	615 North Moening Street	Delphos	45833
			IM informing customer of how DEO's MVR rate works. Explained MVR and SCO, unregulated variable rates, the need to contact DEO ASAP to request SCO. Advised the switch ty pically takes 1:2 billing cycles. Once placed on SCO she will need to contact them again within two billing cycles to inform them she wants to remain on the SCO to avoid being liqued on the MVR again. Explained this in can error so we have no way of requiring any account adjustments.					
	5/29/2019 10:44 AM Cancellation Issues	Verde Energy USA Ohio LLC	ICB.	Kimberly Perrin	Residential	615 North Moening Street	Delphos	45833
	5/29/2019 10:44 AM Cancellation Issues	Verde Energy USA Ohio LLC	IM informing customer of how DEO's MVR rate works. Explained MVR and SQD, unregulated variable rates, the need to contact DEO ASAP to request SQD. Advised the waith by plearly bases 1.2 Billing cycles. Once plearloan or SQD she will need to contact them again which two boiling cycles to inform them she wants to remain on the SQD to avoid being placed on the MVR again. Explained this is not an error so we have no way of requiring any account adjustments. (CS.	Kimberly Perrin	Decidential	615 North Moening Street	Delphos	45833
	5/29/2019 10:44 AM Cancellation issues	verde Energy USA Onio LLC	ICB.	Kimberiy Perrin	Kesidentiai	615 NOrth Moening Street	Delphos	45833
			outsome called with a complaint against Vertic Energ. the says that the was being charged by them, she had never enrolled with them before she says that on a 32/6/19 she called them to carnet their service and they rold of the sits had already been automatically dropped by Verde Energy on 3/25/19 but they didn't tell her why, she never received any letter confirming the cancellation.					
			the says that she's still being Billed by Verde when she received her gas bill vesterday, the says that she called them again and the lady rep acted like they couldn't hear the outstomers so the customer called DEO to terminate her gas service. I advised we can contact Verde for he about the cancellation request and to see if she's eligible for a credit, she says that Verde is charging her 59/mcf.					
			i advised her of the SSO, SCO, and the MVR. she says she believes she may have been placed on the MVR with Verde because she didn't choose her own supplier.					
	5/29/2019 10:44 AM Cancellation Issues	Verde Energy USA Ohio LLC	i advised her of the inv time frame	Kimberly Perrin	Residential	615 North Moening Street	Delphos	45833
		, , , , , , , , , , , , , , , , , , ,	Called and left a message for the customer advising that the complaint was received and that most contracts roll over to a MVR once the initial period is over.					
00509865	6/4/2019 9:44 AM Contract Inquiry	North American Power and Gas LLC	Advised we can follow-up with the company just to ensure that they followed proper procedure. Advised of time frame for response. Left contact info. Called customer/field m- Advised of Co presponse Advised account was assigned to Co by dominion.	James Grabill	Residential	606 Nettie Drive	Miamisburg	45342
00511887	6/7/2019 1:04 PM Enrollment Dispute	North American Power and Gas LLC	Advised after Verde cancelled no supplier was selected so account was placed on Mvr.  Dominion has cancelled the MVR and customer is back on the Sco rate	Kiara Bryant	Residential	134 Labelle Avenue	Youngstown	44507
			Customer's account was assigned to supplier by Dominion.  Customer's previous account with Verde stopped on 03/27/19, and a supplier was not selected so the account was placed on the MVR at 6.59/mcf on 05/25/19.  Customer cancelled the account on 06/07/19. Dominion has cancelled the MVR and placed the customer back on the SCO rate.					
	6/7/2019 1:04 PM Enrollment Dispute	North American Power and Gas LLC	Dominion has left messages for the customer and sent a please call letter.	Kiara Bryant	Residential	134 Labelle Avenue	Youngstown	44507
			Customer states that she received notification that she is being enrolled in the DIC choice program. The number provided to call is 388-796-495.  I looked up the number and the first contact that pulls up is CGO. I inquired if the customer has CGO or DEO. I advised that there is no company called DEO (Choice, but it is most likely a supplier.					
			She states she does not know what she has, but she thinks this is for a supplier. But she does not want to go with a supplier.  After looking further, the number is for Snyder Brother's energy marketing.					
			She states that she told DEO that she does not want a supplier, but it looks like they are making her get a supplier.  I advised that depending on if the business is billed as large commercial or small commercial they could require a supplier. I advised that she also could have been					
00513490	6/13/2019 12:03 PM Cancellation Issues	Snyder Brothers Energy Marketing LLC	assigned to an MVR if she previously had a supplier and cancelled. I advised of number for DEO to cancel supplier and call back if any other concerns or questions.  Co response:	Advanced Family Chiropractic LLC		517 Main Street	Belpre	45714
00514383	6/17/2019 10:38 AM Enrollment Dispute	North American Power and Gas LLC	Customers account was assigned to Co via Dominion under MVR. Called customers divided of cor response.  Customers account was assigned to Co via Dominion under MVR.	Second Pentecostal Church of God	Commercial	4229 East 131 st	Cleveland	44105
	6/17/2019 10:38 AM Enrollment Dispute	North American Power and Gas LLC	Customer disconnected the call.	Second Pentecostal Church of God	Commercial	4229 East 131 st	Cleveland	44105
			pick a supplie.  From: Sharqual Jones [mailto:contactthepuco@puc.state.oh.us]  Seet: Wednesday, June 26, 2019 2:03 PM  To: Tamar P Davis (Gasinfrastructure - 5)  Submerts P					
			Subject: Good Afternoon,					
			Thanks for the prompt response.					
			The billing shows American Power and Gas. The company in question is North American Power and Gas.  Plesse advise how North American Power and Gas was assigned to the customer's account.  North American Power and Gas states that the account was assigned to them by Commision on Op(16/5/19.)					
			Sincerely,					
			Shanequa Jones Public Utilities Commission of Ohio Service Monitoring and Enforcement Department					
	6/17/2019 10:38 AM Enrollment Dispute	North American Power and Gas LLC	Customer Service Investigator  (Sign) 668-PUCO (7628)  Miniming Mr. Zemila that supplier is on his bill via M/W. Advised of SCD and M/R, the need to contact the co to request placement on the SCD and once returned feel feel seed to call them back within two months of returning to the SCD to inform the co that he wants to remain on the SCD rate, otherwise he'd be returned feel feel seed to call them back within two months of returning to the SCD to inform the co that he wants to remain on the SCD rate, otherwise he'd be	Second Pentecostal Church of God	Commercial	4229 East 131 st	Cleveland	44105
			returned to the MVR after two months on the SCO. Advised the MVR is not regulated and the information is on the bill so I have no authority to require a rerate.					
00514433	6/17/2019 12:01 PM Misleading Information / Materia	als US Gas & Electric Inc	Provided co # and ICB if nec.	Tony Zemla	Residential	5221 Biddulph Avenue	Cleveland	44144

			Customer returned my call. He said he enrolled with a supplier and he cancelled because his rate increased. He got back to DEO then his bill went up again. Explained MVR and that he most contact DEO to request to be placed on their SEO rate. Stressed the importance of their calling back within 2 months of the sping to call move to late care of this. He said he can't believe a young got bamboosted him into signing up for scentting that cost him so much money and states he decent have hin name heckause he enver received any appearence whatoscore from the co. He decent view sens when man of the supplier he had for the past two years and contact us back with the information and we will look into his suggested he ask DEO that name of the supplier he had for the past two years and contact us back with the information and we will look into his suggested he ask DEO that name of the supplier he had for the past two years and contact us back with the information and we will look into his suggested he ask DEO that name of the supplier he had for the past two years and contact us back with the information and we will look into his suggested he ask DEO that name of the supplier he had for the past two years and contact us back with the information and we will look into his suggested he saw the suggested here. The suggested he suggested in the suggested here suggested here. The suggested here investigation is regarding the MVR rate which he enrollment to suggested here.					
			for because they were his MVR supplier					
	6/17/2019 12:01 PM Misleading Information / Materials	US Gas & Electric Inc	ICB.  vm customer that was switched to mvr after cancelling santanna's contract 3/19/19 and not either choosing the sco rate or another gas supplier. dominion	Tony Zemla	Residential	5221 Biddulph Avenue	Cleveland	44144
00514950	6/18/2019 1:09 PM Enrollment Dispute	Snyder Brothers Energy Marketing LLC	shows a new contract with santanna set to become effective 7/10/19. leave hotline number as cbr.	Mark Kmit	Residential	10823 Fortune Avenue	Cleveland	44111
			-caller says the cancelled/left her energy supplier on Jan 19, and on Mar 27 - she rec'd a postcard indicating that DEO assigned her acct to Centerpoint Energy at the MNR rate.  **Caller was advoiced that when her relationship with the supplier ended, the acct will return to Dominion Energy Other's SSO rate for up to two billing periods, after caller was advoiced to a retail supplier of the supplier. Moreonly founde bear (MnR), unless ohe request to be placed on the DEO's SCO rate -caller says when the cancelled the supplier in Jan, the told DEO that she want to go back to the SCO rate.  **Center Caller to A Notine for furthermore > contact in flory or the supplier in Jan, the SCO rate referred caller to A Notine for furthermore > contact in flory in Jan 200 and the SCO rate.					
00517035	6/24/2019 4:42 PM Competition Issues / Inquiries	Centerpoint Energy Services Inc	-invited call back, if necessary -caller rec'd a ltr from Ohio Natural Gas reminding her that the current 6-month contract expires July 9, and if she does not contact them, she will auto-renew	Diana J Garno	Residential	2241 Woodward Avenue	Lakewood	44107
00747707			into another fined rate contract for 6 months -caller wants to how what she should be no great and currently \$0.36673 per ccf from June 1, 2019 through June 30, 2019 >> rate is subject to change on July 1 -caller was adviced that choosing her own supplier thru the Choice program is optional -not required -caller was adviced that choosing her own supplier thru the Choice program is optional -not required -caller says befire incressider what the want to do >> whether go with SCO rate -or-tap with ONG-or-choose another supplier, etc					45419
00517282	6/25/2019 10:36 AM Competition Issues / Inquiries	SouthStar Energy Services LLC	-invited call back, if necessary	Nancy Norvell	Residential	822 Far Hills Avenue	Oakwood	45419
			Sent: Monday, July 1, 2019 2-12 PM TO: PUDC ContraChePUCO ContractChePUCO@puco.ohio.govo Cc: compliance@elevation.org.com Subject: Re-Puzilou LUTHIRS COMMISSION OF DNIO - CASE #: 00517394 [ ref0001052x50000XD72x-ref ] Subject: Re-Puzilou LUTHIRS COMMISSION OF DNIO - CASE #: 00517394 [ ref0001052x50000XD72x-ref ] Subject: Re-Puzilou LUTHIRS COMMISSION OF DNIO - CASE #: 00517394 [ ref0001052x50000XD72x-ref ] Hi Ms. Cassady. After reviewing, this account was enrolled with Quake Energy by Jean M Young on June 26, 2019 via telephonic enrollment for a monthly variable rate of 50.0553/kVM (AFC DNIo Power Energy Choice Program) for the first month and 50.149/ccf (Columbia Gas Ohio) for the first month with no associated early termination fees (ETFs). The natural gas ratifier was denied by the Columbia Gas of Ohio Utility due to the customer being a part of a public assistance program, so no terms and conditions were mailed to the customer regarding natural gas services.  The AFD Dio Power Energy Choice Program was authorized by the customer and Terms and Conditions were mailed (copy statched). We found no mention of a 520 rebate on the initial sales call or associated TPV (attached), however we are happy to cancel services for the customer.  We're committed to full compliance and customer satisfaction. We are deeply sorry for any potential confusion caused by this interaction.  Please let us know if you have any additional questions on this matter.  Thank you,					
00517394	6/25/2019 2:34 PM Posed as Utility	Provision Power & Gas LLC	Brandon Flowers	Jean Young	Decidential	828 Spencer Avenue	Steubenville	43952
				i i				
00517758	6/26/2019 11:06 AM Enrollment Dispute	Titan Gas LLC	refer to 00517761, sent this case and above case to dominion to check on who serves customer on which rate, sco, mvr, other gas supplier than dominion, etc.	Jan Weimer	Residential	895 Bender Road	Marietta	45750
			Ms. Weimer calling on behalf of her mother as POA, Ms. Foreshee.					
	6/26/2019 11:06 AM Enrollment Dispute	Titan Gas LLC	She was assigned to Shipley Energy due to MVR. She states that recently she received a letter postmarked for June 20 from Titan Gas and Power that is shanking her for the enrollment. The letter was sent in her Dar's name, William K Foreshee, but he passed away three years ago, Ohe year ago she closed his account (940000025540) and opened the account in her mother's many She would liet to have how Titan Gas and Power enrolled her.  I advised that the letter may have been sent in error, but if it is an enrollment letter the PUCO can obtain the enrollment documentation. I advised of investigative process.  Ms. Weimer calling on behalf of her mother as POA, Ms. Foreshee.	Jan Weimer	Residential	895 Bender Road	Marietta	45750
	6/26/2019 11:06 AM Enrollment Dispute	Titan Gas LLC	her for the enrollment. The letter was sent in her DaS's name, William R Foreshee, but he passed away three years ago. One year ago she closed his account (\$40000025680) and opened the account in her mother's many. She would like to know how Titan Gas and Power enrolled her ladvised that he letter may have been sent in error, but if it is an enrollment letter the PUCO can obtain the enrollment documentation. I advised of		Residential	895 Bender Road	Marietta	45750
00517761	6/26/2019 11:06 AM Enrollment Dispute		her for the enrollment. The letter was sent in her DaS's name, William & Foreshee, but he passed away three years ago. One year ago she closed his account (§640000025569) and opened the account in her mother's many be would list for how how Tillan Gas and Power enrolled her list of the passed which was the property of the passed when the property of the passed was the property of the passed was the property of the property of the property of the passed was the passed with the property of the passed was the passed with the passed was the passed when the passed was the passed was the passed was the passed with the passed was the passed when the passed was the passed was the passed with the passed was the passed when the passed was the pas			895 Bender Road	Marietta Marietta	45750 45750
00517761		TRan Gas LLC  United Energy Trading LLC	her for the enrollment. The letter was sent in her Das's name, William & Foreshee, but he passed away three years ago, One year ago the closed his account (§60x000x05x60) and opened the account in her mother's arms, be would list to have how Till rist as an Aproximation of the Company of th					
00517761			her for the enrollment. The letter was sent in her Dar's name, William R Foreshee, but he passed away three years ago, One year ago the closed his account (\$400000025400) and opened the account in her mother's name. See would list to have how Till risk as all Properties of the letter ray have been sent in error, but if it is an enrollment letter the PUCO can obtain the enrollment documentation. I advised of investigative process.  Mis. Weimer calling on behalf of her mother as POA, Mis. Foreshee.  She states that she was on Shipley Energy for the MNR rate, but DEO said that Kratos is her supplier. She states that she never requested to change and the representative at PEO could not tell her how long Kratos has been the supplier. She wants to know if they are her supplier or a MNR, 5CO, or choice supplier and how.  I advised of investigative process.  Jakovict of investigative process.  Jakovict of of mestigative process.  Jakovict of of mestigative process.  Jakovict of of mestigative process.  Jakovict Of and she states yes: Explained that the inv tried calling her back and did not reach her and was sending her a letter. She states her really does not have a good phone, her sizel relief she is when seried she has the level reach feel solven she really does not have a good phone, her sizel relief she is when seried places and the customer: On September 6, 2013, completed a TPV, Michael Conrad, Stated he is the acct holder, at 38 Prospect St, Monroeville, OH 44847, he rc'd copy of appreciation and the Table Town of the state of the Table Town of the Table Town of the process.					
00517761			her for the enrollment. The letter was sent in her Das's name, William & Foreshee, but he passed away three years ago, One year ago the closed his account (\$80,000,0015-000) and pospete the account in her mother's name. See would list to have how Tail This as an Object enrolled her have a substantial to the passed which the tester rays have been sent in error, but if it is an enrollment letter the PUCO can obtain the enrollment documentation. I advised of immersigative process.  Ms. Weimer calling on behalf of her mother as DOA, Ms. Foreshee.  She states that she was on Shiplet Energy for the MVR rate, but DEO said that Kratos is her supplier. She states that she never requested to change and the representative at DEO could not tell her how long Kratos has been the supplier. She wants to know if they are her supplier for a MVN, SCO, or choice supplier and how.  Janviced of Immestigative process.  about DE and the latter year. Explained that the inv tried calling her back and did not reach her and was sending her a latter. She states he really does not have customer.  On September 9, 2013, completed a TPV, Michael Conrad, stated he is the acct holder, at 38 Prospect St, Monroeville, OH 44847, he rc'd copy of signed Contract.  He accepted a fixed rate of \$50.757/CEF for 12 months with no cancellation fee.  Co. provided that E & C  The enrollment was submitted to the utility September 10, 2013 aster date of September 3, 2014, as disclosed with the initial enrollment and terms.					
00517761			her for the enrollment. The letter was sent in her Dar's name, William & Foreshee, but he passed away three years ago, One year ago the closed his account (\$400000025400) and opened the account in her mother's name, be would list to thou how Till find as an Worder enrolled her land to the state of the letter ray have been sent in error, but if it is an enrollment letter the PUCO can obtain the enrollment documentation. I advised of investigative process.  Mis. Weimer calling on behalf of her mother as POA, Mis. Foreshee.  She states that she was on Shipley Energy for the MWR rate, but DEO said that Kratos is her supplier. She states that she never requested to change and the representative at DEO could not tell her how long Kratos has been the supplier. She wants to know if they are her supplier of a MWN, 5.CO, or choice supplier and how.  I advised of investigative process.  Jakovice of investigative process.  Jakov					
08517761			her for the enrollment. The letter was sent in her Das's name, William & Foreshee, but he passed away three years ago, One year ago the closed his account (§60000002560) and opened the account in her mother's name, be would list to have how Tail find as an Power enrolled her.  I advised that the letter may have been sent in error, but if it is an enrollment letter the PUCO can obtain the enrollment documentation. I advised of investigative process.  As the test of the power of the					
00517761			her for the enrollment. The letter was sent in her Das's name, William & Foreshee, but he passed away three years ago, One year ago the closed his account (§60000002560) and opened the account in her mother's name, be would list to have how Till find as an Power enrolled her.  I advised that the letter may have been sent in error, but if it is an enrollment letter the PUCO can obtain the enrollment documentation. I advised of investigative process.  As Venier calling on helal of her mother as POA, Ms. Foreshee.  As Venier calling on helal of her mother as POA, Ms. Foreshee.  She states that she was on Shipley Energy for the MNR rate, but DEO said that Kratos is her supplier. She states that she never requested to change and the representative at DEO could not tell her how long Kratos has been the supplier. She wants to know if they are her supplier for a MNR, S.CO, or choice supplier and how.  I advised of investigative process.  about DE and she states yes. I seplained that the inv tried calling her back and did not reach her and was sending her a letter. She states he really does not have a good plane, her sister rists her use her trace plane. I told her that I could give her the case into as inv has noted as of 7/17/19. Tread the following to the customer. On September 4, 2013, completed a TPW, Michael Counse, stated he is the acc holder, at 38 Prospect St, Monroeville, OH 4887, he or 6 copy of 4484 and the of \$62,078/CEF for 12 months with no cancellation fee.  Co. provided the IF & C  The enrollment was submitted to the utility September 10, 2013 -start date of September 2, 2014, as disclosed with the initial enrollment and terms.  ***A Romewal Notice was not a requirement by the States of Ohio at this time.  M. Cornaf of the contracted rate of \$50,073/CEF from September 3, 2014 of 100,000					
00537761			her for the enrollment. The letter was sent in her Dar's name, William & Foreshee, but he passed away three years ago, One year ago the closed his account (\$600000025400) and opened the account in her mother's name, See would list to thou how Till find as an All Younger enrolled her letter ray have been sent in error, but if it is an enrollment letter the PUCO can obtain the enrollment documentation. I advised of investigatine process.  Mix. Weimer calling on behalf of her mother as POA, Mix. Foreshee.  She states that she was on Shipley Energy for the MVR rate, but DGD said that Kratos in her supplier. She states that she never requested to change and the representative at DGD could not tell her how long Kratos has been the supplier. She wants to know if they are her supplier for a MVN, SCO, or choice supplier and how.  I advised of investigative process.  Jakovict Of and the states yes: Legalized that the invitrice calling her back and did not reach her and was sending her a letter. She states her really does not have a good phone, her states the state yes her states her really does not have a good phone, her state lets for size the her case indo as in who and sea of 27/12/15. I read the following the customer: On September 6, 2013, completed a TPV, Michael Conrad, stated he is the acct holder, at 38 Prospect 5s, Monroeville, OH 48447, he rc'd copy of signed Contract.  He accupied as fixed inte of 50.579/CCF for 12 months with no cancellation fee.  Co. provided ther if it is.  The executioned to MVR September 3, 2014, as disclosed with the initial enrollment and terms.  And Contract of the Contracted read of 50.579/CCF from September 3, 2014 through July 3, 2019, Mr. Conrad was billed at the MVR.  July 10, 2015, Co. rc'd we rc'd a cancellation notification from the utility with an effective date of July 9, 2019.  Based on the details of the order and cancellation notification from the utility with an effective date of July 9, 2019.  Based on the details of the fine energiation, the gas account was billed at t		Residential			
	6/26/2019 11:08 AM Enrollment Dispute	United Energy Trading LLC	her for the enrollment. The letter was sent in her Dar's name, William & Foreshee, but he passed away three years ago, One year ago the closed his account (\$400000025400) and opened the account in her mother's name. See would list to have how Till find as an Women Foreshee.  I advised that the letter may have been sent in error, but if it is an enrollment letter the PUCO can obtain the enrollment documentation. I advised of investigative process.  Mis. Weimer calling on behalf of her mother as POA, Mis. Foreshee.  She states that she was on Shipley Energy for the MNPI rate, but DEO said that Kratos is her supplier. She states that the never requested to change and the representative at PEO could not to the her how long Kratos has been the supplier. She wants to know if they are her supplier for a MNPs, SCO, or choice supplier and Nova.  I advised of investigative process.  I advised of	Jan Weimer	Residential	895 Bender Road	Marietta	45750

			On HL till 4:00. reviewed co. rsp., will contact cust and advise co. rsp.					
			On September 6, 2013, completed a TPV, Michael Conrad, stated he is the acct holder, at 38 Prospect St, Monroeville, OH 44847, he rc'd copy of signed Contract.  -the accepted a fixed rate of \$0.579/CCF for 12 months with no cancellation fee.					
			-Co. provided the T & C					
			The enrollment was submitted to the utility September 10, 2013					
			-start date of September 3, 2013.					
			The acct transitioned to MVR September 3, 2014, as disclosed with the initial enrollment and terms.  ***A Renewal Notice was not a requirement by the State of Ohio at this time.					
			Mr. Conrad rc'd the contracted rate of \$0.0579/CCF from September 3, 2013 through September 3, 2014					
			-September 4, 2014 through July 9, 2019, Mr. Conrad was billed at the MVR					
			Jul 10, 2019, Co. rc'd we rc'd a cancellation notification from the utility with an effective date of July 9, 2019.					
			Based on the details of the investigation, the gas account was billed as contracted.					
	7/9/2019 4:27 PM Enrollment Dispute	Direct Energy Services LLC	Co. attempted to contact her on July 11, 2019 and July 15, 2019 at (419) 681-0016; the line was not answered, and voicemail is not available to leave message for	Bonny Moore	Residential	38 Prospect Street	Monroeville	44847
	7/9/2019 4:27 PM Enrollment Dispute	Direct Energy Services LLC	return call.	Bonny Moore	Residential	38 Prospect Street	Monroeville	44847
			-Toledo Edison submitted a cancellation July 25 and provided an end of service date of July 25, 2019.					
			gas was set to begin Jul 31 -Columbia Gas submitted a cancellation on July 25					
			-Columbia sas submitted a cancellation on July 25 -Median will not be servicing this account with gas or electricity supply.					
			The individual marketer involved in the enrollment has been terminated and will not be permitted to market for Median Energy in the future.					
			Co. added her address and ph number to their internal Do-Not-Call and Do-Not-Knock lists to prevent any future solicitation from Median Energy.  The indiv on the TPV is not the customer's voice.					
			She stated that she was told she'd receive a cb about the complaint, I confirmed for her that this is the cb she was promised.  She said this really ticked her off. Advid that I can't blame her, but co. has assured me that neither acct was enrolled.					
			Cust thanked me. ICB should she need to.					
			electric and gas accts were enrolled on July 18, 2019					
			-a woman identified herself as Anne James -completed a TPV					
			-the telephone number provided by Ms. James in her complaint does not match the telephone number used to complete the TPVThurs July 18, 2019 at 5:58 pm.					
			-Confirmed spelling of name, at least 18 yrs of age and the acct holder, authorized to switch acct., sales rep left home, not on PIPP, 419-664-2859 number provided stated correct phone number, gave email address of annejames@hotmail.com					
			Confirmed add, and name on bills  Agreed to MVR for both maybe higher or lower, no guarantee savings					
00526372	7/25/2019 3:17 PM Enrollment Dispute	Median Energy Corp	Or 36 mits, no ETF's  Utility will send conf notice, 7 cal days to cancel for elelct and 7 bus days for gas, gave contact ph numbers for each to cancel.	Anne James	Decidential	2051 Balkan Place	Tolodo	43613
00526372	7/25/2019 3:17 PM Enrollment Dispute	Median Energy Corp	Untility will send conf nonce, 7 cal days to cancel for eleict and 7 bus days for gas, gave contact pn numbers for each to cancel.  Resolution Comments: Response letter mailed to consumer August 27, 2019. Per letter to consumer:	Anne James	Residential	2051 Balkan Place	Toledo	43013
			<u> </u>					
			Kratos' response was to provide a copy of the Third Party Verification (TPV) recorded with you on October 15, 2018. Upon review of the TPV, I found that you responded "Yes" when asked if you understood that you are enrolling with Kratos for a rate of \$2.85 per MCF for one month and that after the one-month period					
			is up you will be placed on the monthly variable rate. Please find enclosed a copy of the terms and conditions of the supply agreement mailed to your attention on October 17, 2018. Upon review of the terms and conditions, I did not find that the variable rate was capped in any manner.					
			Krato's states that it has snoken with you reparding this issue. The sunplier advised that although you thought the offer was for a fixed rate, you have elected to					
00528132	7/31/2019 11:56 AM Billing Dispute	United Energy Trading LLC	remain enrolled in Krato's variable rate plan.  LM informing customer of valid enrollment, went over the contract terms, advised supplier contracts are legally binding, informed him the co has agreed to	Tom Ennemoser	Residential	30235 Truman Avenue	Wickliffe	44092
			waive the ETF as a courtesy, went into detail about the need to contact DEO once Statewise is dropped to request placement on the SCO rate, otherwise they'll be placed with a supplier on a MVR which will be high and there will be absolutely nothing we can do to assist. Informed him he must contact Statewise to cancel					
00529887	8/6/2019 10:05 AM Misleading Information / Materials	Control of	and it will take 1-2 billing cycles. Informed them they do not have to be with a supplier at all.	Wilma Post	Residential	654 Champion Avenue West		44483
00323887	8/6/2019 10:05 AM Misleading Information / Materials	Statewise Energy Onio, LLC	ICB with any questions or concerns.	Wilma Post	Residential	654 Champion Avenue West	warren	44483
			CGO Account Number: 12475607 002 000 4					
			Just Energy Account Number: AG75195809					
			Cancellation issues/ETF Dispute.					
			8/2018 - The customer enrolled with Just Energy for 1 year, contract expiration 7/28/2019.					
			8/2019 - The customer began calling around to different suppliers, he also contacted Just Energy to give them the opportunity to retain him as a customer, but their quotes didn't come close to the competitors.					
			The customer selected a new supplier, effective 7/29/2019					
			The customer selected a new supplier, effective //29/2019  The customer contacted Just Energy again, to inform that he would not be renewing the contract, as he had chosen a new supplier. The company informed of an					
			ETF of \$50.00					
			The customer attempted to dispute the fee, as he spent time and effort to carefully coordinate his start date for the new supplier, so it did not interfere with his current contract.					
			Just Energy responded, *CGO contacted us before your contract ended, so regardless of his efforts to coordinate a smooth transition, he is responsible for a \$50.00 fee, even if the contract did not end early.					
00529974	8/6/2019 1:45 PM Cancellation Issues	lust Energy Solutions Inc.	The customer would like the \$50.00 waived, and feels Just Energy is attempting to penalize him because he didn't get stuck on their MVR for 1/2 billing cycles.	Fmil Ghattas	Residential	13760 Arrowhead Trail	Cleveland	44130
00529974	8/6/2019 1:45 PM Cancellation Issues 8/7/2019 4:01 PM Contract Inquiry	Just Energy Solutions Inc  North American Power and Gas LLC	Resolution Comments: Called to close, advised customer was placed on MVR, advised of SCO rate, caller found another co to go with.	Dennis Tonn		3288 Pigeon Run Avenue Southwest	Marrillan	44130
00330325	o/ / / 2019 4:01 PM Contract Inquiry	INDIAN AMERICAN POWER and Gas LLC	(ICB Called cust., left vm, adv Kratos states that DE assigned her acct to them. Kratos said they spoke to her and that she waned to be placed on the SCO. Advd this is something that she has to contact DE and specifically ask/request. Advd cls case, invid cb	Delins 1000	residential	ozoo rigeon kun Avenué Southwest	wassiiion	NND4/
			******This customer was assigned to us by the utility, DEO on 8/8/2019 as an MVR customer. Kim called into our call center yesterday and she was explained					
00531744	8/12/2019 3:44 PM Billing Inquiry	United Energy Trading LLC	that DEO assigned her to us. Kim told us she wanted to be on the SCO program. We then informed her she needed to contact DEO to sign up for the auction program.	Kim Simon	Residential	231 Mccarty Avenue	Dennison	44621
			program.  Ine customer is cailing to discuss an orier received form DES for a months/2.99/mct.					
			The customer wanted to know if this was a good rate or not.					
			l explained the choice program, we discussed SCO vs choosing a supplier, and what that means for him as the customer.					
			I educated on MVR's vs Fixed.					
			l educated on the 1-2 bill cycle turn around time when switching suppliers, as well as the meter reading that needs to take place before any supplier change is					
			complete.					
			I provided detailed instructions for the A2A website, and how to navigate to find offers for his gas company, Dominion.					
00533839	8/19/2019 3:46 PM Competition Issues / Inquiries		l explained the difference between Dominion Energy (East Ohio ) vs. Dominion Energy Solutions			2057 Meadow Gate		44313

			Customer calling to find out why she has two co's on bill. Explained choice program. Caller has Direct Energy and is being charged a rate of \$9.52 per mcf. Asked					
			caller if she remembers enrolling with co, she does not, but she has just taken over the billing, account is in her husbands name, Holgar.					
			Advised caller would open investigation to verify enrollment.					
			provided case number and time frame.					
00534240	8/20/2019 3:11 PM Enrollment Dispute	Direct Energy Services LLC	advised caller she can contact co as well if she would like to cancel, and verify no ETF's. explain sco and MVR.  She states that she received an aggregation change letter. She called DEO and they told her that she currently has DTE at \$2.361/MCF. She states that she moved	Linda Stapleton	Residential	4556 Center Street	Willoughby	440
			to this location in September 2018 and she was assigned a MVR. She was removed from the supplier in February 2019 and has been on the SCO rate since. She					
			states that she would like to know how the aggregation works and how to choose what rate to go on. She would like to know the difference between aggregation					
			and supplier and SCO rates. She would like to know if there is an ETF for the aggregation.					
			l advised of historical rate chart. I advised of difference between supplier fixed and variable rates. SCO rate. SSO rate, and how aggregation rates work. I advised					
00536423	8/27/2019 11:54 AM Government Aggregation	Constellation NewEnergy-Gas Division LLC	taused of institution rate frame of the letter mailed August 22 there is no ETF for the aggregation.	Bonnie Hull	Residential	126 Riverview Drive	Marietta	45
		0,						
			-caller says she rec'v a ltr that the current contract with Dom ES will be ending soon, and if she stays with them - they will charge her their monthly variable rate -caller is inquiring if Dom ES is allowed to do that?					
			-caller is inquiring it born as its allowed to do that? -caller was advised that the PUCO does not regulate supplier rates/offers, and that the norm is usually a variable rate after the 'fixed' rate expire					
			-caller was advised to visit the EnergyChoice Ohio website to shop-n-compare rates/offers, and to see DEO's current SCO rate, etc					
00537554	8/29/2019 5:07 PM Call Company First	Dominion Energy Solutions Inc	-invited call back, if necessary	Barbara Patterson	Residential	2481 Lawnshire Drive	Copley	4
			Resolution Comments: Advise it sounds like the MVR rate and she needs to cal DEO ea office to advise she wants to be on the SCO rate. Althoughshe said her bill					
00539079	9/4/2019 1:01 PM Competition Issues / Inquiries	Snyder Brothers Energy Marketing LLC	mentions SCO. She is to call back if it is a slamming choice issue, but I doubt it is due to the fact that the current rate she stated is DEO's current SCO rate.	Barbara Lemon	Residential	2903 18th Street Northwest	Canton	44
			The customer cancelled her supplier (Santana) in June. She is being billed 2.361 from the current supplier and she did not chose them. When she called Snyder					
			The Customer and endingers are supplied (Sandards) in June. Size is being office and 2.302 from the Current supplied and size did not chose them. When size cancel siyues Brother's, they told her that DEO chose them for her.					
			Advise it sounds like the MVR rate and she needs to cal DEO ea office to advise she wants to be on the SCO rate. Althoughshe said her bill mentions SCO. She is					
	9/4/2019 1:01 PM Competition Issues / Inquiries	Snyder Brothers Energy Marketing LLC	to call back if it is a slamming choice issue, but I doubt it is due to the fact that the current rate she stated is DEO's current SCO rate.	Barbara Lemon	Residential	2903 18th Street Northwest	Canton	4
			Customer previously called to cancel with ONG and was told she'd be penalized if she canceled then. Now she's ready to cancel because her contract expires					
			9/21/19. She wants to know DEO's rate because they offered a rate.					
			I informed her of the DEO rate which is considerably less than ONGs rate. She is going to cancel with ONG to get the SCO rate. I informed her the drop will take					
			1-2 billing cycles then she'll be back with DEO but she has to contact them within two months to request to remain on the SCO rate or she'll go to a MVR rate which is typically higher. I stressed the importance of this and that the MVR is not regulated. Suggested marking her calendar for December or January. I also					
			which is typically higher. I stressed the importance of this and that the wive is not regulated. Suggested marking her calendar for december or January. I also suggested getting the persons name or a cancellation number or something from ONG when she cancels to ensure she's dropped timely.					
			Customer very appreciative of the information.					
	9/5/2019 11:41 AM Cancellation Issues	SouthStar Energy Services LLC	ICB.	Toni Bascetta	Residential	905 16th Street Northwest	Canton	4
00539601	9/5/2019 11:41 AM Cancellation Issues 9/20/2019 12:35 PM Enrollment Dispute	Interstate Gas Supply Inc	Resolution Comments: Advised the customer that he is on the MVR and he can call the company and asked for the SCO. Left message.	Michael Catheline	Residential	5237 Clement Avenue	Maple Heights	4