

Filtered By
Date field: Opened Date equals Custom (1/1/2018 to 9/24/2019)
Show: All cases
Units: Days
AIQ Sub-Industry contains Competitive Retail Natural Gas
Service Type equals Commercial, Residential, Industrial,
Case Comments contains MVR, Monthly Variable Rate

AIQ Industry	AIQ Sub-Industry	Case Number	Date/Time Opened	Specific Code	Account in Question	Case Comments	Account Name	Service Type	Service Address Street	Service Address City	Service Address Zip/Postal Code
Gas	Competitive Retail Natural Gas Service Provider	00181695	1/3/2018 10:26 AM	Billing Inquiry	Dominion Energy Solutions Inc	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 The customer rescinded ONG and on 1/4 she re-enrolled with DES.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 previous supplier. There was no MVR, the customer went variable with DES at \$5.32	Erma Boyes	Residential	923 CARRIAGE LANE	WOOSTER	44691
		00182607	1/8/2018 1:42 PM	Enrollment Dispute	North American Power and Gas LLC	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 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.	Karen Honkala	Residential	95 South Doan Ave	Painesville	44077
			1/8/2018 1:42 PM	Enrollment Dispute	North American Power and Gas LLC	Called Ms. Honkala to go over DEO response and close. She does not like that a customer can be placed on an MVR without consent. Advised that in DEO area, 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 SCO may have preceded the MVR 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 this she would automatically be placed on the SCO. Advised that this was bad information. She wanted me to contact DES and see if they could pull 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 them and get back to her after I had heard back.	Karen Honkala	Residential	95 South Doan Ave	Painesville	44077
			1/8/2018 1:42 PM	Enrollment Dispute	North American Power and Gas LLC	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 supplier. The customer was with DES until 10/17.	Karen Honkala	Residential	95 South Doan Ave	Painesville	44077
		00183809	1/8/2018 1:42 PM	Enrollment Dispute	North American Power and Gas LLC	Called DEO to ascertain the steps when putting a customer on an MVR. Is the customer put on the SCO first? Spoke with ea, Diane. All customers, before going to the SCO or the MVR, do go to the SSO first.	Karen Honkala	Residential	95 South Doan Ave	Painesville	44077
			1/12/2018 4:10 PM	Enrollment Dispute	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 cl's case.	Geraldine Plehn	Residential	107 Falcon Ave	Akron	44319
			1/12/2018 4:10 PM	Enrollment Dispute	Spark Energy Gas LP	Called cust., left mess, explaining the acct. was enrolled on w/the MVR thru local utility	Geraldine Plehn	Residential	107 Falcon Ave	Akron	44319
		00183964	1/15/2018 11:24 AM	Cancellation Issues	Dominion Energy Solutions Inc	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.	Sam Daut	Residential	835 Cherry Rd NW	Massillon	44647
			1/15/2018 11:24 AM	Cancellation Issues	Dominion Energy Solutions Inc	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. Invited a call back.	Sam Daut	Residential	835 Cherry Rd NW	Massillon	44647
			1/15/2018 11:24 AM	Cancellation Issues	Dominion Energy Solutions Inc	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. 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. Invited a call back.	Sam Daut	Residential	835 Cherry Rd NW	Massillon	44647
		00184724	1/18/2018 8:59 AM	Contract Inquiry	Direct Energy Services LLC	Calling back to find lowest fixed rate for his commercial acct.					
			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	Commercial	1019 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 Altherimi	Residential	3113 Elm Rd	Warren	44483
		00186554	1/25/2018 12:20 PM	Competition Issues / Inquiries	Statewise Energy Ohio, LLC	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 that there are other supplier, or she could have DEO SCO rate or the MVR.	Macchelle White-Funk	Residential	2328 Newton St	Akron	44305
		00187001	1/26/2018 3:56 PM	Contract Inquiry	United Energy Trading LLC	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 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 bills then it goes to the MVR - unless he contacts DEO and request the DEO SCO or enrolls with a supplier.	Jian Min	Residential	6765 Edgemoor Avenue	SOLOM	
			1/26/2018 3:56 PM	Contract Inquiry	United Energy Trading LLC	*** response from Stephen Shortell - Kratos (JET) on 3/1/18 *** Case# 00187001 I 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 2013. In April of 2016 he/she was assigned to us by DEO via the auction and then was dropped from the auction pool and reassigned to us by DEO 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.					
			1/26/2018 3:56 PM	Contract Inquiry	United Energy Trading LLC	*** email from BB to Steve Shortell - Kratos on 3/5/18 *** You said in the email below that for Case 00187001, you were confirming your information regarding the MVR rate and would send another email to me with verification. Were you able to verify the information?					
			1/26/2018 3:56 PM	Contract Inquiry	United Energy Trading LLC	*** response from Stephen Shortell - Kratos (JET) 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	Residential	6765 Edgemoor Avenue	SOLOM	
			1/26/2018 3:56 PM	Contract Inquiry	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	Residential	6765 Edgemoor Avenue	SOLOM	
		00187261	1/29/2018 11:12 AM	Enrollment Dispute	Statewise Energy Ohio, LLC	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 ETV. She was happy to hear that. Advised that this could take 1-2 billing cycles. Provided energchoice url. Explained that if she did not 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 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	Residential	62 E Liberty St	Girard	44420
		00187523	1/29/2018 5:14 PM	Cancellation Issues	SouthStar Energy Services LLC	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 seems to me that the PUC should a) monitor these types of dramatic negative customer price increases, b) ensure that customers are informed of price changes and c) ensure that customers who want to switch can do so quickly. With technology today it 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 provided you with the SCO rates which are nowhere near Ohio Natural Gas's Monthly Variable Rates. Does the OUC monitor these rates to ensure customers are not being fleeced? Thank you Alistair Buchan	Alistair Buchan	Residential			
			1/29/2018 5:14 PM	Cancellation Issues	SouthStar Energy Services LLC	Closing case due to no customer contact in response to letter. Customer on MVR. ONG cannot find without address. I sent an email to the customer explaining we do not regulate or cap variable rates. Advised why it takes up to two billing cycles to switch.	Alistair Buchan	Residential			
		00187914	1/31/2018 9:18 AM	Enrollment Dispute	Spark Energy Gas LP	Caller states that he had cancelled out IONG in Nov 2017 and went back to SSO. Caller had then enrolled with AEPE on 1/8. Caller then received a bill with Spark listed on it as an MVR at \$8.79. Caller states that the house he owns next door has an MVR with N&P at \$4 per mcf. Caller wanted to voice his concern that DEO did not give notice to caller regarding contacting customer about SCO. Invited callback.	Howard Curtis	Residential	620 West Point Dr	Akron	44333
		00188015	1/31/2018 12:18 PM	Enrollment Dispute	Direct Energy Services LLC	LM ON VM					
		00188552	2/2/2018 10:02 AM	Enrollment Dispute	Spark Energy Gas LP	Customer was enrolled with DE due to not choosing his own supplier. He was placed on the MVR plan and randomly assigned to DE.	Iroman Warehouse	Commercial	350 West Federal Street	Youngstown	44503
			2/2/2018 10:02 AM	Enrollment Dispute	Spark Energy Gas LP	I spoke with Ms. Albersen. Explained she was on the MVR be she didn't choose an option of how to purchase gas.	Sherry Alberson	Residential	842 Stonewater Drive	Kent	44240
			2/2/2018 10:02 AM	Enrollment Dispute	Spark Energy Gas LP	Enrollment was correct. MVR.	Sherry Alberson	Residential	842 Stonewater Drive	Kent	44240
		00189110	2/5/2018 2:55 PM	Government Aggregation	Northeast Ohio Public Energy Council	This customer is calling the UCO to have his residential business accounts placed on the Do No Aggregate lists. Started with residential. He then advised that he wanted to be on the list for gas. Advised that there is no list for gas, it is electric only. Advised that he must be been on the SCO or a current customer to have been sent the aggregation notice. Discussed the apples-to-apples chart and advised that customers currently enrolled with a CHOICE supplier should not be included in the aggregation. Advised that this would be the same rule for commercial accounts. Discussed the SCO and MVR. He advised that his commercial account was with NOPEC. Advised that is why he was again included in the aggregation. Provided a2a web site url. and discussed 2-3 offers. Invited a call back.	Michael Albee	Residential	8561 Seaton Place	Mentor	44060
			2/5/2018 2:55 PM	Government Aggregation	Northeast Ohio Public Energy Council	re: This customer is calling the UCO to have his residential business accounts placed on the Do No Aggregate lists. Started with residential. He then advised that he wanted to be on the list for gas. Advised that there is no list for gas, it is electric only. Advised that he must be been on the SCO or a current customer to have been sent the aggregation notice. Discussed the apples-to-apples chart and advised that customers currently enrolled with a CHOICE supplier should not be included in the aggregation. Advised that this would be the same rule for commercial accounts. Discussed the SCO and MVR. He advised that his commercial account was with NOPEC. Advised that is why he was again included in the aggregation. Provided a2a web site url. and discussed 2-3 offers. Invited a call back. Called DEO to find out if customer is on the MVR. She was placed on it as 1/4/18. She is set to go with DEO Solutions on March 6. Called customer back and explained she was on MVR, but set to go with DEO's on March 6. Verified that is what she understood was going to happen, she just thought she would be transferred sooner.	Michael Albee	Residential	8561 Seaton Place	Mentor	44060
		00190284	2/9/2018 8:06 AM	Enrollment Dispute	Snyder Brothers Energy Marketing LLC	Talked with Mr Dallas. He is very unhappy with Quake Energy. Advised he is on MVR not signed up with customer. Referred to apples to apples chart. He is very familiar with chart. Wanted to know if he has the ability to demand to get re-rated to a better rate after he signs up for a term. Advised some companies will some will not. Mr Dallas stated it was nice talking with someone today who knows what they are talking about. RS	Dawn Smith	Residential	5554 waterbury ave	Maple Heights	44137
		00190390	2/9/2018 11:40 AM	Billing Dispute	Energy 95 LLC		Sound on Wheels	Commercial	1832 Lee Rd	Fowler	44418

00198366	3/13/2018 2:45 PM	Disconnect Issues	Censtar Energy Corp	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 the she may also want to call the ea after the 7 business days will pass when the switch will take place. Advised that there is no way to get a refund from Censtar in this situation. 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
	3/13/2018 2:45 PM	Disconnect Issues	Censtar Energy Corp	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 have to go out and take a look at it. Censtar is an MVR supplier. Caller has Columbia Gas Caller calling about lgs supplier Caller states he has a rate of 0.559	Stephanie Donahue	Residential	115 Broad Avenue Northwest, Floor 1	Canton	44708
00198390	3/13/2018 3:35 PM	Competition Issues / Inquiries	Interstate Gas Supply Inc	Caller requests info on Sco rate Advised of 0.40890/cf	John Roscoe	Residential	5215 Driftwood Drive	Vermilion	44089
	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 Advised of 0.40890/cf for sco rate	John Roscoe	Residential	5215 Driftwood Drive	Vermilion	44089
00198628	3/14/2018 3:25 PM	Contract Inquiry	Spark Energy Gas LP	Advised it is a monthly variable rate and it is based on the market refer to lionel webber case 00198960, customer placed on mvr. close case.	Taylor Road Synagogue	Commercial	1970 South Taylor Road	Cleveland Heights	44112
	3/14/2018 3:25 PM	Contract Inquiry	Spark Energy Gas LP	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 synagogue installed four meters on main synagogues, banquet hall, basketball court and other parts of the synagogue. customer that was a govt aggregation option for cleveland hrs, that expired in 9/17, customer that all four accts charged \$9 per mcf on the mvr rate, synagogue 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 synagogue was not told about shving to shop for a new gas supplier when the meters were installed, the synagogue has been a customer of dominion since 1984, customer wants the synagogue 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 present on the meter they bill for. advise customer will call quake when has a response.	Taylor Road Synagogue	Commercial	1970 South Taylor Road	Cleveland Heights	44112
	3/14/2018 3:25 PM	Contract Inquiry	Spark Energy Gas LP	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 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
00198691	3/14/2018 3:25 PM	Contract Inquiry	Spark Energy Gas LP	refer to lionel webber case 00198960, customer placed on mvr rate. close case.	Taylor Road Synagogue	Commercial	1970 South Taylor Road	Cleveland Heights	44112
	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
00198702	3/15/2018 9:47 AM	Contract Inquiry	Snyder Brothers Energy Marketing LLC	refer to case 00198960/lionel webber. customer placed on mvr rate. close case.	Taylor Road Synagogue	Commercial	1970 South Taylor Road	Cleveland Heights	44112
	3/15/2018 10:12 AM	Contract Inquiry	Energy 95 LLC	refer to 00198960/lionel webber, customer placed on mvr, 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	Energy 95 LLC	refer to lionel webber case 00198960, close case, customer placed on mvr rate. refer to 00198960, close case. refer to case 00198690, close case.	Taylor Road Synagogue	Commercial	1970 South Taylor Road	Cleveland Heights	44112
	3/15/2018 10:12 AM	Contract Inquiry	Energy 95 LLC	refer to lionel webber case 00198960, close case, customer placed on mvr rate. refer to 00198960, close case.	Taylor Road Synagogue	Commercial	1970 South Taylor Road	Cleveland Heights	44112
00200392	3/23/2018 3:36 PM	Enrollment Dispute	Censtar Energy Corp	refer to lionel webber case 00198960, close case, customer placed on mvr rate. reviewed notes, it sounds like the customer may be on DEO's MVR. Caller has Dominion Caller calling to see who she has for supplier (Advised no account info at Puc0) 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 Puc0 Advised to press 0 to try to get connected	Taylor Road Synagogue	Commercial	1970 South Taylor Road	Cleveland Heights	44112
	3/23/2018 4:02 PM	Call Company First	LE Energy LLC	Caller calls to see who she has for supplier (Advised no account info at Puc0) 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 Puc0 Advised to press 0 to try to get connected	Mary Tharp	Residential	4079 West 200 22nd st	Fairview Park	44126
00202834	4/6/2018 3:10 PM	Quality of Customer Service	Censtar Energy Corp	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 she is suppose to call him back - he feels like the MVR 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
	4/6/2018 3:10 PM	Quality of Customer Service	Censtar Energy Corp	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 - 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
	4/9/2018 3:29 PM	Competition Issues / Inquiries	American Power & Gas of Ohio, LLC	-caller says his new monthly variable rate is 6.59/Mcf -caller no longer wants to be with supplier -referred caller to supplier to request "drop"	Tom Sabol	Residential	66 East Case Drive	Hudson	44236
00203172	4/9/2018 4:07 PM	Enrollment Dispute	Spark Energy Gas LP	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 4/2/18 - invited call back if she had any further questions. Left vm, advdt the following: Invt'd cb, RTHU	Berkshire Hathaway realty Kathy Reid	Commercial	205 North Main Street	Hudson	44236
00204048	4/13/2018 3:46 PM	Competition Issues / Inquiries	Spark Energy Gas LP	Her acct. was enrolled through the DEO MVR 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 DEO and DEO will remain distributor but customer will receive a rate for supply from Vista Energy Marketing. Customer states he never gives any suppliers any information. DEO stated maybe the computer made the choice for the customer and told him to call PUCO to cancel. Customer would like to know what rate is currently being paid, what rate previously was being paid, and when the rate will change again.	Kristina Toney	Residential	4504 West 168th Street	Cleveland	44135
00204486	4/17/2018 9:30 AM	Enrollment Dispute	Vista Energy Marketing LP	I advised customer of EA number to find out if an enrollment request was received from the supplier or if customer was switched to a MVR after being on SSO rate or if the SCO rate is switching to another supplier. I advised EA number will also be able to give customer information on what rates are currently and previously paid. Invited call back.	Robert Smith	Residential	20116 Marvin Road	Warrensville Heights	44128
	4/18/2018 1:00 PM	Misleading Information / Materials	Spark Energy Gas LP	cust stating company signed up with Spark Energy in Jan 2018 cust stating they were then switched to a very high rate of 9.25 mcf due to a pool cust stating he called and cancelled them on 3/20 get confirmation number 002012287021 cust stating on that call he was told that he would get a credit from the difference he was charged verses if he was on the SSO and put him back on SSO cust stating he still didn't see a credit in this months bill and wasn't changed to SSO so he called 4/18 and they said he will see if next month then called him back 15 mins later and said they wont reimburse him because he didn't stay with them he went with someone else as of 4/14 cust wants this looked into because he shouldve never been with a rate that high explained MVR to cust cust wants it looked into because he never was reimbursed or put back as requested adv cust of investigation process ib	Notre Dame Village	Commercial	13000 Auburn Road	Chardon	44024
00207487	5/4/2018 1:24 PM	Enrollment Dispute	Direct Energy Services LLC	LM ON VM TO CLOSE Explained he enrolled with Vetren Source in 2008 and remained under monthly variable rate. VS was sold to DE and notices of that change were sent out in 2014. He recently agreed to 12 month fixed rate \$0.509/cf. Company provided \$150 refund for time on variable plan.	Richard Phibbs	Residential	2606 Barryknoll Street	Dayton	45420
	5/4/2018 1:24 PM	Enrollment Dispute	Direct Energy Services LLC	LM ON VM TO CLOSE Explained he enrolled with Vetren Source in 2008 and remained under monthly variable rate. VS was sold to DE and notices of that change were sent out in 2014. He recently agreed to 12 month fixed rate \$0.509/cf. Company provided \$150 refund for time on variable plan.	Richard Phibbs	Residential	2606 Barryknoll Street	Dayton	45420
00209935	5/21/2018 12:41 PM	Competition Issues / Inquiries	Interstate Gas Supply Inc	wanted to cancel IGS and not pay a penalty. I referred her to IGS to see if there is an ETF. She wanted on SCO. I explained after IGS is no longer on her bill and she is on MVR she can call DEO to get on SCO. Explained that rate is variable rate monthly.	Kathleen Ickes	Residential	1528 40th Street Northwest	Canton	44709
00210356	5/23/2018 11:34 AM	Government Aggregation	NextEra Energy Services Ohio LLC	Wanted to know if he was on the SCO. Has NOPEC/Nextera on current bill. explained Govt agg. explained where on her bill shows SCO - she had previous bills with SCO. explained a2a chart and provided address. referred her to nextera to cancel enrollment then to call DEO when MVR appears on her bill. Customer states the company had Gas Search as their supplier and recently received notification via post card stating "welcome to DEO, your account has been assigned to a MVR with DTE Energy."	Linn Holland	Residential	554 Cuyahoga Street	Kent	44240
00219119	7/24/2018 1:24 PM	Enrollment Dispute	DTE Energy Trading Inc	I advised it sounds like the customer's contract ended and she was assigned a MVR by DEO. customer states the contract is never supposed to expire. Referred to EA	Beatitude House	Commercial	145 North Glenellen Avenue	Youngstown	44509

				and/or phone call) that my Fixed Rate contract period will expire in March 2018. The company switched me to Variable Rate (MVR) 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.					
00246737	1/10/2019 5:30 PM	Contract Inquiry	Dominion Energy Solutions Inc.	<p>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.</p> <p>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.</p> <p>I am requesting 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.</p> <p>For your knowledge when I contacted the Dominion Energy Solutions, Marguita, 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.</p> <p>Looking forward to fair and prompt resolution</p> <p>Sincere Regards</p>	Mandip Sandhu	Residential	6960 Market Street	Youngstown	44512
00246827	1/11/2019 11:01 AM	Billing Dispute	United Energy Trading LLC	<p>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 with the Energy Choice Program - rep that she enoll has DEO SCO for 2 bill cycles then is billed the MVR (monthly variable rate) if 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 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.</p> <p>Caller states there are charges from both DEO and XOOM on her bill, wants to know if they are the same charges duplicated.</p> <p>*****Advised caller XOOM is a supplier and the other charges are for DEO. Advised they are not duplicates of the same charges. *****</p> <p>Caller asked how XOOM was assigned - advised either through the SCO, the MVR, the Choice, or local gov agg programs.</p>	Gwendolyn Price	Residential	1369 East 141st Street	East Cleveland	44112
00246985	1/11/2019 4:09 PM	Billing Inquiry	XOOM Energy Ohio LLC	<p>Caller asked how to select a new supplier - advised her of the A2A chart on the Energy Choice Ohio website.</p> <p>Caller thanked me for the info.</p>	Valerie Barkley	Residential	15800 Edgewood Avenue	Maple Heights	44137
00247516	1/15/2019 10:51 AM	Contract Inquiry	Centerpoint Energy Services Inc.	<p>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.</p> <p>Please see the attached 8-7-18, 9-4-18, and 10-5-18 billing statements that reflect notifications.</p> <p>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.</p>	Cathy Savage	Residential	1210 Atwood Avenue	Akron	44301
	1/15/2019 10:51 AM	Contract Inquiry	Centerpoint Energy Services Inc.	<p>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 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.</p>	Cathy Savage	Residential	1210 Atwood Avenue	Akron	44301
00250023	1/29/2019 10:52 AM	Enrollment Dispute	Bolt Energy LLC	<p>Just moved into home about 6 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. 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 12/26 advising of the change and asking for a response by 12/7. Notes on the account show that the customer called in on 11/16 and questioned a contact with a supplier and rep explained 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 confirms that as well, then they will also be willing to do a drop request. Advised caller to contact Bolt and ask about the enrollment and the ETF. Advised if no ETF, then to call the hotline number that I gave 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. Advised if any issues to give us a call back.</p>	Esther Wagnild	Residential	200 S. Sycamore St.	Woodfield	43793
00250225	1/29/2019 6:50 PM	Billing Inquiry	SouthStar Energy Services LLC	<p>Cost was billed twice for the monthly variable rate. Co. only give credit for Dec/Jan.</p> <p>What email address did the customer use to enroll this account</p> <p>What is the LP address for this enrollment</p> <p>****Co. provide a gift care for \$105.00, but co. owes an additional \$92.00*****</p>	Bel Johnson	Residential	1375 Jefferson Ave	Akron	44312
	1/29/2019 6:50 PM	Billing Inquiry	SouthStar Energy Services LLC	<p>Cost was billed twice on the MVR</p> <p>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.</p>	Bel Johnson	Residential	1375 Jefferson Ave	Akron	44312
00250630	1/31/2019 2:40 PM	Billing Dispute	SouthStar Energy Services LLC	<p>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 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 DEO dated 10/23/18 confirming of the cancellation of her electric supply with IGS. There is also a letter dated 10/29/18 from IGS confirming her cancellation of her MVR? supplier and her move to the SSO rate (with her note that she cancelled 10/11/18).</p>	John Kuwik	Residential	330 Atterbury Boulevard	Hudson	44236
00250848	2/1/2019 2:06 PM	Cancellation Issues	Interstate Gas Supply Inc	<p>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 take service with IGS for one billing period.</p>	Bonnie Maki	Residential	5739 Tempo Trail	Clinton	44216
00250971	2/4/2019 8:50 AM	Misleading Information / Materials	SFE Energy Ohio, Inc.	<p>VNM to close, advised to contact DEO if did not want put on MVR, per deo response.</p> <p>-caller has a complaint with Ohio Natural Gas</p> <p>-caller says his fixed rate expired back in Nov, and he switched over to American Power & Gas</p> <p>-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</p> <p>-caller says in the meantime, ONG charged him a variable rate at .7990/Mcf for the month of December</p> <p>-caller says this is gauging!!!</p> <p>-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</p> <p>-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.</p>	Timothy Smolik	Residential	543 8th Street	Struthers	44471
00251509	2/6/2019 8:50 AM	Contract Inquiry	SouthStar Energy Services LLC	<p>-caller was advised that the PUCO will have to contact supplier in order to resolve his concern</p> <p>-rate & timeline provided for future reference</p>	Howard Gray Jr.	Residential	936 Robinwood Lane	Bowling Green	43402
00252266	2/8/2019 5:05 PM	Misleading Information / Materials	SouthStar Energy Services LLC	<p>He initially enrolled with Ohio Natural Gas 2/26/15.</p> <p>-most recent plan was a 6 mth fixed, which he enrolled on their website on 6/11/18.</p> <p>-2.27/MCF -contract dates were 7/1/18-1/1/19.</p> <p>-He was sent an Acceptance Letter on 6/11/18 which included our Terms and Conditions.</p> <p>He was sent a Renewal Letter on 11/12/18 letting him know that his contract would be expiring on 1/1/19.</p> <p>He contacted the co. 12/10/18 requesting to cancel</p> <p>-rep executed a cancellation and provided confirmation #654004</p> <p>He called again on 1/31/19</p> <p>-stated that he had called in Dec and cancelled his contract and he did not understand why he was still with ONG.</p> <p>-The rep stated there was no evidence in the acct notations of his call</p> <p>-rep issued a cancellation, provided a confirmation #668162.</p> <p>-He asked for his billing concerns to be escalated.</p> <p>Co. researched his acct and found the recorded phone call on 12/10/18 where he had called in to cancel his renewal.</p> <p>-rep did not execute the request properly</p> <p>-rep then canceled on 1/31/19</p> <p>-DE confirmed the drop, effective date 3/2/19.</p> <p>-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).</p> <p>-Co. rc'd email confirmation acct dropped as of 1/29/19</p> <p>-Co. state he will bill with DE as their natural gas supplier on his next bill.</p>	Mahesh Srinivasan	Residential	5704 Williamsburg Circle	Hudson	44236

00252765 00253090	2/12/2019 10:20 AM Government Aggregation 2/13/2019 12:13 PM Enrollment Dispute 2/13/2019 12:13 PM Enrollment Dispute	Constellation NewEnergy-Gas Division LLC Energy 95 LLC Energy 95 LLC	<p>-caller rec'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</p> <p>-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</p> <p>-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</p> <p>-caller says he's confused behind all of this</p> <p>-caller was advised that the PUCO will have to investigate in order to resolve his concerns, etc...</p> <p>-case # timeline provide for future reference</p> <p>Left a message advising the MVR and why Quake was on her bill and she will be with CenterPoint.</p> <p>Left a message advising the MVR and hwy Quake was on her bill and she will be with CenterPoint.</p>	Orville Schuller Luann Caruso Luann Caruso	Residential Residential Residential	1171 Doris Drive 24719 Duffield Road 24719 Duffield Road	Hubbard Beachwood Beachwood	44425 44122 44122
00253944	2/19/2019 11:14 AM Misleading Information / Materials	Provision Power & Gas LLC	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 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
	2/19/2019 11:14 AM Misleading Information / Materials	Provision Power & Gas LLC	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 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
	2/19/2019 11:14 AM Misleading Information / Materials	Provision Power & Gas LLC	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 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 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 can cancel at any time with no eff. Customer agreed to terms. will call customer.	Inspiring Lives Forever	Commercial	16113 Saint Clair Ave	Cleveland	44110
00254190	2/20/2019 9:18 AM Contract Inquiry	US Gas & Electric Inc	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.	Gregory Markley	Residential	714 East Columbus Street	Kenton	43326
00254193	2/20/2019 9:21 AM Contract Inquiry 2/20/2019 9:21 AM Contract Inquiry	Energy 95 LLC Energy 95 LLC	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.	Gregory Markley Gregory Markley	Residential Residential	711 E Columbus st 711 E Columbus st	Kenton Kenton	43326 43326
00254554 00255192	2/21/2019 1:40 PM Enrollment Dispute 2/25/2019 2:16 PM Rule Violation	Verde Energy USA Ohio LLC 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. 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.	Summit Painting Dan Baker	Commercial Residential	3625 Lost Nation Road 51 North Cadillac Drive	Willoughby Youngstown	44094 44512
00255229	2/25/2019 2:16 PM Rule Violation 2/25/2019 2:16 PM Rule Violation 2/25/2019 3:09 PM Billing Inquiry	Energy 95 LLC Energy 95 LLC Verde Energy USA Ohio LLC	<p>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.</p> <p>Customer would like to dispute the Verde charges. Customer believes DEO should pay for the charges.</p> <p>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.</p> <p>Discussed co. recent rtp, as they did not send the letter advising mother, moving to mvr after nov. Confirmed they already rc'd the ck.</p> <p>Per ph conv w/cust, nephew. Discussed the following: Quake-gas (DE) TPV 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. Mary Ellen Phillips- name on bill M E Phillips Cust confirmed ph number 330-726-9273; 5420903932936 acct number Confirmed address 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. (Effective after next billing date. \$50.00 ETF... Cust accepted all terms. May rescind by calling DE and give 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 December 2017 billing. ** has been correctly billed on the MVR rate and we calculate the MVR rate based on weather, supply, demand, and profit for natural gas as stated in the welcome letter and terms and conditions 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.</p> <p>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.</p> <p>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 piece at this time and otherwise this is a good enrollment. Advd will follow up one last time once I have this info.</p> <p>Aunt's name, M E Phillips.</p> <p>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 \$25/mcf. He pays 3.44. She's w/Quake. He can't imagine a variable rate being this much. What is puc's position on elderly care and over charging.</p> <p>Caller contends that his aunt didn't know what she was getting involved in.</p> <p>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.</p> <p>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.</p> <p>Ann Gross Summit Painting 3625 Lost Nation Road Wickliffe, Oh 44094</p> <p>The customer has a commercial account therefore they do not qualify for the SCO. The SCO is only for residential accounts.</p> <p>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.</p> <p>I 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).</p> <p>Ann Gross was glad about NOPEC starting on 4/2 but still unhappy about the two months of the rates on Verde.</p> <p>Thank You Vickie - Researcher/Investigator Dominion Energy Ohio</p>	Summit Painting Dan Baker Dan Baker Summit Painting	Commercial Residential Residential Commercial	3625 Lost Nation Rd 51 North Cadillac Drive 51 North Cadillac Drive 3625 Lost Nation Rd	Wickliffe Youngstown Youngstown Wickliffe	44094 44512 44512 44094

				<p>Verde provides the following. Our rates are not due to provide a signed contract w/our cost and agreed to remove the cost any interference from same or inpayment to termination. Co. is to provide update by 03/03/2019 3/12/19</p> <p>*****</p> <p>On 06/30/2017, he authorized the elect and gas enrollment w/02d rep and processed TPV</p> <ul style="list-style-type: none">-elect acct was enrolled in a 12 mth fixed rate of \$0.0789 cents/kWh.-gas acct was enrolled in a 12 mth fixed rate of \$0.499 cents <p>Gas became active 7/12/2017</p> <p>Elect became active 9/06/2018</p> <p>Gas defaulted to MVR 1/14/2019 - due to no r/p</p> <p>After receiving complaint, Verde submitted a drop request to the utility for both accts.</p> <p>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:</p> <p>Gas: 07/12/2017(Inception) to 04/08/2019 (Termination)</p> <p>Electric: 09/06/2018 (Inception) to 03/14/2019 (Termination)</p>						
	3/1/2019 10:05 AM	Cancellation Issues	Verde Energy USA Ohio LLC	<p>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.</p> <p>LM informing customer of co response:</p> <p>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 \$5.25.</p> <p>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.</p> <p>On the next bill 1/18/2019 she was once again on the SSO rate at \$4.065.</p> <p>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.</p>	Ronald Washington	Residential	1218 Kelburn Road Apt A	Columbus	43227	
00256660	3/4/2019 2:25 PM	Enrollment Dispute	Constellation NewEnergy-Gas Division LLC	<p>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.</p> <p>LM informing customer that commercial customers are required to select a supplier, this information was provided on her bill. If a commercial customer does 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.</p>	Stephanie Harrison	Residential	928 Wheelock Road Downstairs	Cleveland	44103	
00256965	3/5/2019 3:23 PM	Billing Dispute	Constellation NewEnergy-Gas Division LLC	<p>***Notes taken to clear queue**</p> <p>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 Duke's rate for elect.</p> <p>Gas. .03850/cfd</p> <p>Current bill for elect 8.63/kwh</p> <p>Current bill for gas is .0728</p> <p>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 contract 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 charged.</p> <p>I expld to the caller PUCO's position, understand the MVR is higher than what she may have initially agreed to, advd 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 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.</p>	Ricquetta Carpenter	Residential	1374 East 36th Street #2817	Cleveland	44114	
00257226	3/6/2019 3:09 PM	Contract Terms Altered	Cincinnati Bell Energy LLC	<p>CALL BACK></p> <ul style="list-style-type: none">-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 <p>Note: caller seemed to be a bit confused b/c she keep getting supplier phone calls & rate offers thru the mail</p> <ul style="list-style-type: none">-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-invited call back, if necessary	Janet Jester	Residential	8876 Lyncris Drive	Cincinnati	45242	
00257251	3/6/2019 3:42 PM	Competition Issues / Inquiries	Titan Gas LLC	<p>from BB in RSAD:</p> <p>It has been identified that Titan may be switching Dominion SCO customers that were assigned to them to a Titan variable product without the customer's consent. We are aware of four customers who received notification from Titan of either an expiration of the SCO program and/or a welcome letter. The customers were aware that they were SCO customers and wanted to remain SCO customers. We have sent over the four cases to Dominion Energy (DEO) to determine if those customers were switched and to make sure that the customer remains on the SCO and are not switched to the MVR. We have also sent a data request to Titan.</p> <p>DEO's SCO program:</p> <ul style="list-style-type: none">•DEO conducts an auction every year to determine winning bidders to service as SCO suppliers.•The winning bidders are posted on our EnergyChoice website.•Every year SCO customers are reallocated to the new winning bidders with the mid-April billing cycles. <p>We recently discovered that DEO also allows non-winning bidders to agree to serve SCO customers that return to the SCO after the April billing cycle. The non-winning bid suppliers are still under the same obligations as the winning bidders and the SCO customers that have not switched will remain SCO customers and will be reassigned the following April. Starting this April we will include the non-winning bid suppliers on the EnergyChoice website as well.</p>	Lana Stearns	Residential	10133 Rockport Road	Bluffton	45817	
00258292	3/12/2019 1:55 PM	Enrollment Dispute	Titan Gas LLC	<p>After reviewing the TPV, the following noncompliance issues were found:</p> <p>4901.1-29-06(E)(1) The company must conduct an independent TPV with a date and time stamp of the recorded call.</p> <p>4901.1-29-06(E)(1)(c) The company must acknowledge that the company is not the utility company and the customer may choose to remain with the utility.</p> <p>4901.1-29-06(E)(1)(e) The company must have the customer acknowledge that they are the customer of record or is authorized to make changes to the account.</p> <p>4901.1-29-06(E)(1)(i) The company must provide the customer with their utility's contact number to call to rescind the enrollment.</p> <p>4901.1-29-06(E)(1)(j) A verbal request for and the customer's provision of the customer's account number.</p> <p>4901.1-29-06(E)(1)(k) A verbal request for the customer's provision of their mailing address.</p> <p>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.</p> <p>The following is the additional questions remaining to be answered:</p> <p>Thank you for the previous information. After reviewing it, I still have a few more questions.</p> <p>After listening to the sales call and the TPV, Mr. Ruben 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.</p> <p>Did the customer's account ever revert to billing under MVRs or was the customer always with the government aggregating program?</p> <p>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?</p>	David Wrench	Residential	2023 Kirk Road	Youngstown	44511	
00259543	3/18/2019 3:55 PM	Rule Violation	Direct Energy Services LLC		Harriet Ruben	Residential	3274 Edington Road	Fairfax	44333	

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00265302	4/18/2019 3:04 PM	Enrollment Dispute	DTE Energy Trading Inc	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.					
				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
00265304	4/18/2019 3:05 PM	Enrollment Dispute	United Energy Trading LLC	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.					
				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
00265774	4/22/2019 3:50 PM	Misleading Information / Materials	Provision Power & Gas LLC	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."					
				****Asked caller if he has enrolled with Quake to verify this is not a rate dispute he has, he states no, he hasn't enrolled 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."					
00265921	4/23/2019 12:02 PM	Enrollment Dispute	Verde Energy USA Ohio LLC	ICB and provided my name.	Randy Waldron	Residential	1920 Dunham Street	Toledo	43609
				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 another supplier to cancel the MVR.	Leshonda Anderson	Residential	923 Nathaniel Road	Cleveland	44110
	4/23/2019 12:02 PM	Enrollment Dispute	Verde Energy USA Ohio LLC	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 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 AZA website.	Leshonda Anderson	Residential	923 Nathaniel Road	Cleveland	44110
				Some caller to not door about a wk ago. I do not want to see her soon to make sure everything was ok. She ignores me 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 asks another question...or moves onto making another statement. Caller is all over the place and I'm struggling 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 yesterday...one 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 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 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 rate...she 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 agreed to.					
00266141	4/24/2019 11:15 AM	Competition Issues / Inquiries	Visita Energy Marketing LP	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 I Smith	Residential	25021 Aurora Road trailer 162	Bedford Heights	44146
				Someone came to her door about a wk ago. I do not want to see her soon to make sure everything was ok. She ignores me 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 asks another question...or moves onto making another statement. Caller is all over the place and I'm struggling 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 yesterday...one 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 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 know is it worth it. Advd they are all trying to get her business to make money. She said she realizes that. 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 rate...she 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 agreed to.					
	4/24/2019 11:15 AM	Competition Issues / Inquiries	Visita Energy Marketing LP	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 I 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 NOPEC six or seven times and no one ever told him that. He states that NOPEC 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 \$7 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.	Charles Faiman	Residential	11 Nantucket Court	Beachwood	44122
				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 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	I advised that we could check with DEO to confirm that they sent him the proper notification from SCO to SSO to MVR. Also to verify with DEO why NOPEC was unable to switch him as he did not opt out of the aggregation program.	Charles Faiman	Residential	11 Nantucket Court	Beachwood	44122
				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 increased. The DEO rep was unable to assist him. NOPEC claimed that DEO would not allow them to be his provider.					
				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 highs 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 cancel.					
				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 DEO regarding the customer service complaint and inquired about DEO's company policy for when a call drops. I advised that DEO states that when a call is dropped it is company policy to attempt a call back and document the call back. DEO has addressed the policy with the agents involved in the call. I advised that the late payment charge has been waived and DEO 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.					
				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 January 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 N.C. She understands estimating the bill and all that but it seems unusually high for an actual reading.					
00504907	5/16/2019 2:52 PM	Enrollment Dispute	Dominion Energy Solutions Inc		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 charges to the DEO SCO in effect to make her whole. 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 DEO bill. ***Advised I can send her a copy of the TPV and asked for her e-mail address. **** Advised her Think Energy states they haven't received a cancellation notice. Explained she would need to cancel the enrollment, which she indicates DEO was supposed to do, and then she would revert to the DEO SSO for two billing cycles. She states DEO told her she has to keep Think Energy or select a new supplier. ****Explained to her after she cancels and goes back to the SSO, she has two billing cycles to request the DEO SCO or select a new supplier. If she doesn't, she will be assigned to a supplier and then be billed at the MVR. ****Ms. Shelton states that is the same thing DEO told her. 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 rerating to the DEO SCO and issuing her the refund check of \$248.xx. Explained again after she cancels and goes back to the SSO, she has two billing cycles to request the DEO SCO or select a new supplier. If she doesn't, she 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 Dominion 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
	5/29/2019 10:44 AM	Cancellation Issues	Verde Energy USA Ohio LLC	UM 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 typically 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 placed on the MVR again. Explained this is not an error so we have no way of requiring any account adjustments.	Kimberly Perrin	Residential	615 North Moening Street	Delphos	45833
	5/29/2019 10:44 AM	Cancellation Issues	Verde Energy USA Ohio LLC	UM 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 typically 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 placed on the MVR again. Explained this is not an error so we have no way of requiring any account adjustments.	Kimberly Perrin	Residential	615 North Moening Street	Delphos	45833
	5/29/2019 10:44 AM	Cancellation Issues	Verde Energy USA Ohio LLC	customer called with a complaint against Verde Energy. she says that she was being charged by them, she had never enrolled with them before. she says that on 3/26/19 she called them to cancel their service and they told her she 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. she says that she's still being billed by Verde when she received her gas bill yesterday. she says that she called them again and the lady rep acted like they couldn't hear the customer. so the customer called DEO to terminate her gas service. i advised we can contact Verde for her about the cancellation request and to see if she's eligible for a credit. she says that Verde is charging her \$9/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. i advised her of the inv time frame.	Kimberly Perrin	Residential	615 North Moening Street	Delphos	45833
00509865	6/4/2019 9:44 AM	Contract Inquiry	North American Power and Gas LLC	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. 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.	James Grabill	Residential	606 Nettie Drive	Miamisburg	45342
00511887	6/7/2019 1:04 PM	Enrollment Dispute	North American Power and Gas LLC	Called customer/left vm- Advised of Co response Advised account was assigned to Co by Dominion. 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
	6/7/2019 1:04 PM	Enrollment Dispute	North American Power and Gas LLC	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. Dominion has left messages for the customer and sent a please call letter.	Kiara Bryant	Residential	134 Labelle Avenue	Youngstown	44507
00513490	6/13/2019 12:03 PM	Cancellation Issues	Snyder Brothers Energy Marketing LLC	Customer states that she received notification that she is being enrolled in the DEO choice program. The number provided to call is 888-796-4301. 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 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.	Advanced Family Chiropractic LLC	Commercial	517 Main Street	Belpre	45714
00514383	6/17/2019 10:38 AM	Enrollment Dispute	North American Power and Gas LLC	Co response: Customers account was assigned to Co via Dominion under MVR. Called customer/advised of co 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. From: Shaniqua Jones [mailto:contact@puc.state.oh.us] Sent: Wednesday, June 26, 2019 2:03 PM To: Tamara P Davis (GasInfrastructure - 5) 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. Please 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 Dominion on 06/05/19. Sincerely, Shaniqua Jones Public Utilities Commission of Ohio Service Monitoring and Enforcement Department Customer Service Investigator	Second Pentecostal Church of God	Commercial	4229 East 131 st	Cleveland	44105
00514433	6/17/2019 12:01 PM	Misleading Information / Materials	US Gas & Electric Inc	(800) 686-PUCO (7626) UM informing Mr. Zemla that the supplier is on his bill via MVR. Advised of SCO and MVR, the need to contact the co to request placement on the SCO and once returned he'd need to call them back within two months of returning to the SCO to inform the co that he wants to remain on the SCO rate, otherwise he'd be 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 re-rate. Provided co # and ICB if nec.	Tony Zemla	Residential	5221 Biddulgh 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 must contact DEO to request to be placed on their SCO rate. Stressed the importance of then calling back within 2 months of returning to DEO to requests to stay on the SCO in order to keep his rate regulated. He is going to call now to take care of this. He said he can't believe a young guy bamboozled him into signing up for something that cost him so much money and states he doesn't have his name because he never received any paperwork whatsoever from the co. He doesn't even know the name of the supplier. I 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 enrollment to ensure the supplier rules were followed. That would be a separate investigation. This investigation is regarding the MVR rate which no enrollment was required for because they were his MVR supplier						
	6/17/2019 12:01 PM	Misleading Information / Materials	US Gas & Electric Inc	ICB		Tony Zemla	Residential	5221 Biddulgh Avenue	Cleveland	44144
00514950	6/18/2019 1:09 PM	Enrollment Dispute	Snyder Brothers Energy Marketing LLC	an 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 shows a new contract with santanna's set to become effective 7/10/19. leave hotline number as cbr.		Mark Kmit	Residential	10823 Fortune Avenue	Cleveland	44111
00517035	6/24/2019 4:42 PM	Competition Issues / Inquiries	Centerpoint Energy Services Inc	-caller says she 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 MVR rate -caller was advised that when her relationship with the supplier ended, the acct will return to Dominion Energy Ohio's SSO rate for up to two billing periods, after which she is assigned to a retail supplier at the supplier's Monthly Variable Rate (MVR), unless she request to be placed on the DEO's SCO rate -caller says when she cancelled the supplier in Jan, she told DEO that she want to go back to the SCO rate -referred caller to EA hotline for furtherance >> contact info provided -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 into another fixed rate contract for 6 months -caller wants to know what she should do -caller was advised about Vectren's SCO rate being a monthly variable rate and currently \$0.36673 per ccf from June 1, 2019 through June 30, 2019 >> rate is subject to change on July 1 -caller was advised that choosing her own supplier thru the Choice program is optional - not required -caller says she'll reconsider what she want to do >> whether go with SCO rate-or- stay with ONG-or- choose another supplier, etc...		Diana J Garno	Residential	2241 Woodward Avenue	Lakewood	44107
00517282	6/25/2019 10:36 AM	Competition Issues / Inquiries	SouthStar Energy Services LLC	-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 into another fixed rate contract for 6 months -caller wants to know what she should do -caller was advised about Vectren's SCO rate being a monthly variable rate and currently \$0.36673 per ccf from June 1, 2019 through June 30, 2019 >> rate is subject to change on July 1 -caller was advised that choosing her own supplier thru the Choice program is optional - not required -caller says she'll reconsider what she want to do >> whether go with SCO rate-or- stay with ONG-or- choose another supplier, etc... Sent: Monday, July 1, 2019 2:12 PM To: PUCO ContactThePUCO <ContactThePUCO@puc0.ohio.gov> Cc: compliance@elevationone.com Subject: Re: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00517394 ref.:00010GzXt_5000KDf28:ref Hi Ms. Cassidy, 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 \$0.0539/kWh (AEP Ohio Power Energy Choice Program) for the first month and \$0.349/ccf (Columbia Gas Ohio) for the first month with no associated early termination fees (ETF's). The natural gas transfer 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 AEP Ohio Power Energy Choice Program was authorized by the customer and Terms and Conditions were mailed (copy attached). We found no mention of a \$20 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, Brandon Flowers		Nancy Norvell	Residential	822 Far Hills Avenue	Oakwood	45419
00517394	6/25/2019 2:34 PM	Posed as Utility	Provision Power & Gas LLC			Jean Young	Residential	828 Spencer Avenue	Steubenville	43952
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
	6/26/2019 11:06 AM	Enrollment Dispute	Titan Gas LLC	Ms. Weimer calling on behalf of her mother as POA, Ms. Foreshee. 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 thanking her for the enrollment. The letter was sent in her Dad's name, William R Foreshee, but he passed away three years ago. One year ago she closed his account (9400000205480) and opened the account in her mother's name. She would like to know 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
00517761	6/26/2019 11:08 AM	Enrollment Dispute	United Energy Trading LLC	She states that she was on Shipley 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 MVR, SCO, or choice supplier and how. I advised of investigative process.		Jan Weimer	Residential	895 Bender Road	Marietta	45750
00521680	7/9/2019 4:27 PM	Enrollment Dispute	Direct Energy Services LLC	about DE and she states yes. I explained 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 phone, her sister lets her use her trac phone. I told her that I could give her the case info as inv has noted as of 7/17/19. I read the following to 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 signed Contract. -He 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. 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 return call Customer states the issue is that her husband died two years ago and she had the service placed into her name. She states she did not authorize the company to be on her bill. I told her I do understand but that was not stated in the original complaint. I told her at this time to get service on she would have to use a med cert at this time. I explained that we did not know about the disconnect nor was it looked into as her complaint was about DE and how she was signed up. I explained how the med cert works and how to get one. I did place her on hold to call CGO to find out the cut off-----I called company and spoke to In drafting letter to cust., I did verify w/M.S that in a renewal notification was not a requirement in for gas.		Bonny Moore	Residential	38 Prospect Street	Monroeville	44847
	7/9/2019 4:27 PM	Enrollment Dispute	Direct Energy Services LLC	Additionally, needing to verify w/DES that the actual start date for this contract in 2013 and when the fixed rate ended and when did the MVR begin.		Bonny Moore	Residential	38 Prospect Street	Monroeville	44847

								<p>On HL 9/1 4:00, reviewed co. rsp., will contact cust and advise co. rsp. *****</p> <p>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. -He accepted a fixed rate of \$0.579/CCF for 12 months with no cancellation fee. -Co. provided the T & C</p> <p>The enrollment was submitted to the utility September 10, 2013 -start date of September 3, 2013.</p> <p>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.</p> <p>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</p> <p>Jul 10, 2019, Co. rc'd we rc'd a cancellation notification from the utility with an effective date of July 9, 2019.</p> <p>Based on the details of the investigation, the gas account was billed as contracted.</p>					
	7/9/2019 4:27 PM	Enrollment Dispute	Direct Energy Services LLC	Bonny Moore	Residential	38 Prospect Street	Monroeville	44847					
00526372	7/25/2019 3:17 PM	Enrollment Dispute	Median Energy Corp	Anne James	Residential	2051 Balkan Place	Toledo	43613					
00528132	7/31/2019 11:56 AM	Billing Dispute	United Energy Trading LLC	Tom Ennemoser	Residential	30235 Truman Avenue	Wickliffe	44092					
00529887	8/6/2019 10:05 AM	Misleading Information / Materials	Statewise Energy Ohio, LLC	Wilma Post	Residential	654 Champion Avenue West	Warren	44483					
00529974	8/6/2019 1:45 PM	Cancellation Issues	Just Energy Solutions Inc	Emil Ghattas	Residential	13760 Arrowhead Trail	Cleveland	44130					
00530525	8/7/2019 4:01 PM	Contract Inquiry	North American Power and Gas LLC	Dennis Tonn	Residential	3288 Pigeon Run Avenue Southwest	Massillon	44647					
00531744	8/12/2019 3:44 PM	Billing Inquiry	United Energy Trading LLC	Kim Simon	Residential	231 Mccarty Avenue	Dennison	44621					
00533839	8/19/2019 3:46 PM	Competition Issues / Inquiries	Dominion Energy Solutions Inc	Charles Brady	Residential	2057 Meadow Gate	Akron	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 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.	Linda Stapleton	Residential	4556 Center Street	Willoughby	44094
00536423	8/27/2019 11:54 AM	Government Aggregation	Constellation NewEnergy-Gas Division LLC		I 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 that according to the letter mailed August 22 there is no ETF for the aggregation.	Bonnie Hull	Residential	126 Riverview Drive	Marietta	45750
00537554	8/29/2019 5:07 PM	Call Company First	Dominion Energy Solutions Inc		-caller says she rec'd 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 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... -invited call back, if necessary	Barbara Patterson	Residential	2481 Lawshire Drive	Copley	44321
00539079	9/4/2019 1:01 PM	Competition Issues / Inquiries	Snyder Brothers Energy Marketing LLC		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. Although...she said her bill 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	44708
	9/4/2019 1:01 PM	Competition Issues / Inquiries	Snyder Brothers Energy Marketing LLC		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 Brother's, they told her that DEO chose them for her.					
	9/4/2019 1:01 PM	Competition Issues / Inquiries	Snyder Brothers Energy Marketing LLC		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. Although...she said her bill 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	44708
00539601	9/5/2019 11:41 AM	Cancellation Issues	SouthStar Energy Services LLC		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 ONG's 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 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.	Toni Baccetta	Residential	905 16th Street Northwest	Canton	44703
00544344	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. KCB.	Michael Catheline	Residential	5237 Clement Avenue	Maple Heights	44137
Total		Count	251							