

NC

IAD _____

FORMAL COMPLAINT FORM

07-441-GA-CSS

Michael W. Thomas

(YOUR NAME)

AGAINST

Mx Energy

(THE COMPANY)

MY COMPLAINT IS:

Mx Energy did not cancel my gas supplier contract with them in a timely manner. This thus caused me to pay more for my natural gas than I should have been paying for two billing cycles.

My cancellation order to Mx Energy was made on November 7, 2006 via phone.

The cancellation of Mx Energy as my supplier was not instituted until February 9, 2007. Three months after my initial cancellation.

See attached timeline of events.

I am seeking monetary relief/refund in the amount of \$133.38. This amount is based upon the cancellation of Mx Energy beginning with the start of my December 2006 billing cycle. See attached spreadsheet for this refund calculation

NOTE: ADDITIONAL INFORMATION MAY BE ATTACHED

Michael W. Thomas

SIGNATURE

6146 St Francis Dr.

STREET ADDRESS

Seven Hills OH 44131

CITY, STATE, & ZIP

216 328 1151

TELEPHONE NUMBER

RECEIVED-DOCKETING DIV
2007 APR 23 PM 4:31
PUCO

Michael W. Thomas
6146 St. Francis Dr.
Seven Hills, OH 44131
Ph: 216 328 1151

Below is the time line of events.

Nov. 7, 2006, 10:45pm: Phone call to MX Energy to cancel their gas supply service. I spoke with Mick, order #1-26972148.

Nov. 13, 2006: Letter received from Dominion as MX Energy selected as our gas supplier. Phone call to Dominion's Interactive Voice Response system to CANCEL this pending order.

Dec. 12, 2006: Phone call to Dominion as we were still being listed as having MX Energy as our supplier. Spoke with Pam at Dominion, she stated Dec. 9th as the cancellation date in Dominion's system of MX Energy as our gas supplier. Our rate will be market through Dominion at \$9.76/mcf.

Jan. 17, 2007: Phone call to Dominion as we were still being listed as having MX Energy as our supplier. Spoke with Linda at Dominion, she stated Dominion's system shows Nov. 13, 2006 as cancellation of MX Energy as our gas supplier (which coincides with my call to Dominion's Interactive Voice Response system, see above). She also stated that MX Energy re-applied themselves as our gas supplier on Dec. 9, 2006. Again I NEVER AUTHORIZED MX ENGERY AS OUR GAS SUPPLIER.

Jan. 17, 2007: Called PUCO, spoke with Lawrence. Lawrence suggested I call MX Energy direct and get their response.

Jan. 17, 2007: I spoke with Belinda of MX Energy, she stated MX Energy final bill as our gas supplier was Nov. 14, 2006. Dec. 8, 2006 billing transaction final. MX Energy has no record of being re-established as our gas supplier.

Jan. 18, 2007: Called PUCO, spoke with Sarah. She stated PUCO will forward my compliant to Dominion, and it could take up to 10 days for a response.

This then leads back to my Jan. 30, 2007 voicemail message from Lawrence.

Jan. 31, 2007: I called MX Energy to CANCEL them as our gas supplier AGAIN. I spoke with Carol.

Michael W. Thomas
Dominion Account #9 4401 0702 7489

Refund Calculation, Gas Cost Only:

<u>Period Ending</u>	<u>Mcf Gas</u>	<u>Rate</u> <u>MX Energy</u>	<u>Rate</u> <u>Dominion</u>	<u>Refund</u>
09-Jan-07	10.4	\$14.90	\$9.78	\$53.46
08-Feb-07	17.3	\$11.90	\$7.28	\$79.93

\$133.38