

Ohio**Public Utilities
Commission**

Case Number

Public Utilities Commission of Ohio
Attn: Docketing
180 E. Broad St.
Columbus, OH 43215**Formal Complain Form**ROBERT SOCHOR

Customer Name

7849 COOK RD

Customer Address

POWELL OHIO 43065

City

State Zip

145801160010004

Account Number

Against

Customer Service Address (if different from above)

VECTREN

Utility Company Name

City

State Zip

Please describe your complaint. (Attach additional sheets if necessary)

SEE ATTACHED:

- I AM NO LONGER A CUSTOMER OF THE Utility Company
- I WOULD LIKE THE COMMISSION TO OVERTHROW Vectren's Bill & REQUEST FOR 125⁰⁰ WHICH IS SUPPOSED TO BE AN EARLY TERMINATION FEE.

RECEIVED-DOCKETING DIV

2009 NOV -5 PM 12:44

PUCO

Robert J Sochor

Signature

614-873-2500 home

Customer Telephone Number

614-975-5822 cell

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Technician Am Date Processed 11/6/09

VECTREN IS TRYING TO BILL ME FOR A GAS SERVICE CANCELLATION FEE OF \$125.00. I FULFILLED MY ONE YEAR CONTRACT IN AUGUST OF THIS YEAR. THEY CLAIM THAT IN JAN OF 2009, I RENOGOTIATED MY AUGUST 2008 CONTRACT, AND THEREFORE IT WAS EXTENDED UNTIL JAN., 2010. THIS IS NOT TRUE. WHAT HAPPENED IS THAT IGS NATURAL GAS SENT ME CORRESPONDANCE IN JULY 2009 INDICATING MY CONTRACT WAS UP IN AUGUST OF THIS YEAR AND THEY OFFERED ME A MUCH BETTER RATE, AND I ACCEPTED. VECTREN THEN SENT ME AN EARLY CANCELLATION FEE. WHEN I CALLED THEM IN PROTEST, AND INDICATED MY CONTRACT OF AUGUST 2008 WAS FULFILLED, THEY SAID I WA IN CONTRACT UNTIL JAN 2010. I TOLD THEM I FULFILLED MY ONE YEAR CONTRACT IN AUGUST OF 2009. WHAT REALLY HAPPENED, OR WHAT THEY TOLD ME WOULD HAPPEN, IS THAT IN JAN OF 2009 IGS OFFERED ME A MUCH BETTER RATE THAN I HAD WITH VECTREN, AND I ACCEPTED. MY REASONING WAS THE DIFFERENCE I WOULD SAVE WAS MUCH MORE THAN THE CANCELLATION FEE I WOULD HAVE WITH VECTREN AT THEIR MUCH HIGHER RATE. IMMEDIATELY VECTREN CALLED ME AND INFORMED THEY WOULD MATCH THE IGS OFFER. I SAID OK SINCE I WOULD NOT BE LIABLE FOR AN EARLY CANCELLATION FEE. FAST FORWARD TO AUG 2009 WHEN MY CONTRACT EXPIRES. IGS CALLS SINCE THEY HAD ON RECORD, THAT MY VECTREN AUG 2008 CONTRACT WAS EXPIRING. I ACCEPTED THE IGS OFFER AND AGREED TO A ONE YEAR CONTRACT. IMMEDIATELY I RECEIVE A BILL FROM VECTREN FOR AN EARLY CANCELLATION FEE. WHEN I CALL THEM TO PROTEST, THEY SAID THAT WHEN THEY MET THE IGS OFFER, THIS PUT ME IN A NEW ONE YEAR CONTRACT FROM JAN 2009 UNTIL JAN 2010. THIS IS WHERE WE REALLY BUTTED HEADS. THIS WAS TOTAL, TOTAL SWITCH AND BAIT. NINE MONTHS EARLIER I TOLD THEM I WAS WILLING TO EAT THEIR FEES BECAUSE THE CHANGE TO IGS WAS SUCH A HUGE COST SAVER. THEY MADE THEIR OFFER TO MATCH THE IGS OFFER ON THEIR OWN VOLITION. I NEVER, NEVER ASKED FOR THAT. I HAD NO IDEA THEIR MATCHING THE OFFER MANDATED A CONDITION WHEREBY MY CONTRACT WAS EXTENDED. I AM NOW WITH IGS AND I AM IN CONTRACT. I MET MY ONE YEAR COMMITMENT TO VECTREN AND PROTEST THEIR EARLY FEE. THEY REFUSE TO YIELD OR RECOGNIZE MY POSITION. CAN YOU KINDLY OFFER SOME INSIGHT OR HELP? THANK YOU ROBERT J SOCHOR