

FILE

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, January 13, 2016 11:48 AM
To: Puc0 Docketing
Subject: Docketing
Attachments: 347944.html

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/13/2016

Re: Darrell Schonborn
5488 Cedar Spgs
Columbus, OH 43228

RECEIVED-DOCKETING DIV.
2016 JAN 13 PM 1:35
PUCO

Docketing Case No. 15-1594-AU-COI

Please docket the attached in the case number above.

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Technician JMB Date Processed JAN 13 2016

From: webmaster@puc.state.oh.us
To: PUCO ContactThePUCO
Subject: PUCO CONTACT FORM: 104500
Received: 1/11/2016 5:24:04 PM
Message:
WEB ID: 104500 AT:01-11-2016 at 05:23 PM

Related Case Number:

TYPE: Complaint

NAME: Mr. Darrell Schonborn, Jr.

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 5488 Cedar Spgs
- Columbus , Ohio 43228
- United States

PHONE INFORMATION:

- Home: 6145609270
- Alternative: 6144324900
- Fax: 6143404615

E-MAIL: darrell.schonborn@gmail.com

INDUSTRY:Other

ACCOUNT INFORMATION:

- Company: Nationwide Energy Partners (NEP)
- Name on account: DARRELL SCHONBORN JR
- Service address: 5488 CEDAR SPRINGS, COLUMBUS, OH 43228
- Service phone: 6144324900
- Account Number: 060269

COMPLAINT DESCRIPTION:

Firstly, my cell number listed as alternative: 6144324900 is the best way to reach me. I understand there is a pending, "large" complaint for lack of a better term against this NEP company with many people agreeing that it is a service provider for utilities that should be regulated by PUCO. I'm also aware per an article posted 4 days ago from the date of this complaint in The Columbus Dispatch that there's a pending class-action lawsuit as well. I don't as much have an issue with them just charging what they want which is my understanding the main issue with the class-action lawsuits. For the most part, my bills from NEP for both my electric & water service are mostly consistent. However, I've been on short-term disability for over 6 months which has now converted to a pending long-term disability claim, which is under review and I may not get paid until 2/15/2016 or as late as 3/15/2016 depending on when the insurance company makes their decision on my disability claim. NEP usually sends me a disconnect letter

threatening disconnection of both my electric & water service after 1 month being past due. When I used to be a customer of AEP (before my condo association board voted - which was only 3 members - without the vote or opinion from the hundreds of other residents residing in our community of Hawthorne Lakes in Columbus, OH in the zip code of 43228), I would not be threatened with disconnection of my electric service until being more than 60 days past due. Also, since AEP was a service provider regulated by PUCO, I was allowed to get my doctor to fill out paperwork for AEP to advise them my service could not be disconnected no matter what or no matter what issues was going on with my billing due to my disabilities. I myself am disabled, as I mentioned, as well as my mother who lives me & I financially support is disabled from a brain aneurysm among several other disabilities - one of which is severe type 2 diabetes & requires insulin that needs to be kept refrigerated. Because NEP services many customers across Central Ohio - all seeming to be properties that are either currently owned or were formerly owned by Crawford Hoying, my electric service could be turned off when I am having financial hard times, which does affect my own disabilities and especially my mothers due to the required refrigeration of her necessary insulin needed for her life. Additionally, AEP never charged late fees of as much as \$32, as much as a credit card company charges, like NEP does every month. I support the opinion of every other customer, lawfirm, reporter, whomever, that NEP provides & bills customers for electric & water service and therefore is a utility service provider that should be regulated by PUCO so that PUCO can put a stop to the many, many complaints nearly all of the customers have. We were forced into becoming a customer of NEP and as I've been told, in most communities who were forced into their community signing a contract with NEP becoming their electric & water service provider, due to those contract terms, have no other service provider choice. I do not have the choice of switching back to my previous electric provider which was AEP nor my previous water provider which was the City of Columbus. There is no reason this company should not be regulated by your state of Ohio services. It just doesn't make sense that this utility service provider can get away with the issues that have been submitted as complaints that they're getting away with. Absolutely no reason. I would very much like to be contacted about my concerns against NEP. I have plans to become apart of this recently filed class-action lawsuit against NEP, and I will go as far as contacting John Kasich's office about why NEP is not regulated by the Public Utilities Commission of Ohio. This getting out could have an effect on his presidential campaign, I imagine. Thank you for your time. I appreciate you reading & looking into my serious concerns that affect lives here. My mother's life with her diabetes. And it is especially important in the winter time when heating in my community that is not gas, it is electric, is at risk of being shut off, which can affect one of my conditions, which I am referring to Rheumatoid Arthritis, among others. If I can't pay due to payments coming in due to the review of my long-term disability claim (which also includes the filing of a claim with Social Security Disability), as much as I wish there were something I could do about it and pay my bill current -hell, even pay more so that I have a credit balance on my NEP account, i would be happy to do that. But they have no remorse or understanding to work with customers such as me in the situation as I am in. And still threaten the disconnection without helping out with any sort of payment arrangement to secure my service. It is disgusting that I am forced to be a customer of a company like Nationwide Energy Partners and I have no choice of getting out of it since there's a long, very long-term contract my condominium community signed with them. The only way to get out is to move out of my condo, which can't be sold right now in this market. I should not have to take a loss on the price my condo would sell for when it would be worth a hell of a lot more in a better housing market in the future, I hope, just because of a UTILITY company I'm a customer of whom does what they want and for some completely strange reason, is under no regulation by the state.