

Karen Guiler
5 Woodmoss Dr., Apt. 2A
Fairfield, OH 45014

I have lived in Cobblestone Grove 'Luxury' Apartments, Fairfield, OH since Sept. 26, 2011. I initially sub-leased so I was not paying the public utilities charged to all of the tenants in this complex (First Billing Services). However, after the 6 month sub-lease expired, I was responsible for the payment.

Let me first say that Cobblestone Grove Apts. was owned by The Connor Group of Dayton, Ohio, until Jan. 20, 2014. On that date we received a letter on our door that Cobblestone Grove was under new management. It was my understanding that a new company, Brack Capital Real Estate, NY, N, purchased the complex.

I did not sign a new lease w/this new organization (Brack). However, we are still paying the combined utilities billing service which is now 'Yes Energy Management', (513) 285-6794. Their email is: yescs@yesenergymgmt.com. They do not have a website nor a local address because the amount is paid to Cobblestone Grove with the rent and is due on the first of the month with the rent. The only address I see is: 9910 Federal Dr. Ste. 100, Colorado Springs, CO 80921-3616.

I live alone in a 2 bedroom, 2 bath apartment. I use one bedroom as a storage room and do not use the bathroom in the second bedroom.

The 'Service Type' which is included in this bill from First Billing Service is:

Water 13.38

Sewer 21.14

Trash Charge 22.00

Common Electric (10 units in my bldg.) 9.89

Pest Control Charge (which never occurs-feral cats all over the complex) 5.99

Cable Charge (Time Warner Cable) 49.99

Administrative Fee 8.99

Total 131.38

(It is in the lease that if we do not pay this utility bill before the first of the month, the rent payment will not be accepted and the fine will be \$100 for the first day past the first of the month that the rent is not paid. And the fine will continue until the utility bill is paid.

I have my internet w/Time Warner Cable (TWC) because Satellite Cable is not permitted at this complex, although it is not written as such in the lease. My TWC internet bill is currently \$56.51 per month. If I had not rented from The Connor Group (TCG), I could have paid less for cable, internet and a land line, (which I currently do not have) from TWC by purchasing a package deal, which costs approximately \$90.00. And I would have better service, more television channels and a land line. The TWC cable charge included in the utility billing only gives us 'basic cable'. Now that Brack is the owner of Cobblestone Grove Apts., they are contracting with 'Yes Energy Management' for this 'common utility charge' for all of the apartments. Again, Time Warner Cable is not an option. It is in the lease.

When Brack Capital became the new owner of Cobblestone Grove Apts., one of the tenants

in my building said that she inquired of the new management and asked why we still had to pay First Billing Service. She was told it was 'in the lease'. And another tenant told me that one of the management said that The Connor Group had a contract with Time Warner Cable and didn't 'know what they were going to do about it'. So what we have is that it appears that when an apartment complex advertises their complex for a certain amount of rent per apartment, it can actually be more expensive after the extra 'hidden' energy charges are included, such as with Yes Energy Management.

My rent for this two bedroom, 2 bath apartment is \$794 per month, which includes an extra fee of \$30/month for my small dog. Then my Yes Energy Management bill usually is around \$130 per month. For Fairfield, Ohio, the total of roughly \$925 is pricey, IMO, for a single woman. And then I still have my Duke Energy bill for the apartment, cell phone and internet charges. This utility bill must be paid when the rent is due. I believe that you can pay the rent and the utility bill online by either using a credit card or permitting the corporation to have access to your personal bank account and they will withdraw immediately. Neither is an option for me.

Let me digress for a moment. When I initially moved here in September, 2011, and took the sub-lease, my rent was \$649 per month, which was quite reasonable. And as I stated, I did not have to pay the First Billing Service additional fee. The complex was primarily professional working people, the parking lot was nearly empty during week days, and there were absolutely no 'handicap parking signs'. As the rent has increased and Brack-Capital became the new owner, I have noticed 'handicap parking signs' in front of nearly all of the buildings. In fact, in the building across the parking lot from me, 3 handicap signs have gone up since last summer. And, there seem to be more cars in the parking lots during the week days. It's becoming more apparent if we do the 'math'.

Why do I continue to rent here at Cobblestone Grove? I lived in CA for over 30 years and came back here because I have family members here. I did not think I would permanently stay here because I was a teacher in CA and I do not have an Ohio teaching credential. But family problems have escalated and I need to be here to assist with the situations. I am 66 and it was a monumental move to move here from CA. To begin again and look for a new apartment, pack up and hire movers again, is not something that is easy to do at my age. And when I look at the non-returnable deposits at the various complexes and many do not accept dogs (I have a 6 lb. 14-yr.old Yorkie), it has been easier to stay here and 'bite the bullet'.

I know I'm not the only somewhat 'poorer' tenant at this complex who finds ourselves in the situation I have just described.

If I can be of any further assistance, please let me know.

Sincerely,
Karen Guiler

9910 Federal Dr Ste 100
Colorado Springs, CO 80921-3616

Please detach and return this stub with your payment.



**YES ENERGY
MANAGEMENT**

**COBBLESTONE GROVE APARTMENTS
LLC**

YES Customer Service:
(513) 285-6794

Resident ID: 5wm2a
Statement Date: 5/15/2015
Community ID:
Due Date: 06/01/2015
Amount Due: \$132.11

Amount Enclosed: \$ _____

002739



AUTO**SCH 5-DIGIT 45065 2739 T13:34 2739 1 AV 0.378
KAREN GUILER
5 WOODMOSS DR APT 2A
FAIRFIELD OH 45014-6436



COBBLESTONE GROVE
1 WESTWOOD DR.
FAIRFIELD OH 45014

Community Message

Please make your payment by the due date. Thank You!

Community Name

COBBLESTONE GROVE APARTMENTS
LLC

YES Customer Service

Daily 24 Hour Service
(513) 285-6794
yescs@yesenergymgmt.com

Website

Remit Payment To

Cobblestone Grove
1 Westwood Dr.
Fairfield, OH 45014

Service Address

5 Woodmoss Drive
Fairfield, OH 45014

YES System Information

Property ID: cobble
Resident ID/Registration Code: 5wm2a
Community ID:

-ACCOUNT DETAIL-

Resident Name

Karen Guiler

Community Service Dates

4/1/2015 - 4/30/2015

Statement Date

5/15/2015

Unit Number

5WM2A

Billing Days

30

CHARGES

UB Utility Billing Fee
Cable Charge
UB Common Electricity
Pest Charge
UB Sewer
UB Trash Charge
UB Water

COST

8.99
49.99
7.92
5.99
22.87
22.00
14.35

Amount Due

\$132.11

| <u>Your Electric Cost</u> | |
|---------------------------|---------|
| Month | Amount |
| 05/14 | \$ |
| 06/14 | \$ |
| 07/14 | \$ |
| 08/14 | \$ |
| 09/14 | \$ |
| 10/14 | \$ |
| 11/14 | \$ |
| 12/14 | \$10.04 |
| 01/15 | \$7.73 |
| 02/15 | \$1.38 |
| 03/15 | \$1.32 |
| 04/15 | \$7.92 |

| <u>Your sewer Cost</u> | |
|------------------------|---------|
| Month | Amount |
| 05/14 | \$ |
| 06/14 | \$ |
| 07/14 | \$ |
| 08/14 | \$ |
| 09/14 | \$ |
| 10/14 | \$ |
| 11/14 | \$ |
| 12/14 | \$19.33 |
| 01/15 | \$21.54 |
| 02/15 | \$19.40 |
| 03/15 | \$20.02 |
| 04/15 | \$22.87 |

| <u>Your Water Cost</u> | |
|------------------------|---------|
| Month | Amount |
| 05/14 | \$ |
| 06/14 | \$ |
| 07/14 | \$ |
| 08/14 | \$ |
| 09/14 | \$ |
| 10/14 | \$ |
| 11/14 | \$ |
| 12/14 | \$12.16 |
| 01/15 | \$13.53 |
| 02/15 | \$17.06 |
| 03/15 | \$17.64 |
| 04/15 | \$14.35 |

*This is the
flip side.*

Community Message

Please make your payment by the due date. Thank You!

Community Name

COBBLESTONE GROVE APARTMENTS
LLC

YES Customer Service

Daily 24 Hour Service
(513) 285-6794
yescs@yesenergymgmt.com

Website**Remit Payment To**

Cobblestone Grove
1 Westwood Dr.
Fairfield, OH 45014

Service Address

5 Woodmoss Drive
Fairfield, OH 45014

YES System Information

Property ID: cobble
Resident ID/Registration Code: 5wm2a
Community ID:

-ACCOUNT DETAIL-**Resident Name**

Karen Guiler

Community Service Dates

10/1/2015 - 10/31/2015

Statement Date

11/24/2015

Unit Number

5WM2A

Billing Days

31

CHARGES

UB Utility Billing Fee
Cable Charge
UB Common Electricity
Pest Charge
UB Sewer
UB Trash Charge
UB Water

COST

8.99
49.99
7.20
5.99
19.93
22.00
12.54

1147

Amount Due

\$126.64

| <u>Your Electric Cost</u> | |
|---------------------------|---------|
| Month | Amount |
| 11/14 | \$ |
| 12/14 | \$10.04 |
| 01/15 | \$7.73 |
| 02/15 | \$1.38 |
| 03/15 | \$1.32 |
| 04/15 | \$7.92 |
| 05/15 | \$7.17 |
| 06/15 | \$7.47 |
| 07/15 | \$7.11 |
| 08/15 | \$7.27 |
| 09/15 | \$7.05 |
| 10/15 | \$7.20 |

| <u>Your sewer Cost</u> | |
|------------------------|---------|
| Month | Amount |
| 11/14 | \$ |
| 12/14 | \$19.33 |
| 01/15 | \$21.54 |
| 02/15 | \$19.40 |
| 03/15 | \$20.02 |
| 04/15 | \$22.87 |
| 05/15 | \$21.22 |
| 06/15 | \$22.13 |
| 07/15 | \$24.89 |
| 08/15 | \$22.89 |
| 09/15 | \$21.69 |
| 10/15 | \$19.93 |

| <u>Your Water Cost</u> | |
|------------------------|---------|
| Month | Amount |
| 11/14 | \$ |
| 12/14 | \$12.16 |
| 01/15 | \$13.53 |
| 02/15 | \$17.06 |
| 03/15 | \$17.64 |
| 04/15 | \$14.35 |
| 05/15 | \$13.33 |
| 06/15 | \$13.90 |
| 07/15 | \$15.60 |
| 08/15 | \$14.36 |
| 09/15 | \$13.63 |
| 10/15 | \$12.54 |

This foregoing document was electronically filed with the Public Utilities

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in

Case No(s). 15-1594-AU-COI

Summary: Comments Comments by concerned consumer, Karen Guiler electronically filed by Mr. Michael R. Smalz on behalf of Ms. Karen Guiler