

*Linda S. Hardesty-Fish LLC*  
*191 Mainsail Drive*  
*Westerville, Ohio 43081*  
*614.895.7557 (h) 614.325.1518 (c)*

**To: Investigation Audit Division  
PUCO**

**RE: SUB-METERING 15-1594-AU-COI**

**Fax No. 614.752.8351**

**Pages: 3 (including cover)**

**Message:**

**Please see the attached letter that sets forth the snowball effect that my daughter encountered with NEP when she lived on Chimney Rock at Remington Station, Westerville, Ohio.**

**Although they never satisfied my request, NEP did report this arrearage to the credit bureau. As a consequence, she now has difficulty in obtaining any utilities in her name.**

**Thank you for your assistance.**

*Linda S. Hardesty-Fish*  
*Kristen Heinmiller*

**Linda S. Hardesty-Fish**

**Kristen Heinmiller, Former customer of NEP**

*Linda S. Hardesty-Fish*  
*191 Mainsail Drive*  
*Westerville, Ohio 43081*  
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October 17, 2014

Nationwide Energy Partners  
230 West St. Ste. 150  
Columbus, Ohio 43215

To Whom It May Concern:

Please be advised that I am the Power of Attorney for my daughter, Kristen Heinmiller.

My daughter was wrongfully discharged from her employment earlier this year. Although I had provided some assistance to her, she was too scared to ask for help on the electric bill when she realized how you charged late fees.

Unbeknowst to me, you shut off her electricity and she lived for months without hot water, lights, a refrigerator, or a washer and dryer. The summer was sweltering. She had no fan or air conditioning. She could not use her phone charger or laptop as she attempted to locate new employment.

She attempted to resolve this matter with you numerous times as her daughter who was living with her was under a medical disability. Your company, however, did not recognize her special needs.

I spoke with numerous NEP staff in August in an attempt to settle this matter. I made a reasonable settlement offer in order to attempt to re-establish the service. Initially I was told NEP does not negotiate settlements. Upon further conversation, the individual I spoke with stated she would discuss the matter with her supervisor and see if there was any possibility to resolve this matter.

Throughout various discussions I was told that someone would contact me and that I would be provided with a total breakdown of the account in order to distinguish how much of the bill was actually late fees and fees for disconnection. I received no return call about the settlement offer; I received no breakdown of the charges that you were attempting to recover that now have ballooned to an astronomical \$4727.66.

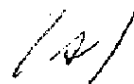
Thereafter, it became all too clear that Kristen would never be able to pay herself out of this debt as you continued to bill your usurious charges. Thus, she and my granddaughter were forced to move from an apartment that they had maintained for two years where they were happy, established, and surrounded by a community of friends.

I have attempted to be reasonable in dealing with your inane policies and fees, and I have been ignored. Please be advised that I am disputing this amount and your collection practices of failing to provide me with requested documentation.

A review of the consistent harm and suffering that you cause tenants who are hostage to your energy bills or who are evicted from their homes is evident on the internet and the *Columbus Dispatch*. Apparently you are undeterred. We can be hopeful that your disreputable practices and your owners will continue to be exposed and that our state legislature will eventually outlaw third party providers in Ohio.

As your invoices are totally indiscernible, I would like an exact amount of fees and charges in excess of the actual electrical usage that you have billed this account. I am requesting your consideration of the circumstances that your unwillingness to negotiate set in motion and hope we can reach an equitable solution. Sadly, I fully anticipate the financial and relocation trauma you caused my daughter and granddaughter were insufficient to satisfy your unrelenting greed.

Sincerely



Linda S. Hardesty-Fish,  
POA for Kristen Heinmiller

**This foregoing document was electronically filed with the Public Utilities**

**Commission of Ohio Docketing Information System on**

**1/18/2017 8:47:31 AM**

**in**

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

Summary: Public Comment in opposition filed on behalf of concerned consumer, L. S. Hardesty-Fish electronically filed by Ms. Donielle M Hunter on behalf of PUCO Staff