

FILE

Ohio**Public Utilities
Commission**17-0215-GE-CSS
Case Number

2

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Public Utilities Commission of Ohio
Attn: Docketing
180 E. Broad St.
Columbus, OH 43215

PUCO

Formal Complaint FormMEL, DONNA HALWICKI

Customer Name (Please Print)

3839 CLEARWATER DR.

Customer Address

PARMA OH 44134
City State Zip

Against

DIRECT ENERGY

Utility Company Name

Account Number

Customer Address (if different from above)

City State Zip

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

See AttachedDonna M. Halwicki
Signature(414) 845-0974

Customer Telephone Number

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Technician AN Date Processed JAN 23 2017

January 23, 2017

To the Public Utilities Commission of Ohio,

Formal Complaint against Direct Energy

On December 23, 2016 a young lady came to our door stating she was representing Direct Energy. I asked where her ID badge was and she replied she left it at home. I proceeded to tell her I was not interested in any offers. She explained the entire neighborhood no longer had NOPC for residential gas service. That they were no longer in service and all our neighbors had signed up for Direct Energy. She asked to see my gas and electric bill, which I did not want to show her, but stated she needed it to set up our new service.

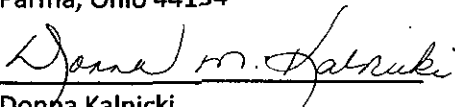
She entered all the information into a hand held computer. She proceeded to tell us we would also be switching to Ohio Edison for electricity supply. She then stated someone would contact us within 5 minutes to verify the information. Five minutes later the call came only to find out that she was a sales representative canvassing the area for business. I then told the verification person we do not want the service. The verification person stated that all our services would remain unchanged.

I tried to call Direct Energy but being December 23 all businesses were closed until Tuesday after Christmas. On Tuesday, Dec 27, I contacted Brenda at Parma's aggregation office and she told me that Direct Energy falsified the information. That NOPC was alive and well for the Parma area and Parma does not even use Ohio Edison. I gave Brenda all the information as to what transpired on Dec 23. Brenda told me to contact Direct Energy, which I did, and was told they had no record of the switch and not to worry. In the days following I had 4 phone calls from various departments at Direct Energy trying to get us to accept their services.

Brenda was in contact with our Parma law director who sent an email to Direct Energy because they did not have permission from the city to canvas the area.

I want the PUCO to target Direct Energy for false misrepresentation to the citizens of Parma and to stop harrasing us. I feel this was a scam to get citizens to sign up for their services.

Much Obliged,
Donna Kalnicki
3839 Clearwater Dr.
Parma, Ohio 44134


Donna Kalnicki