

NC  
FILE

17-1766-EL-CSS

Ohio

Public Utilities  
Commission

Case Number

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

Formal Complaint Form

Tania Reddick (spouse of Michael Reddick)  
Customer Name (Please Print)

942 Canton Rd. NW  
Customer Address

Carrollton OH 44615  
City State Zip

Against

076-340-626-1-1  
Account Number

same  
Customer Service Address (if different from above)

VISTA ENERGY  
Utility Company Name

Houston TX 77006  
City State Zip

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

Please see the attached page with my full complaint on one page.

case ID: TRED0619171E

Thank you

Tania S Reddick  
Signature

2017 AUG 11 PM 12:22

330-627-5841  
Customer Telephone Number

Michael P Reddick

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.  
Technician IN Date Processed AUG 11 2017

On 5-15-2017, I viewed apples-to-apples website and chose electric supplier (Vista Energy) and completed their online form. Shortly after completing form & submitting it, I received a confirmation email from Vista stating my application had successfully been submitted and "If any issues occur during enrollment with Vista Energy, we will contact you with further questions/information to complete the order process." I didn't hear any more after that. So, on 6-16-2017, I called Vista to check on status. Turns out, my application showed "Rejected Enrollment". After the gal I was speaking to did some lengthy research, she found that they needed additional information. She asked me for the SDI (service delivery identifier) number and I immediately gave it to her. She said she would expedite my application.

Due to Vista NOT contacting me when my application was rejected - or - when they needed additional information, I was forced to remain with my then current supplier (National Gas & Electric) for an additional month at a variable rate. This rate was MORE than double the current market rate and ALMOST triple the rate I WAS paying when I was on contract with them. I feel that Vista did NOT perform as promised (their email stating I would be contacted if there were any issues or additional info needed). I tried resolving this myself by contacting Vista. I explained the situation and was told that this issue was my fault as I did not complete the application correctly. Apparently, where it asked for ACCOUNT NUMBER, I was SUPPOSED to enter the SDI number. I was told that IF I had clicked on the "Where is my account number?" question, I would have found that they wanted the SDI number. I told the gentleman that I didn't need to know where my ACCOUNT number was as I already had it ready in order to complete the form. I went on to state that IF they ACTUALLY wanted the SDI number - the application SHOULD have stated as such. I also stated that "even if I entered incorrect information on the form, according to THEIR email to me, I would have been contacted with any issues or if additional information was needed." I was never contacted and wouldn't have been as gal (I initially talked to) had to do some lengthy research to even find that my application was even rejected. The ONLY reason I even knew there was an issue is because I CALLED Vista as a follow-up from my initial application to check on the status of things since I'd never been contacted since the initial 'application submitted confirmation' email.

I feel that Vista **provided me with inadequate service and failed to provide promised service** (failed to contact me) and is completely to blame.... (1) Application online should state exactly what they want (SDI, NOT ACCOUNT, number) - no one, who has their info and KNOW "where" their account number IS would click on the "Where is my account number" question. (2) Their own email to me stated they would contact me with issues or if additional information was needed. I was never contacted as promised. If I had at least been notified that my application was rejected, that there was an issue or even that they needed additional information - I would have known that there was a 'hold-up' on processing and I could have contacted my then current supplier to bounce me back to my provider (AEP) so I could avoid being forced to pay their variable rate.

I feel that Vista should credit me the difference of what I HAD TO PAY for the month of July usage from what I WOULD HAVE PAID if I were with Vista, as would have been, had I been contacted for the additional information (or to resolve issue).

I am including:

- a copy of the online application (page/section where asking for ACCOUNT number)
- a copy of the email I received showing their statement promising to contact me
- a copy of my July electric bill

Please contact me if you need any additional information or if you would like the full details including exact dates/times/each person I spoke to throughout the entire situation from the very beginning to this point of submitting this complaint. Thank you.





APPLICATION page

Ohio



Step One: Select a Plan

Step Two: Customer Info

Step Three: Confirmation

## Vista Energy Electricity Enrollment

Fill out our enrollment form to start the process of becoming a Vista Energy customer!

### Customer Information

(\*) required fields

Utility Account Number \*



### Where is my Account Number?

Customer Name \*

First Name

Last Name

Phone Number

Email Address \*

case id: TRED0619171E

REDDICK COMPLAINT

**T Reddick**

EMAIL

**From:** <info@vistaenergymarketing.com>  
**Date:** Monday, May 15, 2017 10:40 AM  
**To:** <reddbills@neo.rr.com>  
**Subject:** Your order has been submitted for Account #: 07634062611

Your order has been submitted for Account #: 07634062611



**MICHAEL REDDICK,**

Thank you for requesting service from Vista Energy.

05/15/17

Your order will be submitted to the utility for  
**942 Canton Rd. NW**  
**Carrollton , Ohio 44615**

**Account #: 07634062611**

Your utility will determine this order's enrollment eligibility and switch date for your meter.

## Do You Have Questions?

**Customer Service:** 1-(888)-508-4782 Mon-Fri 7:00 am - 6:00 pm CST.

**Email:** [customer\\_service@vistaenergymarketing.com](mailto:customer_service@vistaenergymarketing.com)

**Web:** [FAQs page](#)

When contacting Vista Energy please include your name, address, and account number. If any issues occur during enrollment with Vista Energy, we will contact you with further questions/information to complete the order process.



8/8/2017

case ID: TRED0619191E

REDDICK COMPLAINT

This e-mail was sent by : Vista Energy  
We respect your right to privacy : [view our policy](#)

8/8/17



Send Inquiries To:  
PO BOX 24401  
CANTON, OH 44701-4401  
R-07-656656966

Account Number  
076-340-626-1-1  
CY 17  
10421

<b>\$245.17</b>	\$
Total Amount Due	Amount Enclosed
Due Date Aug 10	

☐ The Neighbor to Neighbor program helps disadvantaged customers pay their electric bill. I want \$ to help. My payment reflects my gift of

MICHAEL REDDICK  
942 CANTON RD NW  
CARROLLTON, OH 44615-8402

Make Check Payable and Send To:  
AMERICAN ELECTRIC POWER  
PO BOX 24404  
CANTON OH 44701-4404



000024517000024517010000000000763406261125071008017900005

Please tear on dotted line

Return top portion with your payment

Service Address:  
MICHAEL REDDICK  
942 CANTON RD NW  
CARROLLTON, OH 44615-8402

Rate Tariff: Residential Service-820

Page 1 of 2

Account Number	Total Amount Due	Due Date
076-340-626-1-1	\$245.17	Aug 10, 2017
Meter Number	Cycle-Route	Bill Date
656656966	17-14	Jul 25, 2017

**Previous Charges:**

Total Amount Due At Last Billing \$ 152.05  
Payment 06/28/17 - Thank You -152.05  
**Previous Balance Due** \$ .00\*

**Current AEP Ohio Charges:**

**Tariff 820 - Residential Service 07/24/17**

Service Delivery Identifier: 00140060707397850

Transmission Service \$ 22.31  
Distribution Service 57.09  
Customer Charge 8.40  
Retail Stability Rider 2.42  
Deferred Asset Phase-In Rider 2.87  
Phase-In Recovery Rider 8.70  
Power Purchase Agreement Rider 2.42

**Current Electric Charges Due** \$ 104.21\*

**Current National Gas & Electric LLC Charges**

(888-442-3890):

Supplier Account Number - 70630031036560

Service Delivery Identifier Number : 00140060707397850 07/24/17

Commodity Charge 1568 KWH @ 0.0899 \$ 140.96

**Current Supplier Charges** \$ 140.96\*

**Total Amount Due**

**\$245.17**

\*Charges make up the "Total Amount Due"

**Due Date Aug 10**

**Price-to-Compare:** For tariff 820, in order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than AEP Ohio's price of 5.5 cents per kWh for the same usage that appears on this bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" web site at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov).

Visit us at [www.AEPOhio.com](http://www.AEPOhio.com)  
Due date does Not Apply to the previous balance due  
See other side for Important Information



case ID: TRED0619171E  
REDDICK COMPLAINT

Send Inquiries To:  
**PO BOX 24401**  
**CANTON, OH 44701-4401**  
**R-07-656656966**

Rate Tariff: Residential Service-820

Page 2 of 2

Account Number	Total Amount Due	Due Date
076-340-626-1-1	\$245.17	Aug 10, 2017
Meter Number	Cycle-Route	Bill Date
656656966	17-14	Jul 25, 2017

Service Address:  
**MICHAEL REDDICK**  
**942 CANTON RD NW**  
**CARROLLTON, OH 44615-8402**

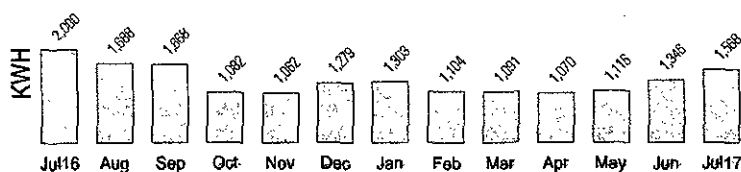
**For Informational Purposes only:** The below costs are NOT NEW CHARGES and are approximate values. AEP participates in programs required by the state of Ohio to support energy conservation and to secure renewable energy resources. For more information on energy efficiency programs, please visit [aepohio.com/ItsYourPower](http://aepohio.com/ItsYourPower).

Renewable Programs: \$1.22  
 Energy Efficiency Programs: \$3.54  
 Peak Demand Reduction Programs: \$1.35

Meter	Service Period		Meter Reading Detail			
Number	From	To	Previous	Code	Current	Code
656656966	06/23	07/24	77507	Actual	79075	Actual
Multiplier 1.0000			Metered Usage 1,568 KWH			
Next scheduled read date should be between Aug 18 and Aug 23						

### 13 Month Usage History

Total KWH for Past 12 Months is **15,809**



Month	Total KWH	Days	KWH Per Day	Cost Per Day	Average Temperature
Current	1,568	31	51	\$3.36	72°F
Previous	1,346	30	45	\$3.06	69°F
One Year Ago	2,000	33	61	\$4.54	74°F
Your Average Monthly Usage: 1,317 KWH					

### Additional Messages

In the Company's most recent distribution case, the PUCO granted approval of the Pilot Throughput Balancing Adjustment Rider (PTBAR). The PTBAR ensures that the actual kWh base distribution revenue collected from Residential and small Commercial customers equals the amount authorized and does not vary as a result of usage. Effective with this bill a residential customer using 1,000 kWh of electricity will see an decrease of \$0.02 per month.

As a participant in the AEP Ohio Customer Choice Program, your electric energy is being supplied by **National Gas & Electric LLC**. This bill reflects AEP Ohio charges for delivery of the electric and all electric energy supply charges AEP Ohio has received from your supplier as of the Billing Date shown on this bill. For questions about your electric energy supply charges please contact National Gas & Electric LLC at (888)442-3890. Please note that failure to pay charges for competitive retail electric services (CRES) may result in loss of those products and services, the cancellation of your contract with the CRES provider and your return to AEP Ohio's Standard Offer for energy supply services.