

ILE

## Gregory P. Weaver

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10/30/2018

Public Utilities Commission of Ohio  
Docketing Division  
180 East Broad Street  
Columbus, OH 43215-3793

18-144-EL-CSS

PUCO

2018 NOV -8 PM 3:36

RECEIVED-DOCKETING DIV

Re: Case #00201844

Dear Public Utilities Commission of Ohio,

On October 23, 2018, I was contacted by Anita Lewis, a representative of North America Power in relation to my formal complaint filed in August (Case #00201844). We were eventually able to speak on the phone on October 25, 2018. Ms. Lewis apologized for the lack of timely response to my complaint. She went on to state two overarching points: (1) NA Power were in full compliance with PUCO rules; (2) PUCO lacked jurisdiction and regulatory power to award damages or change NA Power business practices. Nevertheless, she stated the company would like to reimburse me for the difference in price after my contract entered into month-to-month variable pricing in comparison to the default variable rate offered by the Illuminating Company; a sum totaling \$628.

On October 26, 2018, I received a certified copy of their appeal for relief to PUCO which wholehearted refuted my claim.

NA Power's failure to respond to PUCO (both during the informal and formal processes) is emblematic. It is very much consistent with my experience after my contract entered into variable pricing. They are expert communicators when it comes to marketing their competitive rates, but are poor, negligent even, in their adherence to statutory rules and regulations.

Ms. Lewis' central argument was that if I were to proceed with my claim, I would find it a fool's errand due to the inability of the Commission to mandate compensation or force NA Power to make changes in how they contract and communicate with customers. She implied that a no-fault settlement payment of \$628 was the absolute best case scenario I could expect - and a considerably better outcome than if I proceeded with in-person argument. I asked them to provide this in writing to [gregory.weaver@twc.com](mailto:gregory.weaver@twc.com). I am still awaiting this email. Considering my past experience with NA Power, I am writing to the Commission directly to verify their claim that the Commission is essentially feckless.

Please feel free to contact me via regular mail, telephone or email. My contact information can be found at the top of this letter. I thank you for advocating and protecting Ohio customers.

Sincerely,



Gregory P. Weaver

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