

FILE

Ohio

Public Utilities  
Commission

19-1289-GA CSS

Case Number

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

Formal Complaint Form

ROBIN GRAHAM

Customer Name (Please Print)

3380 Pendleton St.

Customer Address

Cuyahoga Falls, OH 44221

City

State Zip

Against

7500034426680

Account Number

Customer Service Address (if different from above)

NORDIC Energy Services, LLC

Utility Company Name

City

State

Zip

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

NORDIC Energy lied to me about when I should call to cancel my service to avoid the higher cost after my \$7.99 for 2 months. Nowhere in any paper work or in writing was it stated to me it'd take 1-2 or more billing cycles to cancel their service. They told me to call toward the end of my sign-up. I called specifically to ask when to cancel, and cancelled march 25. Their corporate office stated to me they have "no idea" what their sales office tells people. This is irresponsible! my resolution is to credited my inflated gas bill (attached) in the amount of \$99.99. I've been choosing my own suppliers for years and not a novice. I feel NORDIC intentionally lies to their customers in order to get business. They are deceptive and uncooperative with me as a consumer.

Signature

3307031032

Customer Telephone Number

RECEIVED-DOCKETING DIV

2019 JUN -5 PM 3:00

PUC OHIO

Technician

KN

Date Processed JUN 05 2019

415 Norway Street, York, PA 17403  
1.800.839.1849 MTH 9-4:30



NORDIC: Susan Pigott  
X. 5003

330 991 1521

Corporate 877 808 1022 \* to  
next meter date: will begin

ROBIN GRAHAM  
3380 PENDLETON ST  
CUYAHOGA FLS, OH 44221

70368514  
Trans. # #70368514\*

Dear Shipley Natural Gas Customer,

It is our pleasure to serve you and we appreciate your business!

The purpose of this letter is to notify you that your 6-month summer natural gas contract will soon expire. Your service will automatically renew on **December 14, 2018** into the new 6-month winter natural gas fixed rate listed below:

Service Address:

3380 PENDLETON ST  
CUYAHOGA FLS OH 44221

Gas Account Number:

7500034426680

Shipley Account Number:

1431069

Pricing Option Selected:

This price is fixed at \$4.990 per mcf **PLUS** 3% cash back rewards.

Effective Billing Start Date:

01/2019

Price Duration:

6 Months

Please refer to the terms and conditions on the reverse side of this letter for more detail.

Natural gas costs are higher during winter due to increased demand. With a 12-month plan, more expensive winter gas is evened out by less expensive summer gas. **To switch onto a 12-month fixed rate, simply complete the bottom portion of this letter and return it to Shipley. There are no cancellation or early termination fees with either the 6-month or 12-month fixed rate options.**

If you have questions regarding Shipley Energy's natural gas supply charges or are interested in any of our other products like electricity, please contact one of our Customer Care specialists at 1.800.839.1849.

### You have the option to lock in a new LOW Fixed Rate for 12 months!

Please complete the sections below to switch to a 12-month fixed rate. By signing below, I agree to the rate & term length that I've selected. There are NO cancellation or early termination fees associated with this contract. For questions about terms and conditions call us at 1.800.839.1849. You will also receive a copy of the terms and conditions in the mail.



Name: ROBIN GRAHAM

Shipley Account: 1431069

Utility: DEO

Effective Start Date: 01/2019

Pricing Plan: ( ) 12 Mo. Fixed Rate @ \$4.59 per MCF

Fixed Rate Offer Valid Through: 12/14/2018

Email:

Phone No: ( ) -

☐ Yes, I would prefer to have future pricing options sent to me via email

Signature Required for Enrollment: \_\_\_\_\_

Call Nordic 299 2 mos. [November 16, 2018]  
630 321 0888 - 888 339 6178  
or 1st  
Dimitri will match.  
800 362 7557

Corporate 877 808 1022  
Nellie

Dec 31st

Corporate 877 808 1022 \* to  
next meter date: will begin  
70368514  
Trans. # #70368514\*  
when to it?  
meter reading.  
\$88898 8416  
to terminate.  
2 months -  
rate is variable  
after  
www.nordicenergy-us.com

PUCCO:  
800-686-7826  
cont.

Brian  
877 808 1022  
said  
if continue  
starting  
Jan 1st

2-13 Dom. said  
called  
Start date Jan 9th  
Feb Feb  
month

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City/State/Zip \_\_\_\_\_  
Phone \_\_\_\_\_

☒ Please return only if your mailing address has changed.



PLEASE  
PLACE  
POSTAGE  
HERE

**Dominion Energy Ohio**  
**P.O. Box 5759**  
**Cleveland, OH 44101-0759**



*no date -  
2 months*

**DATE:** December 13, 2018

**ACCOUNT** 7500034426680

**SERVICE ADDRESS:** 3380 PENDLETON ST CUYAHOGA FALLS OH 44221-1138

Welcome to the Dominion Energy Ohio Energy Choice program. This notice confirms your choice of Nordic Energy Services, Llc as your natural gas supplier. For questions about your contract, sales tax exemption, terms or rates, contact your supplier at (630)321-0888. Unless your account status changes, you will start receiving one combined bill from Dominion Energy Ohio on or after 02/04/2019.

To cancel this pending supplier change, contact our office by 12/28/2018. Call Dominion Energy Ohio at (800)362-7557 anytime using our Interactive Voice Response (IVR) system. Please say, "more options" when asked, then, "Energy Choice." To speak with an agent, call Monday through Friday from 7:00 a.m. through 7:00 p.m.

Dominion Energy Ohio will still deliver your natural gas, read the meter, provide emergency service and issue billing statements that include transportation (delivery) service from Dominion Energy Ohio and gas supply costs from Nordic Energy Services, Llc. Also:

- ♦ **If you already have an Energy Choice contract that has not yet expired, review the terms of that contract for any cancellation or termination fees which may apply. Call your current supplier with any questions.**
- ♦ If you have any past-due amounts owed to Dominion Energy Ohio by the date of your first Energy Choice bill, you will be enrolled automatically in the One-Ninth Payment Plan. (You pay a budget amount and make one of nine equal payments of your past-due amount each month.) We periodically review your budget amount to adjust for any large over- or under-payment due to rate changes, changes in gas usage or if the weather is much warmer or colder than normal.

Go paperless! Join eCommunication@dominionenergy.com

PCA176

**ROBIN R GRAHAM**3380 PENDLETON ST  
CUYAHOGA FALLS OH 44221-1138**Account Number** 7 5000 3442 6680 **Date Prepared** April 4, 2019 **Next Meter Reading** 05/02 - 05/07/2019

Cycle 19

For questions about Dominion Energy Ohio charges call 1-800-362-7557

**Credits and Charges Since Your Last Bill**

Balance From Last Bill	\$148.16
Payment on Mar 22, 2019 - Thank You	47.17 CR
<b>Balance</b>	<b>\$100.99</b>

**Current Charges****Dominion Energy Ohio Distribution Charges**

Basic Service Charge	\$28.14
Usage-Based Charges	
12.4 MCF @ \$4483	5.56
Gross Receipts Tax (4.6044%)	1.55
<b>Total Dominion Energy Ohio Charges</b>	<b>\$35.25</b>

For questions about Dominion Energy Ohio charges, call us at 1-800-362-7557.

**Nordic Energy Services, Llc Charges**

Gas Cost 12.4 McF @ \$7.5537	\$93.67
Sales Tax	6.32
<b>Total NORDIC ENERGY SERVICES, LLC Charges</b>	<b>\$99.99</b>

For questions about gas supply costs, contact NORDIC ENERGY SERVICES, LLC at 630-321-0888.

**Total Current Gas Charges** \$135.24**Total Gas Charges Balance** \$236.23**Products & Services Credits and Charges**

Balance From Last Bill	\$22.83
Payment on Mar 22, 2019 - Thank You	22.83 CR
<b>Balance</b>	<b>0.00</b>

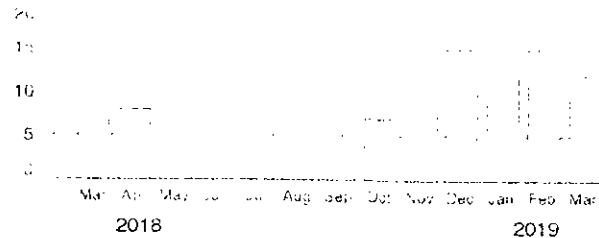
**Current Charges****Products & Services Charges**

Homeserve- Int Gas Plan	\$2.49
Homeserve- Water Line Plan	3.49
Homeserve- Furnace Plan	5.95
Homeserve- Prem Water Htr Plan	10.90
<b>Products &amp; Services Account Balance</b>	<b>\$22.83</b>

**Monthly Usage Comparison**

Average Daily Temperature	2018	2019
For This Billing Period	34°F	37°F

Gas Use in MCF



Avg Monthly Use:	8.0 MCF
Total Annual Use:	96.0 MCF

**Billing Period and Meter Readings**

Date	Read Type	Reading	Difference
Meter Number	13857750		
Apr 3, 2019	Actual	641.4	
Mar 5, 2019	Actual	629.0	12.4
<b>MCF Used in 29 Days</b>			<b>12.4</b>

**Gas Cost** - The price charged to cover the cost of natural gas.**Gas Usage Charge** - Covers expenses, including SSG gas cost and transportation charges, involved in providing gas services to customers who purchase gas from Dominion Energy Ohio.**Gross Receipts Tax** - Ohio tax levied on public utilities.**Investigation Fee** - Fee to be levied in those circumstances where Dominion Energy Ohio has reasonable proof of the customer's fraudulent or damaging practice related to gas service.**Late Payment Charge** - A 1.5% late payment charge (LPC) may be imposed on all past-due balances if the required payment is not paid in full by the time the next bill is generated. For Payment Plan and Budget customers, the LPC applies only to the past-due plan amount.**MCF** - An abbreviation for the standard measure of gas meaning 1,000 Cubic Feet.**Meter Test Fee** - Fee charged for a meter test performed at the customer's request.**Miscellaneous Charge(s)** - An additional debit or credit applied to the account. An explanation of the reason for the charge or credit will be provided.**Monthly Variable Rate (MVR)** - Cost of default natural gas for residential customers whose Energy choice or opt-in governmental aggregation contract has expired, as well as for large volume and nonresidential customers. Under this rate, Dominion Energy Ohio assigns a participating supplier to provide gas supply at that supplier's prevailing rate.**Reconnection Fee** - Fee charged to restore gas service that was terminated by the Company or at a customer's request.**Reset Read** - Adjusted meter reading that establishes the point from which you are responsible for gas use.**Returned Payment Fee** - Fee for each returned item tendered or authorized as payment on the customer's account and returned for any reason.**Security Deposit Installment** - One-third of the total security deposit required. Security deposits are billed to customers in three equal monthly installments. A 3% rate of interest is paid if the full deposit is held for 180 days or longer. Deposits are refunded with interest to residential and small commercial accounts if required payments are made for 12 consecutive months and were not late more than two months during that time, you are not delinquent, or an account is closed for 10 days or longer. Deposits for large commercial and industrial accounts are reviewed every 24 months.**Service Charge** - This charge includes fixed costs for delivering gas.**Standard Choice Offer (SCO)** - Cost of acquiring default natural gas for sale to Energy Choice-eligible residential customers by a participating supplier assigned by Dominion Energy Ohio to provide gas supply at the regulated rate.**Standard Service Offer (SSO)** - Cost of acquiring natural gas for sale to customers who purchase gas from Dominion Energy Ohio.**Transportation Charges / Usage-Based Charges** - Cover costs associated with delivering gas to the meter, including all applicable riders and taxes. All customers are required to pay these charges regardless if they choose an alternate supplier through the Energy Choice or other transport programs. These