

**BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO**

In the Matter of the Application of Direct)	
Energy Services, LLC and Direct Energy)	Case No. 19-1786-EL-UNC
Business, LLC for Approval of Supplier)	
Consolidated Bill Format.)	

APPLICATION

In accordance with Ohio Adm. Code 4901:1-21-18(F), Direct Energy Services, LLC and Direct Energy Business, LLC (collectively, Direct) request approval of the supplier consolidated bill format described below. In support of this Application, Direct states as follows:

1. Direct is a “certified electric services company” and a provider of “competitive retail electric service” as defined in R.C. 4928.01(A) and Ohio Admin. Code 4901:1-21-01.
2. Direct is a participant in the Supplier Consolidated Billing Pilot program (SCB Pilot) approved in AEP Ohio’s most recent Electric Security Plan proceeding, Case No. 16-1852-EL-SSO.
3. In accordance with the parameters of the SCB Pilot and the requirements in Ohio Admin. Code 4901:1-21-18(C)-(E), Direct hereby submits for approval its supplier consolidated bill format, attached herein as Exhibit A.
4. Exhibit A contains bill format examples for the following scenarios: standard and budget billing, average monthly payment, cancelled and rebilled charges, past due charges, and final billing.
5. This bill format will be used solely for the purposes of the SCB Pilot and will be applied only to Direct customers in the AEP Ohio service territory participating in the SCB Pilot, until or unless the SCB Pilot is extended or adopted permanently.

6. To ensure the timely adoption of this change, Direct requests approval of this Application and bill format in accordance with the 45-day timeframe provided for in Ohio Adm. Code 4901:1-21-18(F).

7. Approval of this Application will neither result in an increase in any current rate or charge nor adversely affect customers.

WHEREFORE, Direct respectfully requests that the Commission grant the relief requested in Direct's Application and all other necessary and proper relief.

Dated: September 18, 2019

Respectfully submitted,

/s/ Mark A. Whitt

Mark A. Whitt (0067996)

Rebekah J. Glover (0088798)

WHITT STURTEVANT LLP

The KeyBank Building, Suite 1590

88 East Broad Street

Columbus, Ohio 43215

Telephone: (614) 224-3946

Facsimile: (614) 224-3960

whitt@whitt-sturtevant.com

glover@whitt-sturtevant.com

(Counsel are willing to accept service by email)

ATTORNEYS FOR DIRECT ENERGY
SERVICES, LLC AND DIRECT ENERGY
BUSINESS, LLC



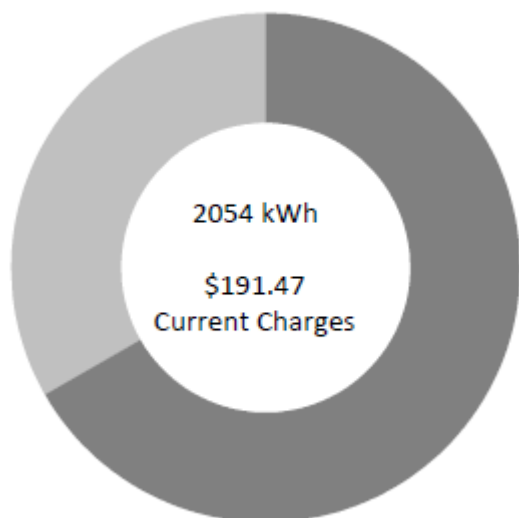
PO BOX 180
TULSA, OK 74101-0180



SERVICE ADDRESS: JANE SMITH, 123 MAIN ST, ANY CITY, OH 43999-9999

JANE SMITH
123 MAIN ST
ANY CITY, OH 43999-9999

Current bill summary:
Billing from 06/14/18 - 07/13/18 (30 days)



- AEP Delivery Charge - \$53.12
- Direct Energy Supply Charge - \$139.47

Total amount due on or before December 12, 2018
Invoice Date is November 17, 2018
Direct Energy Account # 123456789

\$191.47

Notes from Direct Energy:

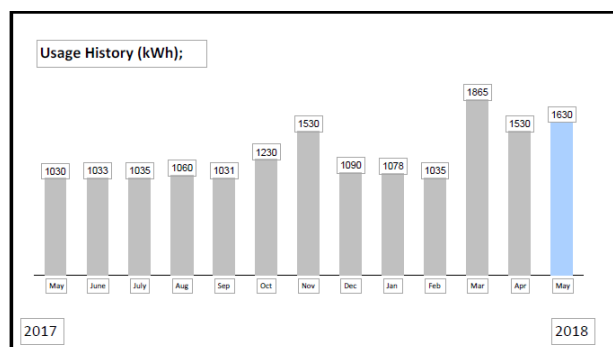
Thank you for being a paperless customer! Sign Up for billing and outage alerts to stay informed. You can manage your account by logging in at directenergy.com/account

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Direct Energy Customer Service
Mon-Fri 8:30am – 8pm EST
Sat 8am- 5:30pm 1-888-305-3828

AEP Ohio Power Failure & Emergencies 24/7
1-800-672-2231



Total usage for past 12 months: 16,177 kWh
Average (Avg.) monthly usage: 1,348 kWh

Methods of Payment:

Online	Directenergy.com
Phone	1-877-335-0960
Mail	PO Box 70230 Philadelphia, PA 19176-0230

Please tear on dotted line.

Turn over for important information.

Thank you for your prompt payment. Please include your account number on your check and return this stub with your payment.

JANE SMITH, 123 MAIN ST, ANY CITY, OH 43999-9999

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\$191.47

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Sign up for Auto Pay and never worry about late payments. Go to your **Online Account Manager** and sign up today.

0010467000010467010000000

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Important Message

Bills may be paid by mail or to an authorized agent. Payment to others is at your own risk. For names and locations of authorized agents, please call Direct Energy toll free at 1-888-566-9988.

We offer several ways for you to pay your bill. In addition to paying in person or by mail, you may receive and pay your bill electronically (e-Bill) or have your payments deducted automatically from your checking or savings account.

Definitions:

Actual: Reflects that a reading was taken from your meter.

Estimate: Reflects that AEP Ohio were unable to read your meter this month. We calculated your bill based on prior usage and seasonal variations. You can choose to call AEP Ohio with an actual meter read at 1-833-722-6446.

Kilowatt-hour (kWh): The unit measure for the electricity you use. For example, you use one kWh of electricity to light a 100-watt light bulb for 10 hours.

Customer Charge: The fixed monthly basic distribution charge to partially cover costs for billing, meter reading, service line maintenance and equipment.

Late Payment Charge: (If applicable) A late charge is added to the overdue amount of the regulated portion of your bill if you do not pay your bill by the due date.

Generation Service or Supply: Charges associated with the production of electricity.

Transmission Service: Charge for moving high-voltage electricity from a generation facility to the distribution station of the local electric utility. Transmission charges show under the delivery portion of the bill.

Distribution Service: Charge for use of local wires, transformers, substations and other equipment used to deliver electricity to your home/business. Distribution charges show under the delivery portion of the bill.

Phase-In Recovery Rider (PIRR): The PIRR will allow AEP Ohio to recover the cost of fuel deferred from 2009-2011 as previously authorized by the PUCO.

Deferred Asset Phase-In Rider (DAPIR): Recovers previously incurred deferrals for distribution assets.

Delivery: The graph on the first page shows charges associated with moving electricity through transmission lines and distribution lines as well as costs to maintain those lines and other distribution costs.

We welcome the opportunity to assist you. Our customer service center is open 24 hours a day, 7 days a week. If you have a question, please call us toll free at 1-800-672-2231, or 1-800-617-1234 (TDD/TTY). If you feel your concern has not been resolved, you can file a complaint at www.aepohio.com under "Contact Us", call 1-833-722-6446 or by writing to Customer Concerns, 4500 S. Hamilton Road, Groveport, OH 43125.

If your complaint is not resolved after you have called Direct Energy, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from 8 a.m. to 5 p.m. weekdays, or at www.PUCO.Ohio.gov. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service).

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Rates Available on Request

Electronic Check Conversion – if you pay by check, you authorize us to convert your paper check into an electronic debit.

If you have questions, please call Direct Energy at 1-888-566-9988 or visit us at www.directenergy.com.

Meter Read Details:

Meter #					
123 MAIN ST, ANY CITY, OH 43999-9999					
Previous	Type	Current	Type	Metered	Usage
167	Actual	2221	Actual	2054	2054 kWh
Service Period 10/13 - 11/13			Multiplier		
Next scheduled read date should be between Dec 13 and Dec 16.					
For meter read questions or concerns, contact AEP at 1-833-722-6446.					

Line Item Charges:

Previous Balance	
Previous Balance Due	\$119.09
Payment Received 10/16/18	-119.09
Total Previous Balance Forward	\$.00

Current Direct Energy Charges (877-335-0960)	
Supplier Account Number - xxxxxxxxxxxx	
Fixed @ \$0.0679 Per 2054 kWh	\$139.47
Current Supply Charge Due	\$139.47



Current AEP Ohio Charges (866-258-3782)	
Utility Account Number - xxxxxxxxxxxx	
Tariff 849 – Medium General Service 11/13/18	
Service Delivery Identifier - xxxxxxxxxxxxxxxx	
Transmission Service	\$13.39
Distribution Service	28.63
Customer Charge	8.40
Retail Stability Rider	1.03
Deferred Asset Phase-In Rider	1.61
Power Purchase Agreement Rider	.06
Current Electric Charges	\$53.12
AEP Ohio Current Budget Amount Due	\$52.00*

Accumulated Budget Balance	\$10.00*
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If you have any questions or complaints, please contact AEP Ohio at www.aepohio.com under "Contact Us", call 1-833-722-6446 or by writing to Customer Concerns, 4500 S. Hamilton Road, Groveport, OH 43125.

Total Current Charges	\$191.47
Total Balance Forward	\$0.00
Total Adjustments	\$0.00
Total Balance Due	\$191.47*
*Charges make up the "Total Balance Due".	



Notes from Direct Energy:

Your Current Direct Energy Plan Info:

Plan Name:	Live Brighter
Term:	12 months
Plan Start:	10/01/2018
Plan End:	10/01/2019
Cancellation Fee	\$0

Want additional reminders when it's time to renew your contract?

Log in to your Online Account Manager at www.directenergy.com and provide us with your email address and wireless cell phone number and we won't let you forget when your contract is expiring. You can also access energy saving tips to help reduce your usage.

Want to save time and trees?

Sign up for **Auto-Pay** so you never have to remember to pay your bill and you can get some extra time back each month. And switch to **Paperless Billing** to help reduce your carbon footprint while reducing that trip out to the mailbox.

Want to protect your home?

Through Home Warranty of America, a Direct Energy company, you can make sure you are protected against the unexpected through a variety of affordable Home Warranties or Protections Plans. Don't Wait! Give us a call today to chat about ways we can help you stay covered at 1-888-492-7359 Mon-Fri 8 am to 8 pm CST and Sat/Sun 8 am to 5:30 pm CST .

Have additional questions?

We have great customer service agents waiting to help. Just go to www.directenergy.com and click Live Chat Mon-Fri 8 am to 5 pm CST or call us at 1-888-566-9988 Mon-Fri 8 am to 8 pm CST and Sat 8 am to 5:30 pm CST

Please Note: This bill reflects a rate change as submitted by your Competitive Electric Retail Service Provider (CRES).



Notes from AEP Ohio:

Price-to-Compare: For tariff 013, 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 \$0.059 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**.

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 **www.AEPOhio.com/Save**.

Renewable Programs: \$0.73

Energy Efficiency Programs: \$1.84

Peak Demand Reduction Programs: \$0.70

Due date does not apply to previous balance due. Register for online services at www.AEPOhio.com. Registration is free and easy and gives you the convenience of 24-hour access to your account. You can sign up for paperless billing, view your bill, check your usage, update your contact information, and much more.

Continued Notes from AEP Ohio:

This bill reflects your new AEP Budget Billing amount.

You have a credit with AEP Ohio of <variable>.

Your initial AEP Budget Bill Amount has been prorated due to the number of days in the bill period. Your next billing will be for your regular monthly AEP Budget Amount.

Your AEP Ohio Budget Anniversary month is December.

Please review the "Accumulated Budget Balance" shown on your bill. Your current AEP budgeted amount may not be sufficient to avoid a large settlement during your budget anniversary month. To avoid this situation, visit us on the web at www.aepohio.com or call AEP Ohio to learn about our Average Monthly Payment plan and other budgeting options.

After a six-month review, next month your AEP budget amount will be \$48.00.



PO BOX 180
TULSA, OK 74101-0180

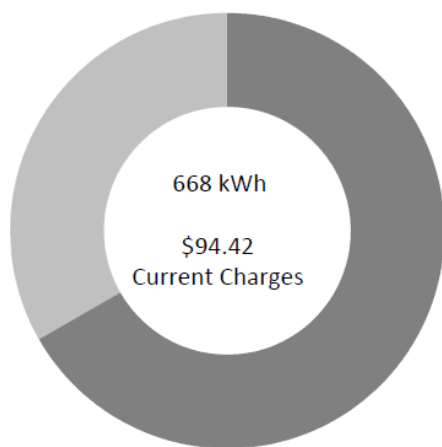


SERVICE ADDRESS: JANE SMITH, 123 MAIN ST, ANY CITY, OH 43999-9999

JANE SMITH
123 MAIN ST
ANY CITY, OH 43999-9999

Current bill summary:

Billing from 04/14/18 - 05/13/18 (30 days)



- AEP Ohio Delivery Charge - \$52.00
- Direct Energy Supply Charge - \$42.42

EXHIBIT A
Page 5 of 20
Total amount due on or before June 25, 2018
Invoice Date is May 20, 2018
Direct Energy Account # 123456789 **\$94.42**

Notes from Direct Energy:

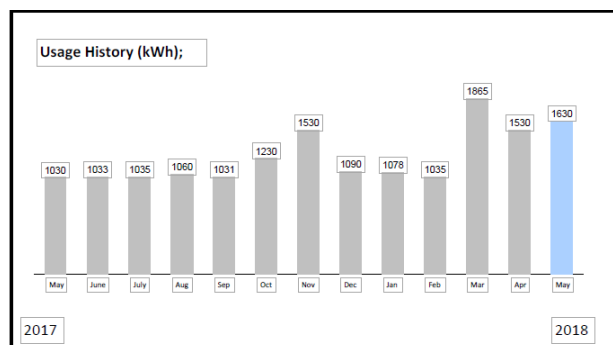
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1-800-672-2231



Total usage for past 12 months: 16,177 kWh
Average (Avg.) monthly usage: 1,348 kWh

Methods of Payment:

Online: Directenergy.com
Phone: 1-877-335-0960
Mail: PO Box 70230
Philadelphia, PA 19176-0230

Please tear on dotted line.

Turn over for important information.

Thank you for your prompt payment. Please include your account number on your check and return this stub with your payment.

JANE SMITH, 123 MAIN ST, ANY CITY, OH 43999-9999

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Invoice Date is May 20, 2018
Direct Energy Account # 123456789

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Payment Amount \$

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Rates Available on Request

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Meter Read Details:

Meter #000000					
123 MAIN ST, ANY CITY, OH 43999-9999					
Previous	Type	Current	Type	Metered	Usage
167	Actual	835	Actual	668	668 kWh
Service Period 04/13 - 05/13			Multiplier		
Next scheduled read date should be between Jun 15 and Jun 20.					
For meter read questions or concerns, contact AEP at 1-833-722-6446.					

Line Item Charges:

Previous Balance	
Previous Balance Due	\$279.09
Payment 06/03/18 - Thank you!	-279.09
Total Previous Balance Due	\$0.00*

Current Direct Energy Charges (877-335-0960)	
Supplier Account Number: 123456789	
Fixed @ \$0.0635 Per 668 kWh	\$42.42
Current Supply Charge Due	\$42.42*



Current AEP Ohio Charges (866-258-3782)	
Utility Account Number: 987-654-321-0-1	
Tariff 849 – Medium General Service 05/13/18	
Service Delivery Identifier xxxxxxxx	
Transmission Service	\$10.00
Distribution Service	10.00
Customer Charge	10.00
Retail Stability Rider	10.00
Deferred Asset Phase-In Rider	5.00
Power Purchase Agreement Rider	8.12
Current Electric Charges	\$53.12*
Average Monthly Payment (AMP) Amount Due	\$52.00*

Accumulated AMP Balance	\$75.25*
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If you have any questions or complaints, please contact AEP Ohio at www.aepohio.com under "Contact Us", call 1-833-722-6446 or by writing to Customer Concerns, 4500 S. Hamilton Road, Groveport, OH 43125.	
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Total Current Charges	\$94.42
Total Balance Forward	\$0.00
Total Adjustments	\$0.00
Total Balance Due	\$94.42*
*Charges make up the "Total Balance Due".	



Notes from Direct Energy:

Your Current Direct Energy Plan Info:

Plan Name:	Live Brighter
Term:	12 months
Plan Start:	04/01/2018
Plan End:	04/01/2019
Cancellation Fee	\$0

Want additional reminders when it's time to renew your contract?

Log in to your Online Account Manager at www.directenergy.com and provide us with your email address and wireless cell phone number and we won't let you forget when your contract is expiring. You can also access energy saving tips to help reduce your usage.

Want to save time and trees?

Sign up for **Auto-Pay** so you never have to remember to pay your bill and you can get some extra time back each month. And switch to **Paperless Billing** to help reduce your carbon footprint while reducing that trip out to the mailbox.

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Energy Efficiency Programs: \$1.84

Peak Demand Reduction Programs: \$0.70

You can obtain the brochure, "Customer Handbook of Rights and Obligations" by calling AEP at 1-999-999-9999. This brochure includes information about customer rights and responsibilities as required by PUCO.

Continued Notes from AEP Ohio:

Your Average Monthly Payment (AMP) review month is June.

With AMP, the AEP Ohio portion of your bill would be \$53.12 visit AEPOhio.com

SCAM ALERT: Customers and employees have told AEP Ohio they're getting suspicious emails that appear to look like bills sent from utility companies. This is similar to the recent phone scam.

To protect yourself and your family:

- Don't respond to the email
- Make sure not to open any links or attachments in the email
- Never give out any personal information



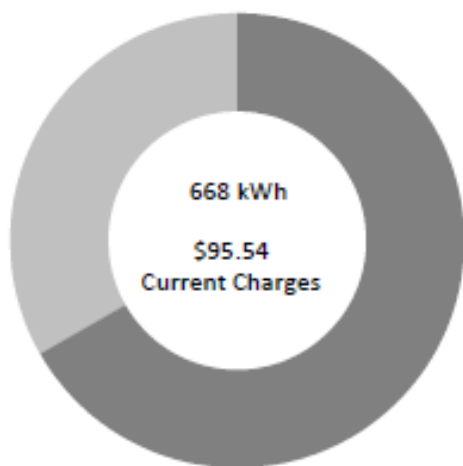
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- Direct Energy Supply Charge - \$21.99

EXHIBIT A
Page 9 of 20
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Invoice Date is May 20, 2018
Direct Energy Account # 123456789 **\$52.89**

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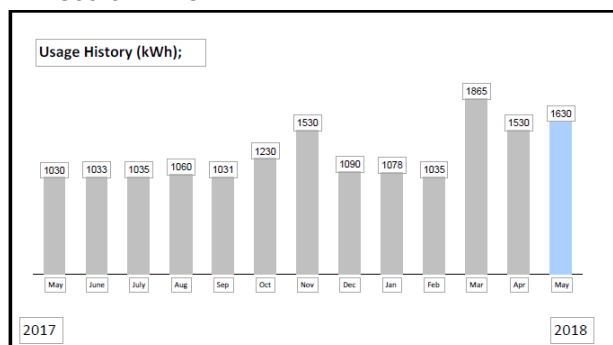
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Service Period 04/13 - 05/13 Multiplier

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Line Item Charges:**Previous Balance**

Previous Balance Due	\$279.09
Payment Received 06/03/18	-279.09
Total Previous Balance Forward	\$0.00*

Current Direct Energy Charges (877-335-0960)

Supplier Account Number: 123456789

Fixed @ \$0.0637 x 324 kWh	-\$20.66
Cancelled Supply Charges	-\$20.66*
Fixed @ \$0.0679 Per 324 kWh	\$21.99
Rebilled Supply Charge Due	\$21.99*
Fixed @ \$0.0679 Per 324 kWh	\$21.99
Current Supply Charge Due	\$21.99*

**Current AEP Ohio Charges (866-258-3782)**

Utility Account Number: 987-654-321-0-1

Tariff 849 – Medium General Service 01/13/18

Service Delivery Identifier xxxxxxxxx	
Transmission Service	-\$5.00
Distribution Service	-3.00
Customer Charge	-3.00
Retail Stability Rider	-3.00
Deferred Asset Phase-In Rider	-3.00
Power Purchase Agreement Rider	-3.00
Cancelled Electric Charges	-\$20.00*

Tariff 849 – Medium General Service 01/13/18

Service Delivery Identifier xxxxxxxxx	
Transmission Service	\$4.42
Distribution Service	4.42
Customer Charge	4.42
Retail Stability Rider	4.42
Deferred Asset Phase-In Rider	4.42
Power Purchase Agreement Rider	4.46
Rebilled Electric Charges	\$26.56*

Tariff 849 – Medium General Service 01/13/18

Service Delivery Identifier xxxxxxxxx	
Transmission Service	\$4.42
Distribution Service	4.42
Customer Charge	4.42
Retail Stability Rider	4.42
Deferred Asset Phase-In Rider	4.42
Power Purchase Agreement Rider	4.46
Current Electric Charges	\$26.56*

If you have any questions or complaints, please contact AEP Ohio at www.aepohio.com under "Contact Us", call 1-833-722-6446 or by writing to Customer Concerns, 4500 S. Hamilton Road, Groveport, OH 43125.

Total Current Charges	\$95.54
Total Balance Forward	0.00
Total Adjustments	- 42.65
Total Balance Due	\$52.89*

*Charges make up the "Total Balance Due".

**Notes from Direct Energy:****Your Current Direct Energy Plan Info:**

Plan Name:	Live Brighter
Term:	12 months
Plan Start:	02/01/2018
Plan End:	02/01/2019
Cancellation Fee	\$0

Want additional reminders when it's time to renew your contract?

Log in to your Online Account Manager at www.directenergy.com and provide us with your email address and wireless cell phone number and we won't let you forget when your contract is expiring. You can also access energy saving tips to help reduce your usage.

Want to save time and trees?

Sign up for **Auto-Pay** so you never have to remember to pay your bill and you can get some extra time back each month. And switch to **Paperless Billing** to help reduce your carbon footprint while reducing that trip out to the mailbox.

Want to protect your home?

Through Home Warranty of America, a Direct Energy company, you can make sure you are protected against the unexpected through a variety of affordable Home Warranties or Protections Plans. Don't Wait! Give us a call today to chat about ways we can help you stay covered at 1-888-492-7359 Mon-Fri 8 am to 8 pm CST and Sat/Sun 8 am to 5:30 pm CST.



Notes from AEP Ohio:

Price-to-Compare: For tariff 013, 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 \$0.059 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**.

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 **www.AEPOhio.com/Save**.

Renewable Programs: \$0.73

Energy Efficiency Programs: \$1.84

Peak Demand Reduction Programs: \$0.70

Got a new dog in your yard? Let AEP Ohio know about it. Call 1-999-999-9999 so we can note it on your account.

Continued Notes from AEP Ohio:

AEP made an adjustment for this billing period. Please see the AEP details for more information.

If not already paid, AEP adjusted charges will be presented on your supplier's bill. Please pay your supplier when you receive their bill.

AEP Ohio initiated this corrected bill.



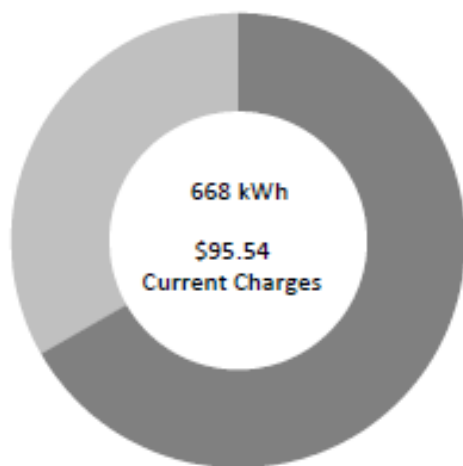
PO BOX 180
TULSA, OK 74101-0180

SERVICE ADDRESS: JANE SMITH, 123 MAIN ST, ANY CITY, OH 43999-9999

JANE SMITH
123 MAIN ST
ANY CITY, OH 43999-9999

Current bill summary:

Billing from 06/14/18 - 07/13/18 (30 days)



- AEP Delivery Charge - \$53.21
- Direct Energy Supply Charge - \$42.42

Total amount due on or before August 2, 2018
Invoice Date is July 17, 2018
Direct Energy Account # 123456789 **\$195.54**

Notes from Direct Energy:

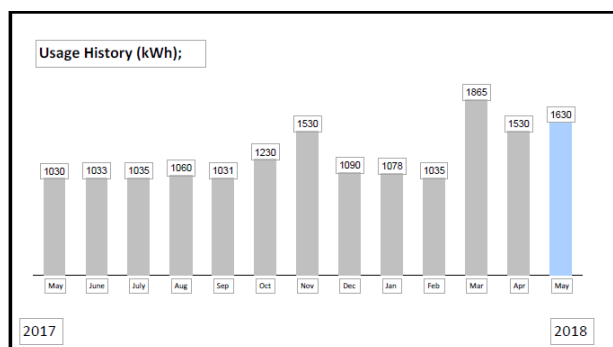
Thank you for being a paperless customer! Sign Up for billing and outage alerts to stay informed. You can manage your account by logging in at directenergy.com/account

We're here to help

Questions about your bill? Go to directenergy.com/account

Direct Energy Customer Service
Mon-Fri 8:30am – 8pm EST
Sat 8am- 5:30pm 1-888-305-3828

AEP Ohio Power Failure & Emergencies 24/7
1-800-672-2231



Total usage for past 12 months: 16,177 kWh
Average (Avg.) monthly usage: 1,348 kWh

Methods of Payment:

Online: Directenergy.com
Phone: 1-877-335-0960
Mail: PO Box 70230
Philadelphia, PA 19176-0230

Please tear on dotted line.

Turn over for important information.

Thank you for your prompt payment. Please include your account number on your check and return this stub with your payment.

JANE SMITH, 123 MAIN ST, ANY CITY, OH 43999-9999

Total amount due on or before August 2, 2018
Invoice Date is July 17, 2018
Direct Energy Account # 123456789

\$195.54

Payment Amount \$

Make check payable and send to:
DIRECT ENERGY
PO BOX 70230
Philadelphia, PA 19176-0230

Sign up for Auto Pay and never worry about late payments. Go to your **Online Account Manager** and sign up today.

0010467000010467010000000

Send Inquiries To:
PO BOX 180
TULSA, OK 74101-0180

Important Message

Bills may be paid by mail or to an authorized agent. Payment to others is at your own risk. For names and locations of authorized agents, please call Direct Energy toll free at 1-888-566-9988.

We offer several ways for you to pay your bill. In addition to paying in person or by mail, you may receive and pay your bill electronically (e-Bill) or have your payments deducted automatically from your checking or savings account.

Definitions:

Actual: Reflects that a reading was taken from your meter.

Estimate: Reflects that AEP Ohio were unable to read your meter this month. We calculated your bill based on prior usage and seasonal variations. You can choose to call AEP Ohio with an actual meter read at 1-833-722-6446.

Kilowatt-hour (kWh): The unit measure for the electricity you use. For example, you use one kWh of electricity to light a 100-watt light bulb for 10 hours.

Customer Charge: The fixed monthly basic distribution charge to partially cover costs for billing, meter reading, service line maintenance and equipment.

Late Payment Charge: (If applicable) A late charge is added to the overdue amount of the regulated portion of your bill if you do not pay your bill by the due date.

Generation Service or Supply: Charges associated with the production of electricity.

Transmission Service: Charge for moving high-voltage electricity from a generation facility to the distribution station of the local electric utility. Transmission charges show under the delivery portion of the bill.

Distribution Service: Charge for use of local wires, transformers, substations and other equipment used to deliver electricity to your home/business. Distribution charges show under the delivery portion of the bill.

Phase-In Recovery Rider (PIRR): The PIRR will allow AEP Ohio to recover the cost of fuel deferred from 2009-2011 as previously authorized by the PUCO.

Deferred Asset Phase-In Rider (DAPIR): Recovers previously incurred deferrals for distribution assets.

Delivery: The graph on the first page shows charges associated with moving electricity through transmission lines and distribution lines as well as costs to maintain those lines and other distribution costs.

We welcome the opportunity to assist you. Our customer service center is open 24 hours a day, 7 days a week. If you have a question, please call us toll free at 1-800-672-2231, or 1-800-617-1234 (TDD/TTY). If you feel your concern has not been resolved, you can file a complaint at www.aepohio.com under "Contact Us", call 1-833-722-6446 or by writing to Customer Concerns, 4500 S. Hamilton Road, Groveport, OH 43125.

If your complaint is not resolved after you have called Direct Energy, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from 8 a.m. to 5 p.m. weekdays, or at www.PUCO.Ohio.gov. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service).

The Ohio Consumers' Counsel (OCC) represents utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 from 8 a.m. to 5 p.m. weekdays, or at www.PickOCC.org.

Rates Available on Request

Electronic Check Conversion – if you pay by check, you authorize us to convert your paper check into an electronic debit.

If you have questions, please call Direct Energy at 1-888-566-9988 or visit us at www.directenergy.com.

Meter Read Details:

Meter #00000000					
123 MAIN ST, ANY CITY, OH 43999-9999					
Previous	Type	Current	Type	Metered	Usage
167	Actual	914	Actual	747	747 kWh
Service Period 04/18 - 05/17			Multiplier		
Next scheduled read date should be between Jun 15 and Jun 20.					
For meter read questions or concerns, contact AEP at 1-833-722-6446.					

Line Item Charges:

Previous Balance	
Previous Balance Due	\$279.09
Payment Received 04/17/19	-179.09
Total Previous Balance Forward	\$100 .00*

Current Direct Energy Charges (877-335-0960)	
Supplier Account Number - xxxxxxxxxxxx	
Fixed @ \$0.0679 Per 2054 kWh	\$42.42
Current Supply Charge Due	\$42.42



Current AEP Ohio Charges (866-258-3782)	
Utility Account Number – xxxxxxxxxxxx	
Tariff 849 – Medium General Service 11/13/18	
Service Delivery Identifier	
Transmission Service	\$10.00
Distribution Service	10.00
Customer Charge	10.00
Retail Stability Rider	10.00
Deferred Asset Phase-In Rider	5.00
Power Purchase Agreement Rider	8.12
Current Delivery Charge Due	\$53.12*

If you have any questions or complaints, please contact AEP Ohio at www.aepohio.com under "Contact Us", call 1-833-722-6446 or by writing to Customer Concerns, 4500 S. Hamilton Road, Groveport, OH 43125.

Total Current Charges	\$95.54
Total Balance Forward	100.00
Total Adjustments	0.00
Total Balance Due	\$195.54
*Charges make up the "Total Balance Due".	



Notes from Direct Energy:

Your Current Direct Energy Plan Info:

Plan Name:	Live Brighter
Term:	12 months
Plan Start:	12/01/2018
Plan End:	11/30/2019
Cancellation Fee	\$0

Want additional reminders when it's time to renew your contract?

Log in to your Online Account Manager at www.directenergy.com and provide us with your email address and wireless cell phone number and we won't let you forget when your contract is expiring. You can also access energy saving tips to help reduce your usage.

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Notes from AEP Ohio:

Price-to-Compare: For tariff 013, 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 \$0.059 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.

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.

Renewable Programs: \$0.73

Energy Efficiency Programs: \$1.84

Peak Demand Reduction Programs: \$0.70

Continued Notes from AEP Ohio:

AEP will no longer accept payment for your previous supplier beginning with your next bill.

Due date does not apply to previous AEP Ohio balance due. Register for online services at AEPOhio.com.

Registration is free and easy and gives you the convenience of 24-hour access to your account. You can sign up to check your usage or update your contact information.

The Public Utilities Commission of Ohio in case number 14-1578-EL-RDR on June 3, 2015, approved an adjustment to Ohio Power Company's Enhanced Service Reliability Rider rate effective with the previous month's bill. A residential customer using 1,000 kWh of electricity will see an increase of \$0.21 per month. In Case No. 12-2627-EL-RDR, the PUCO approved an adjustment to increase the Distribution Investment Rider for AEP Ohio, effective with this bill. This rider, which is adjusted quarterly, recovers capital costs associated with distribution infrastructure. A residential customer using 1,000 kWh per month will see an increase of \$0.34 per month.



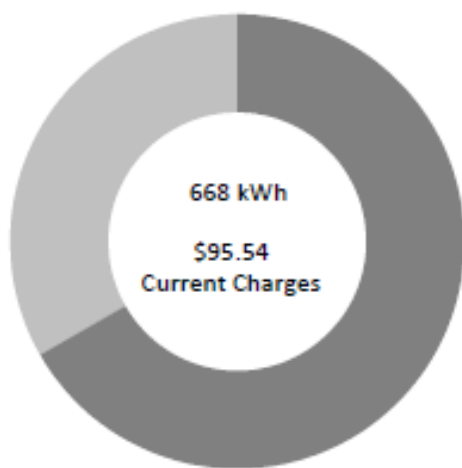
PO BOX 180
TULSA, OK 74101-0180



SERVICE ADDRESS: JANE SMITH, 123 MAIN ST, ANY CITY, OH 43999-9999

JANE SMITH
123 MAIN ST
ANY CITY, OH 43999-9999

Current bill summary:
Billing from 04/14/18 - 05/13/18 (30 days)



- AEP Ohio Delivery Charge - \$53.12
- Direct Energy Supply Charge - \$42.42

Please tear on dotted line.

Thank you for your prompt payment. Please include your account number on your check and return this stub with your payment.

JANE SMITH, 123 MAIN ST, ANY CITY, OH 43999-9999

Send Inquiries To:
PO BOX 180
TULSA, OK 74101-0180

Make check payable and send to:
DIRECT ENERGY
PO BOX 70230
Philadelphia, PA 19176-0230

EXHIBIT A

Page 17 of 20

Total amount due on or before June 25, 2018

Invoice Date is May 20, 2018

Direct Energy Account # 123456789

\$95.54

Notes from Direct Energy:

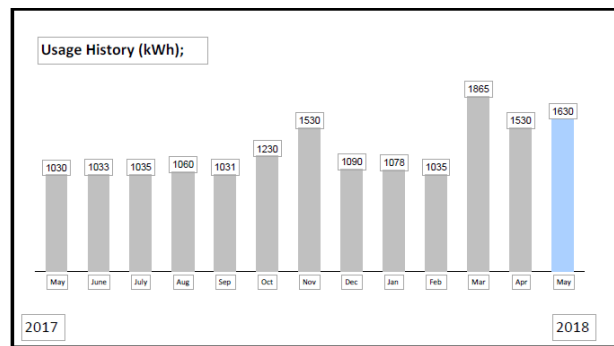
This is your Direct Energy bill for the period ending on May 13, 2018. You currently have a remaining balance with Direct Energy of \$95.54 that will be automatically paid by your credit card on file on June 25, 2018. If you would like to make a change to your current payment method, please log in to your Online Account Manager at www.DirectEnergy.com or by calling us at 1-888-305-3828. Thank you for being our customer and we hope to serve you again in the future.

We're here to help

Questions about your bill? Go to
directenergy.com/account

Direct Energy Customer Service
Mon-Fri 8:30am – 8pm EST
Sat 8am- 5:30pm 1-888-305-3828

AEP Ohio Power Failure & Emergencies 24/7
1-800-672-2231



Total usage for past 12 months: 16,177 kWh
Average (Avg.) monthly usage: 1,348 kWh

Methods of Payment:

Online: Directenergy.com

Phone: 1-877-335-0960

Mail: PO Box 70230
Philadelphia, PA 19176-0230

Turn over for important information.

Total amount due on or before June 25, 2018
Invoice Date is May 20, 2018
Direct Energy Account # 123456789

\$95.54

Payment Amount \$

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Important Message

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We welcome the opportunity to assist you. Our customer service center is open 24 hours a day, 7 days a week. If you have a question, please call us toll free at 1-800-672-2231, or 1-800-617-1234 (TDD/TTY). If you feel your concern has not been resolved, you can file a complaint at www.aepohio.com under "Contact Us", call 1-833-722-6446 or by writing to Customer Concerns, 4500 S. Hamilton Road, Groveport, OH 43125.

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Rates Available on Request

Electronic Check Conversion – if you pay by check, you authorize us to convert your paper check into an electronic debit.

If you have questions, please call Direct Energy at 1-888-566-9988 or visit us at www.directenergy.com.

Meter Read Details:

Meter #000000

123 MAIN ST, ANY CITY, OH 43999-9999

Previous	Type	Current	Type	Metered	Usage
167	Actual	835	Actual	668	668 kWh

Service Period 04/13 - 05/13 Multiplier

Next scheduled read date should be between Jun 15 and Jun 20.

For meter read questions or concerns, contact AEP at 1-833-722-6446.

Line Item Charges:

Previous Balance

Previous Balance Due \$279.09

Payment Received 06/03/18 -279.09

Total Previous Balance Forward \$0.00*

Current Direct Energy Charges (877-335-0960)

Supplier Account Number: 123456789

Fixed @ \$0.0635 Per 668 kWh \$42.42

Current Supply Charge Due \$42.42*


Current AEP Ohio Charges (866-258-3782)

Utility Account Number – xxxxxxxxxxxx

Tariff 849 – Medium General Service 05/13/18

Service Delivery Identifier xxxxxxxxxxxx

Transmission Service \$10.00

Distribution Service 10.00

Customer Charge 10.00

Retail Stability Rider 10.00

Deferred Asset Phase-In Rider 5.00

Power Purchase Agreement Rider 8.12

Current Electric Charges \$53.12*

If you have any questions or complaints, please contact AEP Ohio at www.aepohio.com under "Contact Us", call 1-833-722-6446 or by writing to Customer Concerns, 4500 S. Hamilton Road, Groveport, OH 43125.

Total Current Charges \$95.54

Total Balance Forward \$0.00

Total Adjustments \$0.00

Total Balance Due \$95.54*

*Charges make up the "Total Balance Due".



Notes from Direct Energy:

Your Current Direct Energy Plan Info:

Plan Name:	Live Brighter
Term:	12 months
Plan Start:	07/01/2017
Plan End:	07/01/2018
Cancellation Fee	\$0

Have additional questions?

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Renewable Programs: \$0.73

Energy Efficiency Programs: \$1.84

Peak Demand Reduction Programs: \$0.70

Continued Notes from AEP Ohio:

This will be your final supplier consolidated bill. Your next bill will come from AEP Ohio.

Stealing copper is illegal and can have deadly consequences. Reporting copper theft could save a life, so if you have any information, please call 1-866-747-5845

Enjoy the benefits of constant connection. Download AEP Ohio's mobile app today, at Google Play and iTunes stores.

You can obtain the brochure, "Customer Handbook of Rights and Obligations" by calling AEP at 1-999-999-9999. This brochure includes information about customer rights and responsibilities as required by PUCO.

This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

9/18/2019 1:39:25 PM

in

Case No(s). 19-1786-EL-UNC

Summary: Text In the Matter of the Application for Approval of Supplier Consolidated Bill
Format electronically filed by Ms. Rebekah J. Glover on behalf of Direct Energy Services, LLC
and Direct Energy Business, LLC