

THE PUBLIC UTILITIES COMMISSION OF OHIO

**IN THE MATTER OF THE COMPLAINT OF
ROBIN GRAHAM,**

COMPLAINANT,

CASE NO. 19-1289-GA-CSS

v.

NORDIC ENERGY SERVICES, LLC,

RESPONDENT.

ENTRY

Entered in the Journal on October 9, 2019

I. SUMMARY

{¶ 1} The Commission grants complainant's request to dismiss the complaint, as the issues in the case have been resolved.

II. DISCUSSION

{¶ 2} Pursuant to R.C. 4905.26, the Commission has authority to consider written complaints filed against a public utility by any person or corporation regarding any rate, service, regulation, or practice relating to any service furnished by the public utility that is in any respect unjust, unreasonable, insufficient, or unjustly discriminatory. Pursuant to R.C. 4929.24, the Commission has jurisdiction under R.C. 4905.26, upon complaint of any person, regarding the provision by a retail natural gas supplier subject to certification under R.C. 4929.20 of any service for which it is subject to certification.

{¶ 3} Nordic Energy Services, LLC (NES) is a retail natural gas supplier as defined in R.C. 4929.01, and, as such, is subject to the jurisdiction of this Commission.

{¶ 4} On June 5, 2019, Robin Graham (Complainant) filed a complaint against NES, alleging that, although she had cancelled gas service on March 25, 2019, NES

continued to bill her for several months afterwards. Complainant requests that her account be credited for the overbilling.

{¶ 5} On June 25, 2019, NES filed a response asserting that it has acted in a timely manner to effectuate Complainant's request for cancellation. NES also stated that, in deference to Complainant's concerns, the complaint has been satisfied and should be considered closed.

{¶ 6} On September 23, 2019, Complainant filed a letter stating that she would not proceed further with her complaint.

{¶ 7} Given the contents of Complainant's September 23, 2019 letter, this complaint should be dismissed and closed of record.

III. ORDER

{¶ 8} It is, therefore,

{¶ 9} ORDERED, That this case be dismissed and closed of record. It is, further,

{¶ 10} ORDERED, That a copy of this Entry be served upon all parties of record.

COMMISSIONERS:

Approving:

Sam Randazzo, Chairman

M. Beth Trombold

Lawrence K. Friedeman

Daniel R. Conway

Dennis P. Deters

JML/hac

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