



## Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

### Commissioners

A. Beth Trombold  
Lawrence K. Friedman  
Dennis P. Deters  
Daniel R. Conway

### Case Detail

Case Number: 00233259	Owner: Mariner Taft
Account Name: [REDACTED]	Account in Question: Verde Energy USA Ohio LLC
Type:	Account Holder: [REDACTED]
Status: Closed	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

#### CASE DATES:

Date Opened: 10-19-2018  
Case Age in Business Days: 75

Date Closed: 02-05-2019

### Contact Information

Contact: [REDACTED]	Preferred Contact Method: No Preference
Phone: [REDACTED]	Preferred Contact Time:
Mobile: [REDACTED]	Email: [REDACTED]

### Service Address Information

Service Account Number: [REDACTED]	Service Address County: Franklin
Service Address Street: [REDACTED]	Service Address State: Ohio
Service Address City: Columbus	Service Address Zip: [REDACTED]
Service Address Country: United States	Service Address Phone: [REDACTED]

### Industry Information

AIQ Industry: Electric	Territory Account:
AIQ Sub-Industry: Competitive Retail Electric Service Provider	General Code: Billing -- Electric
AIQ Sub-Sub-Industry:	Specific Code: Slamming
Non-Jurisdictional Case: <input type="checkbox"/>	

### Additional Information

PUCO ID: 345478	Case Formal Complaint Specialist Approved:
Docketing Case Number:	Case Formal Complaint Supervisor Approved:
Legacy Case ID:	

## Transportation Information

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Crossing ID:

Railroad:

Railroad Street Name:

## Description Information

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**Description:**

**Resolution:**

advise customer that aep sent back \$697.45 on 1/21/19 to verde that verde received 1/29/19. ask customer if received \$26.61 refund check sent 11/20/18, said he did but did not cash it since thought if did, verde would consider the issues settled and would not do further credits/adjustments. verde will send \$83.49 and \$76.03 refund checks to bring censtar balance to \$0, shows that verde balance is \$0. to prevent aep disconnect, customer needs to pay \$486.12 by 2/10 or to bring acct up to date, needs to pay \$714.63 total acct balance. customer understands information, asks if verde would do further compensation due to time and trouble from slamming issues. advise customer that verde would not do further compensation, would add complaint to data set that other puco staff review and if a trend comes about, puco could pursue this company further. customer thanks me for puco assistance.

## Case Comments

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Created Date	Comment
10/19/2018 8:34:15 AM	<p>Caller has Aep Calling about supplier Verde Energy. Caller said bill this month was higher than normal. His supplier was switched to Verde Energy without his ok. Caller states he was with Dynegy. Caller states he did not speak with anyone on the phone or in person to switch. He does not recall receiving an opt out notice His rate went from .053-.145</p> <p>Caller called Verde and was advised that he was with Censtar Energy and those customer's were switched to Verde. Caller looked at his previous bill and he was always with Dynegy. Caller states he called Verde to cancel</p> <p>Advised would send up for investigation/Advised of timeline/ lcb Caller wants to know how he was switched/ Caller wants his bill adjusted to the rate it would have been had he not been switched/Caller wants the supplier cancelled.</p>

10/25/2018 9:23:25 AM	<p>Good Evening,</p> <p>This email is in response to PUCO Complaint No. 00233259 for [REDACTED]</p> <p>We=92d like to advise that the recording request has been forwarded to our = Compliance Manager-Vendor &amp; Quality Assurance to locate. Please be aware t= hat at this time we are awaiting to hear back from our vendor with recordin= g. A follow up email will be sent once it becomes available.</p> <p>Kindest regards,</p> <p>Louise Bourgeois</p>
10/25/2018 1:04:08 PM	<p>customer calling about his case. I told him that a response was received today and once the inv. is able to go over it he will contact him back. he sates that if fine, he was not sure how the process goes. I told him i would let the inv know he has called back. he thanked for help.</p>
11/6/2018 12:01:06 PM	<p>Caller was looking for update on case. Advised caller that MT has yet to hear back from Verde. Caller is looking to be contacted when a reply is received.</p>
11/13/2018 8:51:07 AM	<p>Customer is calling about his case. Brought him up-to-date. He is concerned because he now has a disconnect notice from AEP. Advised that I would speak to to MT to see if we can't get AEP to hold any disconnect pending resolution. He does not want to make any payments that might be sent to Verde. Invited a call back.</p>
11/14/2018 4:29:59 PM	<p>customer called back to check on the status. i advised we received response from AEP Ohio. he says that he wondering what happens if Verde never responds because they must clearly be in violation. i advised i can't answer that. he says he does want to pay his bill but he wants the correct amount. customer request supervisor.</p> <p>3-way call to sup line, completed call to M.C.</p>
11/14/2018 4:38:59 PM	<p>Received a call from the customer transferred to me on the escalation line. A woman answered and asked me to hold for [REDACTED] I waited several minutes and then disconnected the call.</p>
11/16/2018 3:36:19 PM	<p>Caller was looking to get an update on the case. Transferred call to MT.</p>
11/16/2018 3:46:06 PM	<p>Customer called back in stating that the call as lost in the transfer. Completed call to investigator.</p>
11/16/2018 3:56:44 PM	<p>customer calls for update, advise that checks with censtar, aep and dynaergey on billing issues with various suppliers. customer said had a two-year contract with dynaergey on a good rate and then was switched to censtar and verde without his knowledge. ask customer who he wants as supplier, wants to be with dynaergey and as of 11/1/18, has been advised is with dynaerngey. advise customer will call him once has further information, customer wants to be billed accurately.</p>
11/28/2018 4:04:21 PM	<p>Caller looking to speak with MT. Transferred call to MT's vm.</p>
11/28/2018 4:26:29 PM	<p>Received a call transferred by LC. Updated [REDACTED] about his case. He wants to fax over his last three bills from AEP. Provided case ID and fax number.</p>

11/29/2018 4:24:31 PM	Customer called requesting to speak with MT. Customer wanted to verify rather or not his fax was received, and where the investigation stands. Transferred customer to MT.
11/29/2018 4:31:02 PM	customer calls for update, advise that check with aep to make sure service will not be disconnected during investigation and that request from verde that going back to when customer was with perigee as electric supplier, request that verde refund or credit all the generation charges when customer was with perigee, censtar and verde. customer asks if received bills faxed today, advise did receive these bills. customer says wants to pay the bill, says that was slammed and advise customer that verde basically admitted that slammed customer. customer asks when can expect end to investigation, advise will work to conclude investigation in 7-10 days. customer thanks me for update.
12/5/2018 1:43:27 PM	Caller calling for M.T Transferred to M.T
12/5/2018 1:54:11 PM	customer calls for updat and asks if will be disconnected by aep during investigation of suppliers. advise customer will check with aep, wait for response from aep on disconnect status. advise customer that wait for response from verde/electric supplier on rerate issues, also wait for response from aep on disconnect issues. advise customer if don't hear from me that is not in disconnect danger. call aep_sheri hill and ask about disconnect issues, she says hold on disconnect still in place till 12/19/18. sheri will send official response to recent inquiry in next day or two.
12/12/2018 12:32:33 PM	Calling to speak with MT, caller states he has another disconnect notice for January. caller would like to leave vm. IT to vm.
12/31/2018 8:57:58 AM	Caller wanting to reach M.T., who has been out, so transferred to escalation line.
12/31/2018 9:09:51 AM	Received a call from the customer transferred by RF. He does not wish to be disconnected and he thought he had until 1/12/19. Advised that the last e-mail from AEP says that it will hold disconnection until 1/2. Advised that I would get into the case and call him back.
12/31/2018 10:13:41 AM	Called ea at AEP, Emily. The Verde charges will be sent back to Verde on 1/21/19. These amount to \$697.45. She changed the disconnection date to 1/31/19.
12/31/2018 10:53:07 AM	cust calling back to speak with MC transferred cust over
12/31/2018 10:58:29 AM	Receive a call from the customer transferred by CF. He wanted to thank me for getting the disconnection pushed back. Advised that we would be in touch.
1/4/2019 2:20:09 PM	review 1/4 response, wait for 1/11 response per company response.
1/14/2019 4:39:00 PM	customer called, requested to speak with M.C. about the case. he says Verde is dragging their feet. i advised his inv is M.T. he says he preferred to speak with M.C. transferred to vm.
1/15/2019 7:23:50 AM	review 1/14 response.

1/15/2019 11:25:37 AM	vm verde_april lusk and verde_louise bourgeise to request they reach out to aep to obtain billing records to do adjustment sooner than waiting on u.s. post office to mail those billing records to verde energy. also advise that per puc calculations, customer should be adjusted approximately \$800-810 and not the \$697 being sent through per billing records from aep. leave my direct number as cbr.
1/15/2019 11:51:05 AM	call customer and advise that aep still holds disconnect till 1/31/19 and left phone message for verde company contacts and emailed puc calculations as far as what verde should adjust the customer's bills to since did slam customer's supplier service. advise customer that per puc calculations, verde should adjust or remove from aep bill \$883. customer understands information, thanks me for update, wait for response.
1/15/2019 1:03:19 PM	Received a call from the customer who asked me to call him back.  Called [REDACTED] Reached voice mail. Left message advising that Verde had not responded yet, that we had sent over the calculations for the refund, that AEP is still holding disconnection until 1/31/19, and that it plans to send back \$697 of the \$833 in charges on 1/21/19. Invited a call back.
1/22/2019 10:48:43 AM	Called for April Lusk/Elizabeth Bourgeois. Reached voice mail. Left message asking for a return call. Left case ID and direct dial number.
1/23/2019 12:58:21 PM	Received a voice message from Louise Bourgeois who asked for a return call.
1/23/2019 1:56:04 PM	wait for callback from verde_louise bourgeois.
1/24/2019 12:00:24 PM	Spoke with Louise Bourgeois. Discussed the period between 9/5/18 and 11/2/18. Asked where the figure of \$.03553 to which the customer was re-rated came from. She advised that AEP Ohio provided that number. Advised that the figure should be 0 per O.A.C. 4901:1-21-08(C) and specifically O.A.C. 4901:1-21-08(C)(5)(b)(ii). Advised that AEP Ohio will be sending back charges of \$645.97, for which the customer should be held harmless. Explained that the customer does not dispute the Perigee enrollment, but that he did not receive the O.A.C. 4901:1-21-11(G) notice. Went through the calculations for the refund of \$ 186.13 for that period. She advised that the customer had been sent a check for \$26.61 and another was currently being processed for \$83.49. This brings the remainder owed to the customer to \$76.02, in addition to not holding the customer responsible for the soon to be returned charges of \$645.97. She says that she will speak to her supervisor and respond via e-mail. Advised that we would also want to know when the customer could expect to receive a check for the \$76.02.  Called ea at AEP, Kim. The charges have been sent back. At this point he needs \$486.12 to avoid disconnection and \$714.63 is the total balance.

2/5/2019 8:35:14 AM	<p>advise customer that aep sends \$697.45 back to verde on 1/21/19, verde receives these charges 1/29/19 and adjusts the verde acct to \$0. ask customer if received \$26.61 refund check sent 11/20/18, says did but did not want to cash it since thought if cashed this check, verde would think the dispute was resolved and verde would not do further credits or refunds. also advise customer that verde sends \$83.29 and \$76.03 refund checks to bring censtar slamming charges to \$0. advise customer to prevent disconnect of aep service, aep needs payment of \$486.12 by 2/10. to bring acct up to date, aep needs customer to pay \$714.63 total acct balance. customer understands this information, thinks should be compensated further due to the time/trouble the slamming issues with verde caused him. advise customer that puco would not provide further compensation, other puco staff would add his case to data set and if trend evolved with verde regarding slamming issues, further action could be taken. customer understands this information, asks if aep would send a bill showing the \$714.63 total acct balance and \$486.12 disconnect amount needs paid by 2/10, advise that company sends current bill 2/6/19 and this information should be on the bill.</p> <p>customer thanks puco for assistance. call aep_jennifer to update on disconnect issues. jennifer that customer has 90 day arears of \$189.07, 60 days arears-\$113.46 and 30 days arears-\$183.59 for total past due of \$486.12. \$714.63 is total acct balance. customer bills 2/6/19 and customer can be disconnected if payment of \$486.12 is not received by 2/10/19. jennifer that \$154.01 of the \$714.63 are dynergy supplier charges, the remainder of the \$714.63 are aep delivery charges.</p>
2/20/2019 4:02:34 AM	<p>advise customer that aep sent back \$697.45 on 1/21/19 to verde that verde received 1/29/19. ask customer if received \$26.61 refund check sent 11/20/18, said he did but did not cash it since thought if did, verde would consider the issues settled and would not do further credits/adjustments. verde will send \$83.49 and \$76.03 refund checks to bring censtar balance to \$0, shows that verde balance is \$0. to prevent aep disconnect, customer needs to pay \$486.12 by 2/10 or to bring acct up to date, needs to pay \$714.63 total acct balance. customer understands information, asks if verde would do further compensation due to time and trouble from slamming issues. advise customer that verde would not do further compensation, would add complaint to data set that other puco staff review and if a trend comes about, puco could pursue this company further. customer thanks me for puco assistance.</p>

## Web Information

Web Name:  
Web Home Phone:  
Web Email:  
Web Company:  
Web Zip Code:

Web Account in Question:  
Web US Dot #:

## System Information

Created by: Shanequa Jones  
# Tasks Correspondence Review: 0  
# Tasks Correspondence Review:0

Last Modified by: Sara Macey  
Next Activity Date:  
Case Grade Created: ☐  
Case Grade Target: ☐

## Case Emails

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**Email Created Date:** 10/19/2018 10:15:27 AM

**Email Text Version:**

Initial Submission of a Consumer Complaint  
Provider of Electric  
Please Respond Within 3 Business Days

CASE ID: 00233259

COMPANY:

CUSTOMER:

ADDRESS: [REDACTED] Columbus, Ohio 43209

SERVICE ADDRESS:

[REDACTED]  
Columbus, Ohio 43209

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

\*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)\*\*\*

DESCRIPTION OF ISSUE:

Sincerely,

Mariner Taft

Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

**Email Created Date:** 10/24/2018 7:45:32 PM

**Email Text Version:**

This message was created automatically by the mail system.

A message that you sent could not be delivered to one or more of its recipients. This is a permanent error. The following address(es) failed:

>>> contactthepuco@2-8aom0tmg3ztd7dw09q2jcw93c26p9d3ht9n8bql8ziggs218z.t-gzxteak.na21.case.salesforce.com (Undelivered): 554 5.4.7 [internal] exceeded max time without delivery

----- This is a copy of the original message, including all headers. -----

Return-Path: <ContactThePUCO@puco.ohio.gov>  
Authentication-Results: mx3-wax.mta.salesforce.com x-tls.subject="/C=US/ST=Washington/L=Redmond/O=Microsoft Corporation/CN=mail.protection.outlook.com"; auth=pass (cipher=ECDHE-RSA-AES256-SHA384)  
Authentication-Results: apex.salesforce.com; dkim=fail (signature verification failed) header.d=puco.ohio.gov  
Received: from [23.103.200.135] ([23.103.200.135:38191] helo=GCC01-CY1-obe.outbound.protection.outlook.com) by mx3-wax.mta.salesforce.com (envelope-from <ContactThePUCO@puco.ohio.gov>) (ecelerity 4.2.38.62368 r(Core:release/4.2.38.0)) with ESMTPS (cipher=ECDHE-RSA-AES256-SHA384 subject="/C=US/ST=Washington/L=Redmond/O=Microsoft Corporation/CN=mail.protection.outlook.com") id B2/E9-34410-072BFCB5; Tue, 23 Oct 2018 23:44:48 +0000  
DKIM-Signature: v=1; a=rsa-sha256; c=relaxed/relaxed; d=puco.ohio.gov; s=selector1; h=From:Date:Subject:Message-ID:Content-Type:MIME-Version:X-MS-Exchange-SenderADCheck; bh=MQzABxJD5NPynsgBbOcSqw18/mj6RNR68FvR2oW25w=;

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Received: from DM2PR09MB0448.namprd09.prod.outlook.com (10.161.252.147) by DM2PR09MB0447.namprd09.prod.outlook.com (10.161.252.146) with Microsoft SMTP Server (version=TLS1\_2, cipher=TLS\_ECDHE\_RSA\_WITH\_AES\_256\_GCM\_SHA384) id 15.20.1273.18; Tue, 23 Oct 2018 23:44:45 +0000

Received: from DM2PR09MB0448.namprd09.prod.outlook.com (:::1) by DM2PR09MB0448.namprd09.prod.outlook.com ([fe80::d193:a8f2:6839:b572%8]) with Microsoft SMTP Server id 15.20.1250.028; Tue, 23 Oct 2018 23:44:43 +0000  
From: Customer Concerns <customerconcerns@sparkenergy.com>







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bJh7kfa1RDXJNTyJKAduktXLacdsB1kh9PhxLmWt8k4jMhH9iTUN3uFc1V0v7ZpzkRn7NSfqMpwuA  
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NEDprX0/9fuilm9sPEvMXZDziOS+e9BVK+MKJ6EtNwgpsxRswxYnXrAgNx+O/crIYnYIVySilHUqEOy  
Cb2exknmT07LAeb+9W4pNpjV0hykD7V2DjXarDR3uVhaRNJkv1Hk=

x-ms-exchange-safelinks-url-keyver: 1

x-ms-exchange-atsafelinks-stat: 0

spamdiagnosticoutput: 1:99

spamdiagnosticmetadata: NSPM

x-ms-exchange-crosstenant-originalarrivaltime: 23 Oct 2018 23:44:38.0476 (UTC)

x-ms-exchange-crosstenant-network-message-id:

27da5a3a-6a26-41bc-dfab-08d639417ed3

x-ms-exchange-crosstenant-id: 50f8fcc4-94d8-4f07-84eb-36ed57c7c8a2

x-ms-exchange-crosstenant-fromentityheader: Internet

x-ms-exchange-transport-crosstenantheadersstamped: BY1PR09MB0439

x-ms-exchange-transport-endtoendlatency: 00:00:04.2281971

x-ms-exchange-processed-by-bccfoldering: 15.20.1250.024

Resent-From: <ContactThePUCO@puco.ohio.gov>

x-ms-exchange-parent-message-id:

<A27315977DD06D47A99A717643C63A8A4804966A@exchangedb01.sparkenergy.local>

auto-submitted: auto-generated

x-ms-exchange-generated-message-source: Mailbox Rules Agent

x-ms-office365-filtering-correlation-id-prvs:

27da5a3a-6a26-41bc-dfab-08d639417ed3

x-microsoft-antispam-prvs:

<DM2PR09MB0447AF903317E2B300F7F9D89CF50@DM2PR09MB0447.namprd09.prod.outlook.com>

x-ms-exchange-senderadcheck: 0  
x-forefront-prvs: 0834BAF534  
Content-Type: multipart/alternative;  
boundary="\_000\_0caf3809a11e404f8275c589db16d4c0DM2PR09MB0448namprd09pr\_  
"  
MIME-Version: 1.0  
X-OriginatorOrg: puco.ohio.gov  
X-MS-Exchange-CrossTenant-Network-Message-Id: cf9ffdf4-b1a3-4978-4492-08d6394181bb  
X-MS-Exchange-CrossTenant-originalarrivaltime: 23 Oct 2018 23:44:43.0644  
(UTC)  
X-MS-Exchange-CrossTenant-fromentityheader: Hosted  
X-MS-Exchange-CrossTenant-id: 50f8fcc4-94d8-4f07-84eb-36ed57c7c8a2  
X-MS-Exchange-Transport-CrossTenantHeadersStamped: DM2PR09MB0447  
X-SFDC-Interface: external  
X-SFDC-SPF: Pass  
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X-SFDC-SENDERID-PRA: Pass  
X-SFDC-TLS-STATUS: true  
X-SFDC-TLS-CIPHER: ECDHE-RSA-AES256-SHA384  
X-SFDC-TLS-VERIFIED: yes  
X-SFDC-TLS-VERSION: TLSv1.2  
X-SFDC-DOMAINKEYS: None  
X-SFDC-Binding: coremailprocessor  
X-SFDC-Original-RCPT: contactthepuco@2-  
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Content-Type: text/plain; charset="Windows-1252"  
Content-Transfer-Encoding: quoted-printable

Good Evening,

This email is in response to PUCO Complaint No. 00233259 for [REDACTED]

We would like to advise that the recording request has been forwarded to our Compliance Manager-Vendor & Quality Assurance to locate. Please be aware that at this time we are awaiting to hear back from our vendor with recording. A follow up email will be sent once it becomes available.

Kindest regards,

Louise Bourgeois

From: Mariner Taft [mailto:contactthepuco@puc.state.oh.us]

Sent: Friday, October 19, 2018 9:15 AM

To: Regulatory

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00233259 =  
[ ref:\_00Dt0GzXt.\_500t0CmWqN:ref ]

[https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fpuco.my.salesforce.com%2Fservlet%2Fservlet.ImageServer%3Fid%3D3D015t000000&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cbfb8d6853f714022d0f708d63a0ab8ca%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636760215076503373&sdata=VrA0%2BL2IRfyvNCLRUplcW34P9YyipYZGoZ0GxP0Vz3c%3D&reserved=0=0Dt3q&oid=3D00Dt0000000GzXt]

Initial Submission of a Consumer Complaint  
Provider of Electric  
Please Respond Within 3 Business Days

CASE ID: 00233259

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Columbus, Ohio 43209

SERVICE ADDRESS: [REDACTED] Columbus, Ohio 43209

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

\*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)\*\*\*

DESCRIPTION OF ISSUE:

The customer states being switched from Dynergy at 5cts/kwh to Verde Energy at 14.5cts/kwh without the customer's knowledge. When was the customer switched to Verde? Was there a tpv taken and was a welcome letter sent? Work to see how service was switched and how to cancel the contract for the customer.

Sincerely,

Mariner Taft

Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)

<https://na01.safelinks.protection.outlook.com/?url=www.PUCO.ohio.gov&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cbfb8d6853f714022d0f708d63a0ab8ca%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636760215076503373&data=VDr7Z2%2FKXrQr7u7OchKZ4piTEBLwdl6lb8sP%2BHDEq%2BQ%3D&reserved=0><<https://na01.safelinks.protection.outlook.com/?url=3Dhttp=s%3A%2F%2Fwww.puco.ohio.gov%2F&data=3D02%7C01%7CContactThePUCO%40puco.ohio.gov%7C27da5a3a6a2641bcdfab08d639417ed3%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636759350819953518&sdata=3Dn9OEMm26yhZmFmmjEsIIeI4ivEL2oAp6X0MhbVhVjcg%3D&reserved=3D0>>

This message and any response to it may constitute a public record and thus= may be publicly available to anyone who requests it.

[<https://na01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fpuco.my.salesforce.com%2Fservlet%2Fservlet.ImageServer%3Foid%3D3D00Dt000000&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cbfb8d6853f714022d0f708d63a0ab8ca%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636760215076503373&data=H4YHous0W6fSiUKlOc7BgvwUD20vakubKnbfHkSqZPQ%3D&reserved=0>=0GzXt&esid=3D018t0000003bZdC]

ref:\_00Dt0GzXt.\_500t0CmWqN:ref

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o\:* {behavior:url(#default#VML);}
w\:* {behavior:url(#default#VML);}
.shape {behavior:url(#default#VML);}
</style><![endif]--><style><!--
/* Font Definitions */
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    {font-family:Calibri;
    panose-1:2 15 5 2 2 2 4 3 2 4;}
@font-face
    {font-family:Tahoma;
    panose-1:2 11 6 4 3 5 4 4 2 4;}
/* Style Definitions */
p.MsoNormal, li.MsoNormal, div.MsoNormal
    {margin:0in;
    margin-bottom:.0001pt;
    font-size:12.0pt;
    font-family:"Calibri","sans-serif";}
a:link, span.MsoHyperlink
    {mso-style-priority:99;
    color:blue;
    text-decoration:underline;}
a:visited, span.MsoHyperlinkFollowed
    {mso-style-priority:99;
    color:purple;
    text-decoration:underline;}
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    font-family:"Times New Roman","serif";}
span.EmailStyle18
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    color:#1F497D;}
```

```

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Evening, <o:p>
</o:p></span></p>
<p class=3D"MsoNormal"><span style=3D"font-size:11.0pt;color:#1F497D"><o:p>=
&nbsp;</o:p></span></p>
<p class=3D"MsoNormal"><span style=3D"font-size:11.0pt;color:#1F497D">This =
email is in response to PUCO Complaint No. 00233259 for [REDACTED]
<o:p></o:p></span></p>
<p class=3D"MsoNormal"><span style=3D"font-size:11.0pt;color:#1F497D"><o:p>=
&nbsp;</o:p></span></p>
<p class=3D"MsoNormal"><span style=3D"font-size:11.0pt;color:#1F497D">We=92=
d like to advise that the recording request has been forwarded to our Compl=
iance Manager-Vendor & Quality Assurance to locate. &nbsp;Please be awa=
re that at this time we are awaiting to hear back
from our vendor with recording. A follow up email will be sent once it bec=
omes available.
<o:p></o:p></span></p>
<p class=3D"MsoNormal"><span style=3D"font-size:11.0pt;color:#1F497D"><o:p>=
&nbsp;</o:p></span></p>
<p class=3D"MsoNormal"><span style=3D"font-size:11.0pt;color:#1F497D">Kinde=
st regards,
<o:p></o:p></span></p>
<p class=3D"MsoNormal"><span style=3D"font-size:11.0pt;color:#1F497D"><o:p>=
&nbsp;</o:p></span></p>
<p class=3D"MsoNormal"><a name=3D"_MailEndCompose"><span style=3D"font-size=
:11.0pt;color:#1F497D">Louise Bourgeois<o:p></o:p></span></a></p>
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```



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;Tahoma&quot;,&quot;sans-serif&quot;">From:</span></b><span style=3D"font-s=  
ize:10.0pt;font-family:&quot;Tahoma&quot;,&quot;sans-serif&quot;"> Mariner =  
Taft [mailto:contactthepuco@puc.state.oh.us]  
<br>  
<b>Sent:</b> Friday, October 19, 2018 9:15 AM<br>  
<b>To:</b> Regulatory<br>  
<b>Subject:</b> [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00=  
233259 [ ref:\_00Dt0GzXt.\_500t0CmWqN:ref ]<o:p></o:p></span></p>

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com/servlet/servlet.ImageServer?id=3D015t0000000Dt3q&oid=3D00Dt0000000G=  
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</td>

</tr>

<tr>

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</tr>

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.75pt;height:300.0pt;bEditID:r3st1;bLabel:main">

**Initial Submission of a Consumer Complaint**

**Provider of Electric**

**Please Respond Within 3 Business Days**

**CASE ID:** 00233259

**COMPANY:**

**ADDRESS:**

Columbus, Ohio 43209

t;sans-serif&quot;;color:black;background:white">SERVICE ADDRESS:  
</span></b><span style=3D"font-family:&quot;Arial&quot;;&quot;sans-serif&qu=ot;;color:black">[REDACTED] nbsp;<span style=3D"background:whi=te">Columbus, Ohio 43209</span></span><span style=3D"font-family:&quot;Aria=l&quot;;&quot;sans-serif&quot;;color:black"><o:p></o:p></span></p>  
<p class=3D"MsoNormal"><b><span style=3D"font-family:&quot;Arial&quot;;&quot;=t;sans-serif&quot;;color:black;background:white">AIQ:</span></b><span style=3D"font-family:&quot;Arial&quot;;&quot;sans-serif&quot;;color:black;backgr=ound:white"> Verde Energy USA Ohio LLC</span><span style=3D"font-family:&qu=ot;Arial&quot;;&quot;sans-serif&quot;;color:black"><o:p></o:p></span></p>  
<p class=3D"MsoNormal"><b><span style=3D"font-family:&quot;Arial&quot;;&quot;=t;sans-serif&quot;;color:black;background:white">SERVICE ACCOUNT NUMBER:&nb=sp; nbsp;</span></b><span style=3D"font-family:&quot;Arial&quot;;&quot;sans=serif&quot;;color:black">[REDACTED] span><span style=3D"color:black"><o= :p></o:p></span></p>  
<p class=3D"MsoNormal"><b><span style=3D"font-family:&quot;Arial&quot;;&quot;=t;sans-serif&quot;;color:black;background:white">NIQ:</span></b><span style=3D"font-family:&quot;Arial&quot;;&quot;sans-serif&quot;;color:black;backgr=ound:white"> [REDACTED]  
</span><span style=3D"font-family:&quot;Arial&quot;;&quot;sans-serif&quot;;=color:black"><o:p></o:p></span></p>  
<p class=3D"MsoNormal"><span style=3D"font-family:&quot;Arial&quot;;&quot;s=ans-serif&quot;;color:black;background:white">&nbsp;</span><span style=3D"f=ont-family:&quot;Arial&quot;;&quot;sans-serif&quot;;color:black"><o:p></o:p>= ></span></p>  
<p class=3D"MsoNormal"><span style=3D"font-family:&quot;Arial&quot;;&quot;s=ans-serif&quot;;color:black;background:white">\*\*\*Note to supplier:&nbsp;To= ensure your response attaches to the appropriate case, please reply to thi= s email without changing the subject line.&nbsp;A status update must be provided within 3 business days of the initial request and a final resp= onse needs to be provided within 10 business days.&nbsp;If a copy of the T= PV is requested, this must be provided within 3 business days, per O.A.C. 4= 901:1-29-06(D)(6)(b)(v)\*\*\*</span><span style=3D"font-family:&quot;Arial&qu=ot;;&quot;sans-serif&quot;;color:black"><o:p></o:p></span></p>  
<p class=3D"MsoNormal"><span style=3D"font-family:&quot;Arial&quot;;&quot;s=ans-serif&quot;;color:black"><o:p>&nbsp;</o:p></span></p>  
<p class=3D"MsoNormal"><b><span style=3D"font-family:&quot;Arial&quot;;&quot;=t;sans-serif&quot;;color:black;background:white">DESCRIPTION OF ISSUE:</spa= n></b><span style=3D"font-family:&quot;Arial&quot;;&quot;sans-serif&quot;;c=olor:black;background:white">  
</span><span style=3D"font-family:&quot;Arial&quot;;&quot;sans-serif&quot;;=color:black"><o:p></o:p></span></p>  
<p class=3D"MsoNormal"><span style=3D"font-family:&quot;Arial&quot;;&quot;s=ans-serif&quot;;color:black;background:white">&nbsp;The customer states bei=



span style="font-family: 'Arial', sans-serif; color: black"><o:p></o:p></span></p>

<p class="MsoNormal"><span style="font-family: 'Arial', sans-serif; color: black; background: white"><a href="https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fna01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cfb8d6853f714022d0f708d63a0ab8ca%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636760215076503373&sdata=XPam8rDzhjYIAwqRvuUBpdRijt4KHIN8QFptzFF1uBo%3D&reserved=0">inks.protection.outlook.com/?url=3Dhttps%3A%2F%2Fwww.puco.ohio.gov%2F&d=ata=3D02%7C01%7CContactThePUCO%40puco.ohio.gov%7C27da5a3a6a2641bcdfab08d639=417ed3%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636760215076503373&sdata=3Dn9OEMm26yhZmFmmjEslIEI4ivEL2oAp6X0MhbVhVjcg%3D&reserved=3D0" or=iginalsrc=3D"https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cfb8d6853f714022d0f708d63a0ab8ca%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636760215076503373&sdata=R4azjHLbS4%2BJgVI%2BaZkeevk34DgZY8rZYRceZ7kzZE%3D&reserved=0" shash=3D"YiSRyxGWUWw/hN49Ky3CLyTqP=18f4WfK&#43;eTpT&#43;&#43;ZNZONt0qQ9FlbSUPPzMZ03BZjEP6MuZ/pEW481o27VAAuIXBU=bfEo&#43;cuJJBmwTPpnMSYTFIS4NPiOQ/e/W5A1nq9bXA4Y6SU79YO/HDSHGgPUIV0XdXXiz6I=Lvel9UaidR6w=3D"><span style="color: purple">https://na01.safelinks.protection.outlook.com/?url=www.PUCO.ohio.gov&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cfb8d6853f714022d0f708d63a0ab8ca%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636760215076503373&mp;sdata=VDr7Z2%2FKXrQr7u7OchKZ4piTEBLwdl6lb8sP%2BHDEq%2BQ%3D&reserved=0</span></a><=

/span><span style="font-family: 'Arial', sans-serif; color: black"><o:p></o:p></span></p>

<p class="MsoNormal"><span style="font-family: 'Arial', sans-serif; color: black">&nbsp;</span><span style="font-family: 'Arial', sans-serif; color: black"><o:p></o:p></span></p>

<p class="MsoNormal"><span style="font-family: 'Arial', sans-serif; color: black">&nbsp;</span><span style="font-family: 'Arial', sans-serif; color: black"><o:p></o:p></span></p>

<p class="MsoNormal"><span style="font-size: 11.0pt; font-family: 'Arial', sans-serif; color: black; background: white">This message= and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.</span><span style="font-family: 'Arial', sans-serif; color: black"><o:p></o:p></span></p>

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--\_000\_0caf3809a11e404f8275c589db16d4c0DM2PR09MB0448namprd09pr\_--  
**Email Created Date: 10/25/2018 10:44:07 AM**

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO  
Second Request for Information  
Regarding the Initial Submission of a Consumer Complaint

Please Respond Within 3 Days

CASE ID: 00233259

COMPANY:

CUSTOMER:

ADDRESS:

Columbus, Ohio 43209

SERVICE ADDRESS: [REDACTED] Ohio 43209

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

\*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)\*\*\*

DESCRIPTION OF ISSUE:

An initial complaint was sent to you on [REDACTED]. Please review the customer's concerns and respond within three business days.

Sincerely,

Mariner Taft  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

**Email Created Date: 10/31/2018 10:55:25 AM**

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00233259

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Columbus, Ohio 43209  
SERVICE ADDRESS: [REDACTED] !Case.Service\_Address\_City\_\_c}, Ohio 43209  
AIQ: Verde Energy USA Ohio LLC  
SERVICE ACCOUNT NUMBER: [REDACTED]  
NIQ: [REDACTED]

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

Sincerely,

Mariner Taft  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

**Email Created Date: 10/31/2018 11:48:59 AM**

**Email Text Version:**

Good Morning,

Thank you for your inquiry. At this time we are still reviewing Mr. [REDACTED] concerns for accuracy. Verde will provide a response to the customer's concerns by 11/2/2018.

Thank you,

Louise Bourgeois

From: Mariner Taft [mailto:contactthepuco@puc.state.oh.us]  
Sent: Wednesday, October 31, 2018 9:55 AM  
To: Regulatory  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00233259 [ref:\_00DtOGzXt.\_500t0CmWqN:ref ]



[https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt]

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00233259

COMPANY:

CUSTOMER:

ADDRESS: Columbus, Ohio 43209

SERVICE ADDRESS: Columbus, Ohio 43209

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

Do we have a response to the customer's concerns? Please advise.

Sincerely,

Mariner Taft

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C869f0ee152d244331d1e08d63f485cd8%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636765977362846714&sdata=FF34UD6b%2FE7WLkqckWbmQF4%2FX7EMWUzDJP91DIsVbjg%3D&reserved=0>

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003boFa]

ref:\_00Dt0GzXt.\_500t0CmWqN:ref  
**Email Created Date: 11/2/2018 6:20:32 PM**

**Email Text Version:**

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00233259

Thank you for bringing [REDACTED] concern to our attention and for allowing us to address it.

[REDACTED] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") because he states that he was switched to Verde at \$0.145 cents/kWh without his knowledge from Dynergy.

**Investigative Results:**

- On 2/1/17, [REDACTED] authorized his electric account to Perigee Energy ("Perigee"). Mr. [REDACTED] enrolled onto Perigee's fixed rate plan, which includes the fixed rate of \$0.0505 cents/kWh with no Monthly Service Fee or Early Termination Fee.
- On 4/3/17, Perigee mailed out letters to their customers advising that their accounts would transition to CenStar Energy ("CenStar") approximately on 5/3/17. The letter also states that if the customer had any objections to the assignment to contact Perigee. (Letter Attached)
- On 5/8/17, Mr. [REDACTED] electric account was assigned to CenStar.
- On 6/1/17, Mr. [REDACTED] account became active with CenStar.
- o The Perigee account terminated.
- On 2/9/18, Mr. [REDACTED] contacted CenStar regarding the high invoice. The agent explained to Mr. [REDACTED] that their account was now being billed at a variable rate. The agent offered to

renew Mr. [REDACTED] account; however he declined the offer and requested to cancel. CenStar submitted an outbound cancellation request to the utility.

o Later that day, CenStar received an inbound cancellation confirmation with a date of 3/7/18.

- On 3/6/18, the CenStar account terminated.
- On 6/26/18, CenStar mailed out letters to all customers advising that their accounts would transition to Verde approximately on 7/31/18. The letter also states that if the customer had any objections to the assignment, to contact CenStar by 7/30/18. (Letter Attached)
- On 8/2/18, due to no objections, CenStar proceeded with the customer assignment.
- On 9/5/18, Mr. [REDACTED] electric account became active with Verde.
- On 10/18/18, Mrs. [REDACTED] contacted Verde requesting to terminate her account. She stated that the rates were too high and would like to stay with her utility. Verde submitted the outbound cancellation request to the utility.
- On 10/19/18, Verde received PUCO Complaint No. 00233259.
- On 10/20/18, Verde received an inbound cancellation confirmation with a date of 11/1/18.
- On 11/1/18, the Verde account terminated.

Outcome:

Mr. [REDACTED] CenStar account was assigned to Verde after the original termination date of 3/6/18. For this, Verde will adjust Mr. [REDACTED] accounts dated back from service period 2/5/18- 3/6/18 for CenStar and 8/1/18- 11/1/18 for Verde. As it stands, Mr. [REDACTED] Verde account is terminated and the cost analysis will be performed once the Verde account is final billed. Please let me know if you have any additional questions or concerns regarding this matter.

Kindest Regards,

Louise Bourgeois

From: Mariner Taft [mailto:contactthepuco@puc.state.oh.us]

Sent: Friday, October 19, 2018 9:15 AM

To: Regulatory

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00233259 [ref:\_00DtOGzXt.\_500t0CmWqN:ref ]

[https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt]

Initial Submission of a Consumer Complaint  
Provider of Electric  
Please Respond Within 3 Business Days

CASE ID: 00233259

COMPANY:

CUSTOMER:

ADDRESS: [REDACTED] Columbus, Ohio 43209

SERVICE ADDRESS: [REDACTED] Columbus, Ohio 43209

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

\*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)\*\*\*

**DESCRIPTION OF ISSUE:**

The customer states being switched from Dynergy at 5cts/kwh to Verde Energy at 14.5cts/kwh without the customer's knowledge. When was the customer switched to Verde? Was there a tpv taken and was a welcome letter sent? Work to see how service was switched and how to cancel the contract for the customer.

Sincerely,

Mariner Taft

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov<<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C1e283ce51eb749c688cb08d6411162bb%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636767940280883108&sdata=9BNz%2FzmR80BFyTG6mYohy%2FL8H9VtCqrgTjL99FoV%2BC8%3D&reserved=0>>

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[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003bZdC>]

ref:\_00Dt0GzXt.\_500t0CmWqN:ref

**Email Created Date: 11/5/2018 9:12:35 AM**

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00233259

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Columbus, Ohio 43209

SERVICE ADDRESS: [REDACTED] !Case.Service\_Address\_City\_\_c}, Ohio 43209

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

Sincerely,

Mariner Taft  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator

(800) 686-PUCO (7826)  
www.PUCO.ohio.gov

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**Email Created Date: 11/6/2018 7:45:23 AM**

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00233259

COMPANY:

CUSTOMER:

ADDRESS: [REDACTED] Columbus, Ohio 43209

SERVICE ADDRESS: [REDACTED] !Case.Service\_Address\_City\_\_c}, Ohio 43209

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

Sincerely,

Mariner Taft  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
www.PUCO.ohio.gov

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**Email Created Date: 11/13/2018 9:27:11 AM**

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO  
Submission of an Urgent Consumer Complaint  
Please Respond As Soon As Possible

CASE ID: 00233259

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Columbus, Ohio 43209

SERVICE ADDRESS: [REDACTED]

Columbus, Ohio 43209

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

Sincerely,

Mariner Taft  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

**Email Created Date: 11/14/2018 10:54:31 AM**

**Email Text Version:**

11/14/18

Below are the responses to your inquiries based on the customer's concerns. I have provided AEP-Ohio's response next to the individual questions to ensure that each question has been answered.

1. We received a call from the customer that AEP sends the customer a disconnect notice. Is this case?

A. Yes -- a disconnection notice was sent on 11/2/2018.

2. If so, is this the fourteen-day disconnect notice or the ten-day disconnect notice?

A. 14-day disconnect notice.

3. When was this or these disconnect notices sent?

A. Sent on 11/2/2018 for disconnect for non-payment of \$624.97 on 12/10/2018.

4. What amount will prevent disconnect and when is the customer scheduled for disconnect?  
\$624.97

5. Is there a disconnect notice in the field for disconnect today?

A. No.

Choice Provider Information:

- Verde Energy USA Ohio LLC was the provider for the period 9/6/2018 to 11/2/2018.

Remaining charges due: \$697.45.

- Dynergy Energy Services is the current provider -- effective 11/3/2018.

Today, 11/14/18, an AEP Ohio Credit Coordinator spoke with [REDACTED] [REDACTED] about her account. The coordinator advised that we have not received any adjustment from Verde. The coordinator agreed to a 35-day extension to allow time for Verde to resolve their billing issue. The coordinator requested that Ms. [REDACTED] call him if additional time is needed. The coordinator provided his direct phone number and email address.

Please consider this request fulfilled.

Thanks,  
Sherry

From: Mariner Taft [mailto:contactthepuco@puc.state.oh.us]

Sent: Tuesday, November 13, 2018 9:27 AM

To: AEP Ohio Complaint

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00233259 [ref:\_00Dt0GzXt.\_500t0CmWqN:ref ]

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[https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt]

Submission of an Urgent Consumer Complaint  
Please Respond As Soon As Possible

CASE ID: 00233259

COMPANY:

CUSTOMER:

ADDRESS: [REDACTED] Columbus, Ohio 43209

SERVICE ADDRESS: [REDACTED] Columbus, Ohio 43209

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

#### DESCRIPTION OF ISSUE:

I have been investigating this customer's concerns with their electric supplier, Verde Energy. The supplier cancelled the contract in November 2018 after receiving the puco complaint. We received a call from the customer that AEP sends the customer a disconnect notice. Is this case? If so, is this the fourteen-day disconnect notice or the ten-day disconnect notice? When was this or these disconnect notices sent? What amount will prevent disconnect and when is the customer scheduled for disconnect? Is there a disconnect notice in the field for disconnect today? Currently, Verde Energy is waiting for the final bill to print on their end to do a possible and probable adjustment for the customer's usage charges for their portion of the billings. Please place a hold on the disconnect until this billing analysis can be done.  
Sincerely,

Mariner Taft

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Furl

defense.proofpoint.com%2Fv2%2Furl%3Fu%3Dhttps-

3A\_\_www.puco.ohio.gov\_%26d%3DDwMFAw%26c%3DgMbiD-

Q9WoaRgoXZKCrSug%26r%3DMn6g3VGyV9F7oqpmHavnfX-  
s\_C7S3DDJA9FSxvCmj\_U%26m%3DS73BKRKF25OqtaAZBQl01XUKuqQH6Eg6R4VfG4i230k%26s  
%3Dd56AlibL8epKWuBnYM4qmcd01CVX2N9koj39e2woXiA%26e%3D&data=02%7C01%7CCont  
actThePUCO%40puco.ohio.gov%7Cb3a27a918f6e4f40e88908d64a497297%7C50f8fcc494d84f0  
784eb36ed57c7c8a2%7C0%7C0%7C636778076652254355&sdata=kHFtZ50WqTJP2ftNpKUH7  
B7Ap74Eocaz1perWRzJKo%3D&reserved=0>

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ref:\_00Dt0GzXt.\_500t0CmWqN:ref  
**Email Created Date: 11/15/2018 11:24:32 AM**

**Email Text Version:**  
PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00233259  
COMPANY:  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Columbus, Ohio 43209  
SERVICE ADDRESS: [REDACTED] !Case.Service\_Address\_City\_\_c), Ohio 43209  
AIQ: Verde Energy USA Ohio LLC  
SERVICE ACCOUNT NUMBER: [REDACTED]  
NIQ: [REDACTED]

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

Sincerely,

Mariner Taft  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

**Email Created Date: 11/15/2018 2:34:00 PM**

**Email Text Version:**

11/15/18

Mariner,

As per your request, attached are the requested billing statements from January 2018 to present.

Please consider this request fulfilled.

Thanks,  
Sherry

From: Mariner Taft [mailto:contactthepuco@puc.state.oh.us]  
Sent: Thursday, November 15, 2018 11:25 AM  
To: AEP Ohio Complaint  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00233259 [ref:\_00Dt0GzXt.\_500t0CmWqN:ref ]

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PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division

Memorandum

CASE ID: 00233259

COMPANY:

CUSTOMER:

ADDRESS: [REDACTED] Columbus, Ohio 43209

SERVICE ADDRESS: [REDACTED] Columbus, Ohio 43209

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

In an effort to verify the customer's price-to-compare as compared to the rate charged by the supplier, please send copies of the bills going back to January 2018. We want to make sure the customer is getting the correct adjustment and verify the suppliers are using the correct ptc data to do the adjustment.

Sincerely,

Mariner Taft

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Furldefense.proofpoint.com%2Fv2%2Furl%3Fu%3Dhttps-3A\\_\\_www.puco.ohio.gov\\_%26d%3DDwMFAw%26c%3DgMbiD-Q9WoaRgoXZKCrSug%26r%3DMn6g3VGyV9F7oqpmHavnfX-s\\_C7S3DDJA9FSxvCmj\\_U%26m%3DGs65gU9Ep0n1Dsr5s89oNp2bgUxj9dk9zZd7hTMeeYU%26s%3DwArr0MyJTsnIJCc\\_XcoAU6iYvERgE6E\\_AAw\\_GNI4ajY%26e%3D&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cedf6d22da9244e688cfa08d64b310df0%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636779072246682710&sdata=WiBWpmqEHBM9CHGDLTOoBzq35txt7gdZqyHad%2FHuzM4%3D&reserved=0>](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Furldefense.proofpoint.com%2Fv2%2Furl%3Fu%3Dhttps-3A__www.puco.ohio.gov_%26d%3DDwMFAw%26c%3DgMbiD-Q9WoaRgoXZKCrSug%26r%3DMn6g3VGyV9F7oqpmHavnfX-s_C7S3DDJA9FSxvCmj_U%26m%3DGs65gU9Ep0n1Dsr5s89oNp2bgUxj9dk9zZd7hTMeeYU%26s%3DwArr0MyJTsnIJCc_XcoAU6iYvERgE6E_AAw_GNI4ajY%26e%3D&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cedf6d22da9244e688cfa08d64b310df0%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636779072246682710&sdata=WiBWpmqEHBM9CHGDLTOoBzq35txt7gdZqyHad%2FHuzM4%3D&reserved=0)

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ref:\_00Dt0GzXt.\_500t0CmWqN:ref

**Email Created Date: 11/16/2018 10:38:13 AM**

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00233259

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Columbus, Ohio 43209

SERVICE ADDRESS: [REDACTED] !Case.Service\_Address\_City\_\_c}, Ohio 43209

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

Sincerely,

Mariner Taft  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
www.PUCO.ohio.gov

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**Email Created Date: 11/16/2018 10:44:41 AM**

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00233259

COMPANY:

CUSTOMER:

ADDRESS: Columbus, Ohio 43209

SERVICE ADDRESS: {Case.Service\_Address\_City\_\_c}, Ohio 43209

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

Sincerely,

Mariner Taft

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

**Email Created Date: 11/16/2018 10:54:05 AM**

**Email Text Version:**

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00233259

COMPANY:

CUSTOMER:

ADDRESS: [REDACTED] Columbus, Ohio 43209

SERVICE ADDRESS:

Columbus, Ohio 43209

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

\*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)\*\*\*

DESCRIPTION OF ISSUE:

Sincerely,

Mariner Taft  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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**Email Created Date: 11/16/2018 2:18:02 PM**

**Email Text Version:**

11/16/18

Hi Mariner -

As per your request, attached is a spreadsheet with the PTC and CRES rates.

Please consider this request fulfilled.

Thanks,  
Sherry

From: Mariner Taft [mailto:contactthepuco@puc.state.oh.us]  
Sent: Friday, November 16, 2018 10:45 AM  
To: AEP Ohio Complaint  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00233259 [ref:\_00Dt0GzXt.\_500t0CmWqN:ref ]

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[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00233259  
COMPANY:  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Columbus, Ohio 43209  
SERVICE ADDRESS: [REDACTED] Columbus, Ohio 43209  
AIQ: Verde Energy USA Ohio LLC  
SERVICE ACCOUNT NUMBER: [REDACTED]  
NIQ: [REDACTED]

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

Sheri,  
Good morning. In pursuing this customer's concerns with their suppliers further, please provide bill copies from January 2017 to December 2017. We are trying to see when various suppliers started and stopped flowing for the customer, what the ptc was for these billing



periods and if etfs were charged. Also, we are trying to see what the suppliers charged the customer when they provided service.

Mariner

Sincerely,

Mariner Taft

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Furldefense.proofpoint.com%2Fv2%2Furl%3Fu%3Dhttps-3A\_\_www.puco.ohio.gov\_%26d%3DDwMFAw%26c%3DgMbiD-Q9WoaRgoXZKCrSug%26r%3DMn6g3VGyV9F7oqpmHavnfX-s\_C7S3DDJA9FSxvCmj\_U%26m%3Dh-jaEVF5Jg0kB9bYRki\_sbf\_2KaEMXEjaH4Sy7UUGNo%26s%3DulFCxo3qukTyrI0L-jUDhYL6Nj-QqVKi\_UAhml7XyDc%26e%3D&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C79aaf84b03a44dd079d808d64bf820c8%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636779926790606840&sdata=8QcGxAWJhJvpcg1dvuHauDBjqSqUIIUBmLnH1EkeoCQ%3D&reserved=0>

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ref:\_00Dt0GzXt.\_500t0CmWqN:ref

**Email Created Date: 11/19/2018 2:37:40 PM**

**Email Text Version:**

Good Afternoon,

Unfortunately, due to unforeseen circumstances we do not have the Welcome Letter or TPV recording for the Perigee enrollment. In regards to the CenStar account, this was a Customer Assignment from Perigee; meaning that while the customer was still under contract with

Perigee we would honor the rate and terms of service until the end of the current contract. So we would not have a Welcome Letter or TPV recording for CenStar. Lastly, because CenStar did not properly notify the customer by sending the Contract Expiration Notice, we stated we would perform the cost analysis for the final invoice. Mr. [REDACTED] CenStar account was not charged an ETF when they cancelled.

Thank you,

Louise Bourgeois

From: Mariner Taft [mailto:contactthepuco@puc.state.oh.us]  
Sent: Friday, November 16, 2018 9:38 AM  
To: Regulatory  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00233259 [ref:\_00Dt0GzXt.\_500t0CmWqN:ref ]

[https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt]

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00233259

COMPANY:

CUSTOMER:

ADDRESS: [REDACTED] Columbus, Ohio 43209

SERVICE ADDRESS: [REDACTED] Columbus, Ohio 43209

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

Good morning. This customer became a Censtar customer in June 2017 after starting and transferring from Perigee Energy in June 2017 and starting with Perigee February 2017. After cancelling the Censtar contract in February 2018, the customer was sent a letter in June 2018

saying that Censtar contracts would transfer to Verde Energy and this occurred for the customer in August 2018, though they were with Dynergy from March 2018 to September 2018. Does Censtar have a copy of either the Perigee contract, tpv or welcome letter sent when service was started with Perigee in February 2017? Did Censtar send a letter 45 to 90 days before the Censtar contract was scheduled to expire? Does Censtar have a copy of the tpv, welcome letter or terms and conditions of their contract? Why did the 14.5cts/kwh rate trigger in February 2018? What were the terms of the Censtar contract? Did Censtar charge the customer a etf? if so, how much was this etf?

Sincerely,

Mariner Taft  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)

[www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cb609ad9150be427dccf408d64e567583%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636782530580192465&sdata=1KbNmXywi2xKX6ypZYaw%2FNMGFQAUKypg5kj7ixOr4vY%3D&reserved=0](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cb609ad9150be427dccf408d64e567583%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636782530580192465&sdata=1KbNmXywi2xKX6ypZYaw%2FNMGFQAUKypg5kj7ixOr4vY%3D&reserved=0)  
>

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[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003call]

ref:\_00Dt0GzXt.\_500t0CmWqN:ref

**Email Created Date: 11/19/2018 3:18:52 PM**

**Email Text Version:**

Good Afternoon,

Attached is the cost analysis for the CenStar account. The customer should receive a refund check within 21 business days via US mail. In regards to the Verde account, after careful review we confirmed with the proper department that payment has not been received from inception

to present date for the household's consumption. Once payment is received, the cost analysis will be completed for service period 8/1/2018-11/1/2018.

Thank you,

Louise Bourgeois

From: Mariner Taft [mailto:contactthepuco@puc.state.oh.us]  
Sent: Monday, November 05, 2018 8:13 AM  
To: Regulatory  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00233259 [ref:\_00Dt0GzXt.\_500t0CmWqN:ref ]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00233259  
COMPANY:  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Columbus, Ohio 43209  
SERVICE ADDRESS: [REDACTED] Columbus, Ohio 43209  
AIQ: Verde Energy USA Ohio LLC  
SERVICE ACCOUNT NUMBER: [REDACTED]  
NIQ: [REDACTED]

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

Thank you for the response dated 11/2. I await the adjustments for the 3/6/18 and 8-11/18 billing periods. Please send them when they have been prepared.

Sincerely,

Mariner Taft

Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)

www.PUCO.ohio.gov<<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C4650c9ab554d495807ac08d64e5c0a91%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636782555142697217&sdata=diHDe37o8%2Fg6mNapV2fFiGJy9ymWXlck80XR0%2B7D7TI%3D&reserved=0>>

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ref: \_00Dt0GzXt.\_500t0CmWqN:ref

**Email Created Date: 11/21/2018 10:00:21 AM**

**Email Text Version:**

Dear Mr. Taft,

Dynegy has reviewed complaint case number 00233259 from Mr. [REDACTED] Following are our findings:

Records indicate that on 02/13/18, Mrs. [REDACTED] [REDACTED] contacted DES and requested enrollment for service at [REDACTED] in Columbus, OH with an effective date of 03/01/18 and a term end date of 12/01/21. This enrollment was under account 00040621069635885 under the name of [REDACTED] [REDACTED] In September 2018, this account was dropped and no longer active. No early termination fee (ETF) was billed.

On 10/19/18, Mr. [REDACTED] contacted DES to inquire why his service was no longer active with DES and he stated he did not approve to have the service switched to another provider. In this contact, the agent offered to re-enroll the account. Mr. [REDACTED] was made aware that the effective date would take place within 1-2 billing cycles. Mr. [REDACTED] agreed to this, as indicated in the attached enrollment authorization (TPV) and accepted a price of 5.17¢ per kWh.

DES is unable to determine how Mr. and Mrs. [REDACTED] service was switched, however the account is now active as of 11/02/18 with Dynegy Energy Services.

A Dynegy representative attempted to contact Mr. [REDACTED] on 11/19/18 to review the above information but was unsuccessful. A message was left with direct contact information.

Thank you,

Sylvia Mendoza  
Customer Advocacy Services  
Vistra Energy  
Sylvia.mendoza@vistraenergy.com<mailto:Sylvia.mendoza@vistraenergy.com>  
972.656.2171

---

From: Mariner Taft <contactthepuco@puc.state.oh.us>  
Sent: Friday, November 16, 2018 9:54 AM  
To: Jim Vermeulen  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00233259 [ref:\_00Dt0GzXt.\_500t0CmWqN:ref ]

EXTERNAL EMAIL

[Image removed by sender.]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00233259

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Columbus, Ohio 43209

SERVICE ADDRESS: [REDACTED] Columbus, Ohio 43209

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

\*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)\*\*\*

DESCRIPTION OF ISSUE:

Please check on issues regarding the customer's contract. When and how did the customer start with Dynaergy? Was there a tpv, welcome letter and what were the terms and conditions of the contract? Was a etf charged when the customer dropped from the company to Verde? When did the customer start with Dynaergy and when did they end the contract? Are they customers with the company now? What rate were they charged? We are trying to see why the customer switched from Dynaergy to Verde in September 2018.

Sincerely,

Mariner Taft

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov<<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C72646d87230e40b2128e08d64fc1d92a%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636784092031774372&sdata=%2Bb%2B9qGWHw30BSRGHYLHSXKATMcXiQeljoy3JN4UA4UY%3D&reserved=0>>

Public Utilities Commission of

Ohio<<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C72646d87230e40b2128e08d64fc1d92a%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636784092031784369&sdata=1Gg9wNpWmplxuXBPINye8hONKPWTCFZjRrjeoy1cBiA%3D&reserved=0>>

[www.puco.ohio.gov](http://www.puco.ohio.gov)

The Public Utilities Commission of Ohio (PUCO) affects every household in Ohio. That's because the PUCO regulates providers of all kinds of utility services, including electric and natural gas companies, local and long distance telephone companies, water and wastewater companies, rail and trucking companies. The PUCO was created to assure Ohioans adequate, safe and reliable public utility ...

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[Image removed by sender.]

ref:\_00Dt0GzXt.\_500t0CmWqN:ref

CAUTION: This email originated from outside of Dynegy. Please do not click links or open attachments unless you know the sender and are confident the content is safe.

**Email Created Date: 11/29/2018 10:05:21 AM**

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO



Consumer Services Division  
Memorandum

CASE ID: 00233259

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Columbus, Ohio 43209

SERVICE ADDRESS: [REDACTED] !Case.Service\_Address\_City\_\_c}, Ohio 43209

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

Sincerely,

Mariner Taft  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
www.PUCO.ohio.gov

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**Email Created Date: 11/29/2018 10:40:40 AM**

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00233259

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Columbus, Ohio 43209  
SERVICE ADDRESS: [REDACTED] !Case.Service\_Address\_City\_\_c}, Ohio 43209  
AIQ: Verde Energy USA Ohio LLC  
SERVICE ACCOUNT NUMBER: [REDACTED]  
NIQ: [REDACTED]

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

Sincerely,

Mariner Taft  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
www.PUCO.ohio.gov

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**Email Created Date: 11/29/2018 12:46:52 PM**

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00233259  
COMPANY:  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Columbus, Ohio 43209  
SERVICE ADDRESS: [REDACTED] !Case.Service\_Address\_City\_\_c}, Ohio 43209  
AIQ: Verde Energy USA Ohio LLC  
SERVICE ACCOUNT NUMBER: [REDACTED]  
NIQ: [REDACTED]

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

Sincerely,

Mariner Taft  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

**Email Created Date: 11/29/2018 4:34:31 PM**

**Email Text Version:**

Good Afternoon,

Verde will perform the Cost Analysis for the Perigee account for the service period of 2/5/2017-6/1/2017 and the CenStar account from 6/1/2017-2/5/2018. The CenStar Cost Analysis for service period of 2/5/2018-3/6/2018 has already been completed and Mr. [REDACTED] should be expecting the refund check via US mail for \$26.61, if he has not already received it. Allow me to reiterate that the Verde Cost Analysis has not been completed due to no payments received on the account. I have attached the copy of the Cost Analysis completed for CenStar service period 2/5/2018-3/6/2018.

Thank you,

Louse Bourgeois

From: Mariner Taft [mailto:contactthepuco@puc.state.oh.us]  
Sent: Thursday, November 29, 2018 9:05 AM  
To: Regulatory  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00233259 [ref:\_00Dt0GzXt.\_500t0CmWqN:ref ]

[https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt]

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00233259

COMPANY:

CUSTOMER:

ADDRESS: [REDACTED] Columbus, Ohio 43209

SERVICE ADDRESS: [REDACTED] Columbus, Ohio 43209

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

To whom this concerns,

After receiving and reviewing responses and information from AEP, Verde Energy and Dynenergy, our agency concludes that Verde energy switched the customer's service without their permission or slammed the electric supply from Dynenergy. This unauthorized switch occurred as result of the letter sent June 2018 stating that censtar customers would be switched to Verde Energy. At that time, the customer was with Dynergy as their electric supplier.

As a result of this slamming of the customer's electric supplier, our agency requests that Verde Energy adjusts and sends in the form of a refund check all generation charges back to when the customer started with Perigee as their electric supplier, when they were with Censtar as their electric supplier and when they were with Verde Energy as their supplier. If there are any questions, please do not hesitate to contact me to discuss these concerns.

Sincerely,

Mariner Taft  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov<<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Ce8b2ec70449543fc60d108d656424f0c%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636791240668915177&sdata=DloFIVDle1xMMXMxP%2BWgWywlcH8Nxt5xNEtL%2FAhYKKM%3D&reserved=0>>

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ref:\_00Dt0GzXt.\_500t0CmWqN:ref

**Email Created Date: 11/30/2018 7:37:29 AM**

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00233259

COMPANY:

CUSTOMER:

ADDRESS: [REDACTED] Columbus, Ohio 43209

SERVICE ADDRESS: [REDACTED] !Case.Service\_Address\_City\_\_c}, Ohio 43209

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

Sincerely,

Mariner Taft  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
www.PUCO.ohio.gov

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**Email Created Date: 12/5/2018 10:56:32 AM**

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00233259

COMPANY:

CUSTOMER:

ADDRESS: [REDACTED] Columbus, Ohio 43209

SERVICE ADDRESS: [REDACTED] !Case.Service\_Address\_City\_\_c}, Ohio 43209

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

Sincerely,

Mariner Taft  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator

(800) 686-PUCO (7826)  
www.PUCO.ohio.gov

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**Email Created Date: 12/5/2018 12:10:43 PM**

**Email Text Version:**

Good Morning,

The Cost Analysis for the CenStar and Perigee accounts are currently being processed. Once they are completed I will forward the calculations to you and if a refund is deemed as due, Mr. [REDACTED] will be refunded accordingly. In regards to the switch to Verde, we have forwarded this information to the appropriate department for further review. We will follow up with you by 12/13/2018 with a status update.

Thank you,

Louise Bourgeois

From: Mariner Taft [mailto:contactthepuco@puc.state.oh.us]  
Sent: Wednesday, December 05, 2018 9:57 AM  
To: Regulatory  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00233259 [ref:\_00Dt0GzXt.\_500t0CmWqN:ref ]

[https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt]

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00233259

COMPANY:

CUSTOMER:

ADDRESS: [REDACTED] Columbus, Ohio 43209

SERVICE ADDRESS: [REDACTED] Columbus, Ohio 43209

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

Please update on the research on doing a total adjustment for generation charges while the customer was with Perigee, Censtar and Verde. Also, check on the further questions regarding the slamming issues regarding the customer's concerns.

Sincerely,

Mariner Taft  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C07abcd755b694d945b7d08d65ad493f6%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636796266396501125&sdata=l%2BWj8nbZsuC1%2Bql6GS8WGG%2BKfzGCFN4fUZJC9WlaGKo%3D&reserved=0>](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C07abcd755b694d945b7d08d65ad493f6%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636796266396501125&sdata=l%2BWj8nbZsuC1%2Bql6GS8WGG%2BKfzGCFN4fUZJC9WlaGKo%3D&reserved=0)

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ref:\_00Dt0GzXt.\_500t0CmWqN:ref  
**Email Created Date:** 12/6/2018 2:21:43 PM

**Email Text Version:**  
12/3/18

Hi Mariner -



Here is the official response to the information I provided to you on the phone earlier this week.

Below are the responses to your follow-up inquiries submitted on 11/29/18. I have provided AEP-Ohio's response next to the individual questions to ensure that each question has been answered.

1. Is the hold still in place, since this case is getting somewhat more complicated.  
A. The extension placed on the account on 11/14/2018 is holding the account until 12/19/2018. The account is not subject to disconnect for non-payment at this time.

2. Has the credit coordinator been in communication with either Dr. [REDACTED] or Mrs. [REDACTED]  
A. Not since 11/14/2018.

Please consider this request fulfilled.

Thanks,  
Sherry

From: Mariner Taft [mailto:contactthepuco@puc.state.oh.us]  
Sent: Thursday, November 29, 2018 10:41 AM  
To: AEP Ohio Complaint  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00233259 [ref:\_00Dt0GzXt.\_500t0CmWqN:ref ]

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[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00233259  
COMPANY:  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Columbus, Ohio 43209  
SERVICE ADDRESS: [REDACTED] Columbus, Ohio 43209  
AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]  
NIQ: [REDACTED]

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

Sheri,  
Good morning. While working on this electric supplier case, there was a disconnect notice the company placed a 35 day hold on while the electric supplier, Verde Energy, did some rate analysis to check on a refund for the customer's generation charges. Is the hold still in place, since this case is getting somewhat more complicated. Has the credit coordinator been in communication with either Dr. [REDACTED] or Mrs. [REDACTED]

Sincerely,

Mariner Taft  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fdefense.proofpoint.com%2Fv2%2Furl%3Fu%3Dhttps-3A\\_\\_www.puco.ohio.gov\\_%26d%3DDwMFAw%26c%3DgMbiD-Q9WoaRgoXZKCrSug%26r%3DMn6g3VGyV9F7oqpmHavnfX-s\\_C7S3DDJA9FSxvCmj\\_U%26m%3D\\_NziQifcMYCcAsYQaCTLIha6tVCoNZVvAaX83pqUUWE%26s%3DRkOoRhI88Mp6bn-OinDaMYIT4tWq8MFpDXmJSma\\_8M%26e%3D&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C59d06571d9574cc8a9ab08d65bb00bdc%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636797209001971116&sdata=t5Bo3dXdFhV1mBMnFSIf72cRiLZ23iGrYzOKQwaH2XY%3D&reserved=0>](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fdefense.proofpoint.com%2Fv2%2Furl%3Fu%3Dhttps-3A__www.puco.ohio.gov_%26d%3DDwMFAw%26c%3DgMbiD-Q9WoaRgoXZKCrSug%26r%3DMn6g3VGyV9F7oqpmHavnfX-s_C7S3DDJA9FSxvCmj_U%26m%3D_NziQifcMYCcAsYQaCTLIha6tVCoNZVvAaX83pqUUWE%26s%3DRkOoRhI88Mp6bn-OinDaMYIT4tWq8MFpDXmJSma_8M%26e%3D&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C59d06571d9574cc8a9ab08d65bb00bdc%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636797209001971116&sdata=t5Bo3dXdFhV1mBMnFSIf72cRiLZ23iGrYzOKQwaH2XY%3D&reserved=0)

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ref:\_00Dt0GzXt.\_500t0CmWqN:ref  
**Email Created Date: 12/13/2018 8:57:21 AM**

**Email Text Version:**  
PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00233259  
COMPANY:  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Columbus, Ohio 43209  
SERVICE ADDRESS: [REDACTED] !Case.Service\_Address\_City\_\_c}, Ohio 43209  
AIQ: Verde Energy USA Ohio LLC  
SERVICE ACCOUNT NUMBER: [REDACTED]  
NIQ: [REDACTED]

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

Sincerely,

Mariner Taft  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
www.PUCO.ohio.gov

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**Email Created Date: 12/18/2018 4:29:14 PM**

**Email Text Version:**

12/18/18

Below are the responses to your follow-up inquiries submitted on 12/13/18. I have provided AEP-Ohio's response next to the individual questions to ensure that each question has been answered.

1. Dr. [REDACTED] called yesterday asking why there is a disconnect notice on the January 2019 invoice.

A. Because the account has 60 day arrears and 30 day arrears on the account. The last payment on this account was 9/21/2018 for \$395.03

2. When did the 1/19 invoice print?

A. The most recent bill for this account was mailed on 12/5/2018. Attached for your review.

3. Is there a fourteen or ten-day disconnect notice on the bill?

A. Yes -- this bill included the 14-day disconnect notice.

4. How much is it for, when is it due, and is the current hold going to keep service from being disconnected?

A. Disconnect notice is for \$999.98 due before 1/10/2019. The current hold on the account is through 12/19/2018. The credit coordinator requested that Ms. [REDACTED] contact him directly should additional time be needed to resolve the provider issue. Mariner - Has the PUCO resolved the issue with the provider?

5. Has Dr. [REDACTED] or Mrs. [REDACTED] discussed the disconnect issues with the company recently?

A. No.

Additional Account information:

- Account balance: \$1,183.57 (current bill \$183.59 due 12/21/2018; 30 day arrears \$375.91; 60 day arrears \$624.07)
- Breakdown of the account balance: \$1,183.57 --> \$403.87 are AEP Ohio charges for 3 months; \$697.45 are Verde charge for 2 months, \$82.25 are Dynegy charges for 1 month.
- Last payment: \$395.03 on 9/21/2018
- Subject to disconnect for non-payment of \$999.98 on 1/11/2019.
- A hold was placed on the account on 11/14/2018 which held the account to 12/19/2018 for \$999.98.
- Current provider: Dynegy Energy Services -- effective 11/3/2018. Current charges for this provider: \$82.25 (which is include in the current bill as detailed above).
- Charges for Verde: \$697.45, Set to be returned to provider on 1/21/2019 if not paid.
- Customer is not even paying AEP Ohio charges.

Please consider this request fulfilled.

Thanks,

Sherry

From: Mariner Taft [mailto:contactthepuco@puc.state.oh.us]  
Sent: Thursday, December 13, 2018 8:57 AM  
To: AEP Ohio Complaint  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00233259 [ref:\_00DtOGzXt.\_500t0CmWqN:ref ]

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---

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00233259

COMPANY:

CUSTOMER:

ADDRESS: [REDACTED] Columbus, Ohio 43209

SERVICE ADDRESS: [REDACTED] Columbus, Ohio 43209

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

Sheri,

Good morning. Dr. [REDACTED] called yesterday asking why there is a disconnect notice on the January 2019 invoice. When did the 1/19 invoice print? Is there a fourteen or ten-day disconnect notice on the bill? How much is it for, when is it due, and is the current hold going to keep service from being disconnected? Has Dr. [REDACTED] or Mrs. [REDACTED] discussed the disconnect issues with the company recently?

Sincerely,

Mariner Taft

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Furldefense.proofpoint.com%2Fv%2Furl%3Fu%3Dhttps-3A\_\_www.puco.ohio.gov\_%26d%3DDwMFAw%26c%3DgMbiD-Q9WoaRgoXZKCrSug%26r%3DMn6g3VGyV9F7oqpmHavnfX-s\_C7S3DDJA9FSxvCmj\_U%26m%3DBRKw4IEGam93A7IlpENZ0d\_icsbl1765IOhVccqJOpA%26s%3DGulpk2KJUJidHfMdalytZiuc7mVOh7BqVs9mK6dP3hk%26e%3D&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C10abf6f33184475222f208d6652fb895%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636807653491195012&sdata=RnJ7eXwjbCNzyPzSF8PX5X1RyA7vk6mXpl1gDvQpGUQ%3D&reserved=0>

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ref:\_00Dt0GzXt.\_500t0CmWqN:ref

**Email Created Date: 12/20/2018 10:41:31 AM**

**Email Text Version:**

Mariner is out of the office, but I reviewed the case and we do not have a final response from Spark Energy yet. Can you hold the account until the first of the year? Was the Spark Energy account cancelled on 3/6? If so, do you have record of how the customer was back with Spark on 6/26? I will also follow up with Spark on these questions.

Thank you,  
Pam Frye

----- Original Message -----

From: AEP Ohio Complaint [aepohiocomplaint@aep.com]

Sent: 12/18/2018 4:28 PM

To: contactthepuco@puco.ohio.gov  
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00233259 [ref:\_00Dt0GzXt.\_500t0CmWqN:ref ]

12/18/18

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1. Dr. [REDACTED] called yesterday asking why there is a disconnect notice on the January 2019 invoice.

A. Because the account has 60 day arrears and 30 day arrears on the account. The last payment on this account was 9/21/2018 for \$395.03

2. When did the 1/19 invoice print?

A. The most recent bill for this account was mailed on 12/5/2018. Attached for your review.

3. Is there a fourteen or ten-day disconnect notice on the bill?

A. Yes -- this bill included the 14-day disconnect notice.

4. How much is it for, when is it due, and is the current hold going to keep service from being disconnected?

A. Disconnect notice is for \$999.98 due before 1/10/2019. The current hold on the account is through 12/19/2018. The credit coordinator requested that Ms. [REDACTED] contact him directly should additional time be needed to resolve the provider issue. Mariner - Has the PUCO resolved the issue with the provider?

5. Has Dr. [REDACTED] or Mrs. [REDACTED] discussed the disconnect issues with the company recently?

A. No.

Additional Account information:

- Account balance: \$1,183.57 (current bill \$183.59 due 12/21/2018; 30 day arrears \$375.91; 60 day arrears \$624.07)
- Breakdown of the account balance: \$1,183.57 --> \$403.87 are AEP Ohio charges for 3 months; \$697.45 are Verde charge for 2 months, \$82.25 are Dynegy charges for 1 month.
- Last payment: \$395.03 on 9/21/2018
- Subject to disconnect for non-payment of \$999.98 on 1/11/2019.
- A hold was placed on the account on 11/14/2018 which held the account to 12/19/2018 for \$999.98.
- Current provider: Dynegy Energy Services -- effective 11/3/2018. Current charges for this provider: \$82.25 (which is include in the current bill as detailed above).
- Charges for Verde: \$697.45, Set to be returned to provider on 1/21/2019 if not paid.
- Customer is not even paying AEP Ohio charges.

Please consider this request fulfilled.

Thanks,

Sherry

From: Mariner Taft [mailto:contactthepuco@puc.state.oh.us]  
 Sent: Thursday, December 13, 2018 8:57 AM  
 To: AEP Ohio Complaint  
 Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00233259 [ref:\_00Dt0GzXt.\_500t0CmWqN:ref ]

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PUBLIC UTILITIES COMMISSION OF OHIO



Consumer Services Division

Memorandum

CASE ID: 00233259

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Columbus, Ohio 43209

SERVICE ADDRESS: [REDACTED] Columbus, Ohio 43209

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

Sheri,

Good morning. Dr. [REDACTED] called yesterday asking why there is a disconnect notice on the January 2019 invoice. When did the 1/19 invoice print? Is there a fourteen or ten-day disconnect notice on the bill? How much is it for, when is it due, and is the current hold going to keep service from being disconnected? Has Dr. [REDACTED] or Mrs. [REDACTED] discussed the disconnect issues with the company recently?

Sincerely,

Mariner Taft

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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ref:\_00Dt0GzXt.\_500t0CmWqN:ref

**Email Created Date: 12/20/2018 10:44:32 AM**

**Email Text Version:**

Mariner is out of the office, but I reviewed the case and we do not have a final response from Spark Energy yet. Can you hold the account until the first of the year? Was the Spark Energy account cancelled on 3/6? If so, do you have record of how the customer was back with Spark on 6/26? I will also follow up with Spark on these questions.

Thank you,  
Pam Frye

----- Original Message -----

From: AEP Ohio Complaint [aepohiocomplaint@aep.com]

Sent: 12/18/2018 4:28 PM

To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00233259 [

ref:\_00Dt0GzXt.\_500t0CmWqN:ref ]

12/18/18

Below are the responses to your follow-up inquiries submitted on 12/13/18. I have provided AEP-Ohio's response next to the individual questions to ensure that each question has been answered.

1. Dr. [REDACTED] called yesterday asking why there is a disconnect notice on the January 2019 invoice.

A. Because the account has 60 day arrears and 30 day arrears on the account. The last payment on this account was 9/21/2018 for \$395.03

2. When did the 1/19 invoice print?

A. The most recent bill for this account was mailed on 12/5/2018. Attached for your review.

3. Is there a fourteen or ten-day disconnect notice on the bill?

A. Yes -- this bill included the 14-day disconnect notice.

4. How much is it for, when is it due, and is the current hold going to keep service from being disconnected?

A. Disconnect notice is for \$999.98 due before 1/10/2019. The current hold on the account is through 12/19/2018. The credit coordinator requested that Ms. [REDACTED] contact him directly should additional time be needed to resolve the provider issue. Mariner - Has the PUCO resolved the issue with the provider?

5. Has Dr. [REDACTED] or Mrs. [REDACTED] discussed the disconnect issues with the company recently?

A. No.

Additional Account information:

- Account balance: \$1,183.57 (current bill \$183.59 due 12/21/2018; 30 day arrears \$375.91; 60 day arrears \$624.07)
- Breakdown of the account balance: \$1,183.57 --> \$403.87 are AEP Ohio charges for 3 months; \$697.45 are Verde charge for 2 months, \$82.25 are Dynegy charges for 1 month.
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- Charges for Verde: \$697.45, Set to be returned to provider on 1/21/2019 if not paid.
- Customer is not even paying AEP Ohio charges.

Please consider this request fulfilled.

Thanks,  
Sherry

From: Mariner Taft [mailto:contactthepuco@puc.state.oh.us]  
Sent: Thursday, December 13, 2018 8:57 AM  
To: AEP Ohio Complaint

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00233259 [ref:\_00Dt0GzXt.\_500t0CmWqN:ref ]

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[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00233259

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Columbus, Ohio 43209

SERVICE ADDRESS: [REDACTED] Columbus, Ohio 43209

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

Sheri,

Good morning. Dr. [REDACTED] called yesterday asking why there is a disconnect notice on the January 2019 invoice. When did the 1/19 invoice print? Is there a fourteen or ten-day disconnect notice on the bill? How much is it for, when is it due, and is the current hold going to keep service from being disconnected? Has Dr. [REDACTED] or Mrs. [REDACTED] discussed the disconnect issues with the company recently?

Sincerely,

Mariner Taft  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Furldefense.proofpoint.com%2Fv%2Furl%3Fu%3Dhttps-3A\_\_www.puco.ohio.gov\_%26d%3DDwMFAw%26c%3DgMbiD-Q9WoaRgoXZKCrSug%26r%3DMn6g3VGyV9F7oqpmHavnfX-s\_C7S3DDJA9FSxvCmj\_U%26m%3DBRKw4IEGam93A7IlpENZ0d\_icsbl1765lOhVccqJOpA%26s%3DGulpk2KJUJidHfMdalytZiuc7mVOh7BqVs9mK6dP3hk%26e%3D&data=02%7C01%7Ccontactthe puco%40puco.ohio.gov%7Cdc006bb4896422f17d208d6669205dd%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636809174690116503&sdata=mdYdJnRX4Dxyapk3TRDMDWVHIOi5QeYZry2EBLoW5J4%3D&reserved=0>

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ref:\_00Dt0GzXt.\_500t0CmWqN:ref

[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003dSTU]

**Email Created Date: 12/20/2018 10:45:35 AM**

**Email Text Version:**

Good morning, I reviewed this case because Mariner is out of the office until 1/3. Please provide the original TPV, welcome letter, sales call, and terms and conditions. Please advise if the account actually terminated on 3/6/18; if so, how did it happen that the customer was with your company when the 6/26 letters were sent out? Please provide a detailed billing history including rates charged and the ptc at the time. Please work this as quickly as possible as the customer continues to receive disconnect notices while it is being investigated.

Pamela Frye for Mainer Taft

614-466-2679

----- Original Message -----

From: PUCO ContactThePUCO [contactthepuco@puco.ohio.gov]

Sent: 12/20/2018 10:44 AM

To: aepohiocomplaint@aep.com

Cc: contactthepuco@puco.ohio.gov  
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00233259 [ref:\_00Dt0GzXt.\_500t0CmWqN:ref ]

Mariner is out of the office, but I reviewed the case and we do not have a final response from Spark Energy yet. Can you hold the account until the first of the year? Was the Spark Energy account cancelled on 3/6? If so, do you have record of how the customer was back with Spark on 6/26? I will also follow up with Spark on these questions.

Thank you,  
Pam Frye

----- Original Message -----

From: AEP Ohio Complaint [aepohiocomplaint@aep.com]  
Sent: 12/18/2018 4:28 PM  
To: contactthepuco@puco.ohio.gov  
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00233259 [ref:\_00Dt0GzXt.\_500t0CmWqN:ref ]

12/18/18

Below are the responses to your follow-up inquiries submitted on 12/13/18. I have provided AEP-Ohio's response next to the individual questions to ensure that each question has been answered.

1. Dr. [REDACTED] called yesterday asking why there is a disconnect notice on the January 2019 invoice.

A. Because the account has 60 day arrears and 30 day arrears on the account. The last payment on this account was 9/21/2018 for \$395.03

2. When did the 1/19 invoice print?

A. The most recent bill for this account was mailed on 12/5/2018. Attached for your review.

3. Is there a fourteen or ten-day disconnect notice on the bill?

A. Yes -- this bill included the 14-day disconnect notice.

4. How much is it for, when is it due, and is the current hold going to keep service from being disconnected?

A. Disconnect notice is for \$999.98 due before 1/10/2019. The current hold on the account is through 12/19/2018. The credit coordinator requested that Ms. [REDACTED] contact him directly should additional time be needed to resolve the provider issue. Mariner - Has the PUCO resolved the issue with the provider?

5. Has Dr. [REDACTED] or Mrs. [REDACTED] discussed the disconnect issues with the company recently?

A. No.

Additional Account information:

- Account balance: \$1,183.57 (current bill \$183.59 due 12/21/2018; 30 day arrears \$375.91; 60 day arrears \$624.07)

- Breakdown of the account balance: \$1,183.57 --> \$403.87 are AEP Ohio charges for 3 months; \$697.45 are Verde charge for 2 months, \$82.25 are Dynegy charges for 1 month.

- Last payment: \$395.03 on 9/21/2018

- Subject to disconnect for non-payment of \$999.98 on 1/11/2019.

- A hold was placed on the account on 11/14/2018 which held the account to 12/19/2018 for \$999.98.

- Current provider: Dynegy Energy Services -- effective 11/3/2018. Current charges for this provider: \$82.25 (which is include in the current bill as detailed above).

- Charges for Verde: \$697.45, Set to be returned to provider on 1/21/2019 if not paid.

- Customer is not even paying AEP Ohio charges.

Please consider this request fulfilled.

Thanks,

Sherry

From: Mariner Taft [mailto:contactthepuco@puc.state.oh.us]  
Sent: Thursday, December 13, 2018 8:57 AM  
To: AEP Ohio Complaint  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00233259 [ref:\_00Dt0GzXt.\_500t0CmWqN:ref ]

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PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00233259

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Columbus, Ohio 43209

SERVICE ADDRESS: [REDACTED] Columbus, Ohio 43209

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:



Sheri,

Good morning. Dr. [REDACTED] called yesterday asking why there is a disconnect notice on the January 2019 invoice. When did the 1/19 invoice print? Is there a fourteen or ten-day disconnect notice on the bill? How much is it for, when is it due, and is the current hold going to keep service from being disconnected? Has Dr. [REDACTED] or Mrs. [REDACTED] discussed the disconnect issues with the company recently?

Sincerely,

Mariner Taft

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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ref:\_00Dt0GzXt.\_500t0CmWqN:ref

**Email Created Date: 12/20/2018 4:47:12 PM**

**Email Text Version:**

12/20/18

Below are the responses to your follow-up inquiries submitted on 12/20/18. I have provided AEP-Ohio's response next to the individual questions to ensure that each question has been answered.

1. Can you hold the account until the first of the year?

A. Yes -- an extension has been placed on the account for the account balance until 1/2/2019.

2. Was the Spark Energy account cancelled on 3/6?

A. Yes.

3. If so, do you have record of how the customer was back with Spark on 6/26?

A. Our records do not indicate that the customer is with Censtart Energy again. On 3/7/2018, the provider became Dynegey Energy Service. On 9/6/2018, the provide became Verde Energy USA Ohio LLC. On 11/3/2018, the provider became Dynegey Energy Services.

Please consider this request fulfilled.

Thanks,  
Sherry

From: PUCO Consumer Call Center [mailto:contactthepuco@puc.state.oh.us]  
Sent: Thursday, December 20, 2018 10:44 AM  
To: AEP Ohio Complaint  
Cc: contactthepuco@puco.ohio.gov  
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00233259 [ref:\_00Dt0GzXt.\_500t0CmWqN:ref ]

Mariner is out of the office, but I reviewed the case and we do not have a final response from Spark Energy yet. Can you hold the account until the first of the year? Was the Spark Energy account cancelled on 3/6? If so, do you have record of how the customer was back with Spark on 6/26? I will also follow up with Spark on these questions.

Thank you,  
Pam Frye

----- Original Message -----

From: AEP Ohio Complaint [aepohiocomplaint@aep.com]  
Sent: 12/18/2018 4:28 PM  
To: contactthepuco@puco.ohio.gov  
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00233259 [ref:\_00Dt0GzXt.\_500t0CmWqN:ref ]

12/18/18

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5. Has Dr. [REDACTED] or Mrs. [REDACTED] discussed the disconnect issues with the company recently?

A. No.

**Additional Account information:**

- Account balance: \$1,183.57 (current bill \$183.59 due 12/21/2018; 30 day arrears \$375.91; 60 day arrears \$624.07)
- Breakdown of the account balance: \$1,183.57 --> \$403.87 are AEP Ohio charges for 3 months; \$697.45 are Verde charge for 2 months, \$82.25 are Dynegy charges for 1 month.
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- Subject to disconnect for non-payment of \$999.98 on 1/11/2019.
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- Customer is not even paying AEP Ohio charges.

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Thanks,  
Sherry

From: Mariner Taft [mailto:contactthepuco@puc.state.oh.us]  
Sent: Thursday, December 13, 2018 8:57 AM  
To: AEP Ohio Complaint  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00233259 [ref:\_00Dt0GzXt.\_500t0CmWqN:ref ]

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PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00233259

COMPANY:

CUSTOMER:

ADDRESS: ██████████ Columbus, Ohio 43209

SERVICE ADDRESS: ██████████ Columbus, Ohio 43209

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: ██████████

NIQ: ██████████

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

Sheri,  
Good morning. Dr. ██████ called yesterday asking why there is a disconnect notice on the January 2019 invoice. When did the 1/19 invoice print? Is there a fourteen or ten-day disconnect notice on the bill? How much is it for, when is it due, and is the current hold going to keep service from being disconnected? Has Dr. ██████ or Mrs. ██████ discussed the disconnect issues with the company recently?

Sincerely,

Mariner Taft

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Furldefense.proofpoint.com%2Fv%2Furl%3Fu%3Dhttps-

3A\_\_na01.safelinks.protection.outlook.com\_-3Furl-3Dhttps-253A-252F-

252Furldefense.proofpoint.com-252Fv2-252Furl-253Fu-253Dhttps-2D3A-5F-

5Fwww.puco.ohio.gov-5F-2526d-253DDwMFAw-2526c-253DgMbiD-2DQ9WoaRgoXZKCrSug-

2526r-253DMn6g3VGyV9F7oqpmHavnfX-2Ds-5FC7S3DDJA9FSxvCmj-5FU-2526m-

253DBRKw4IEGam93A7IIpENZ0d-5Ficsbl1765IOhVccqJOpA-2526s-

253DGulpk2KJUJidHfMdalytZiuc7mVOh7BqVs9mK6dP3hk-2526e-253D-26data-3D02-257C01-

257CContactThePUCO-2540puco.ohio.gov-257C10abf6f33184475222f208d6652fb895-

257C50f8fcc494d84f0784eb36ed57c7c8a2-257C0-257C0-257C636807653491195012-26sdata-

3DRnJ7eXwjbCNzyPzSF8PX5X1RyA7vk6mXpl1gDvQpGUQ-253D-26reserved-

3D0%26d%3DDwMCAw%26c%3DgMbiD-

Q9WoaRgoXZKCrSug%26r%3DMn6g3VGyV9F7oqpmHavnfX-

s\_C7S3DDJA9FSxvCmj\_U%26m%3Dy72Nwl5G28hoot3i1aYToHGpTkvtAK9\_2cfoRCp6xPU%26s%

3DiXV8Wq8n3ljKW\_OXb2xWOGYqeKgV2y3YoUY8Qk5iVMM%26e%3D&data=02%7C01%7CCont

actThePUCO%40puco.ohio.gov%7C0047f95170c54868970508d666c4aeb9%7C50f8fcc494d84f0

784eb36ed57c7c8a2%7C0%7C0%7C636809392270162224&sdata=ZljJmOhziJi2VLigeWRIHP6Gu

njCNa5x4eTE0urPglw%3D&reserved=0>

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ref:\_00Dt0GzXt.\_500t0CmWqN:ref

[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003dSTU]

**Email Created Date: 1/4/2019 9:47:41 AM**

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00233259

COMPANY:

CUSTOMER:

ADDRESS: Columbus, Ohio 43209

SERVICE ADDRESS: !Case.Service\_Address\_City\_\_c}, Ohio 43209

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

Sincerely,

Mariner Taft  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

**Email Created Date: 1/4/2019 11:02:45 AM**

**Email Text Version:**

Good Morning,

We apologize for the delay and appreciate your patience in this matter. We have confirmed with our billing department that we are awaiting the 2017 rates from AEP via U.S. mail. As such, an update will be provided by 1/11/2019.

Best regards,

Louise Bourgeois

[<https://www.sparkenergy.com/SignatureImages/verdeusa.png>]

Louise Bourgeois | Regulatory Specialist  
12140 Wickchester Ln, Ste 100 | Houston, TX 77079

lbourgeois@verdeenergy.com<mailto:lbourgeois@verdeenergy.com>

From: Mariner Taft [mailto:contactthepuco@puc.state.oh.us]

Sent: Friday, January 04, 2019 8:48 AM

To: Regulatory

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00233259 [ref:\_00Dt0GzXt.\_500t0CmWqN:ref ]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

#### PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00233259

COMPANY:

CUSTOMER:

ADDRESS: [REDACTED] Columbus, Ohio 43209

SERVICE ADDRESS: [REDACTED] Columbus, Ohio 43209

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

#### DESCRIPTION OF ISSUE:

Please check into further rerate issues. On further discussions with the customer and AEP representatives, AEP will be sending back \$697.45 in Verde supply charges on January 21, 2019. After comparing the customer's usage while a Censtar customer, Perigee customer and Verde customer, our calculations show the credit should be approximately \$830. We are requesting that Verde adjust or not hold the customer responsible for the difference between the \$697.45 being sent back by the edu and the \$830 from our calculations when the customer should have

been with Dynergy or should have been on a fixed and not a variable rate with the various Verde companies. Please work to do this adjustment to settle the customer's complaint.

Sincerely,

Mariner Taft  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C248405b31e1a40be6e3e08d6725de8cf%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636822144997780359&sdata=Y5HrGlzqldbYdamQCv9mBlm%2F5dHibsMD2cKHJH%2Bcj9M%3D&reserved=0>](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C248405b31e1a40be6e3e08d6725de8cf%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636822144997780359&sdata=Y5HrGlzqldbYdamQCv9mBlm%2F5dHibsMD2cKHJH%2Bcj9M%3D&reserved=0)

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[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003dgPh>]

ref:\_00Dt0GzXt.\_500t0CmWqN:ref  
**Email Created Date: 1/11/2019 11:27:14 AM**

**Email Text Version:**  
Good Morning,

Thank you for your patience in this matter. This is a follow up regarding PUCO Complaint No. 00233259. Please be advised that we are still waiting on the utility rates from AEP via U.S. mail. As such, we will provide an update by 1/18/2019.

Thank you,

Louise Bourgeois

[<https://www.sparkenergy.com/SignatureImages/verdeusa.png>]



Louise Bourgeois | Regulatory Specialist  
12140 Wickchester Ln, Ste 100 | Houston, TX 77079

lbougeois@verdeenergy.com<mailto:lbougeois@verdeenergy.com>

From: Mariner Taft [mailto:contactthepuco@puc.state.oh.us]

Sent: Friday, January 04, 2019 8:48 AM

To: Regulatory

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00233259 [

ref:\_00Dt0GzXt.\_500t0CmWqN:ref ]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00233259

COMPANY:

CUSTOMER:

ADDRESS: [REDACTED] Columbus, Ohio 43209

SERVICE ADDRESS: [REDACTED] Columbus, Ohio 43209

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

#### DESCRIPTION OF ISSUE:

Please check into further rerate issues. On further discussions with the customer and AEP representatives, AEP will be sending back \$697.45 in Verde supply charges on January 21, 2019. After comparing the customer's usage while a Censtar customer, Perigee customer and Verde customer, our calculations show the credit should be approximately \$830. We are requesting that Verde adjust or not hold the customer responsible for the difference between the \$697.45 being sent back by the edu and the \$830 from our calculations when the customer should have been with Dynergy or should have been on a fixed and not a variable rate with the various Verde companies. Please work to do this adjustment to settle the customer's complaint.

Sincerely,

Mariner Taft  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C3d16021ba43c456d931908d677e1a2d4%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636828208314518361&sdata=%2FBYd0oasibASCqKAV8H%2FrtzJFyzg7K7QtMlIPjMKmXI%3D&reserved=0>

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[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003dgPh]

ref: \_00Dt0GzXt.\_500t0CmWqN:ref  
**Email Created Date:** 1/14/2019 1:02:03 PM

**Email Text Version:**  
PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00233259  
COMPANY:  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Columbus, Ohio 43209  
SERVICE ADDRESS: [REDACTED] !Case.Service\_Address\_City\_\_c}, Ohio 43209  
AIQ: Verde Energy USA Ohio LLC  
SERVICE ACCOUNT NUMBER: [REDACTED]  
NIQ: [REDACTED]

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

Sincerely,

Mariner Taft  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
www.PUCO.ohio.gov

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**Email Created Date: 1/15/2019 11:42:47 AM**

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00233259

COMPANY:

CUSTOMER:

ADDRESS: Columbus, Ohio 43209

SERVICE ADDRESS: !Case.Service\_Address\_City\_\_c}, Ohio 43209

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

Sincerely,

Mariner Taft  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

**Email Created Date: 1/18/2019 8:55:33 AM**

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00233259

COMPANY:

CUSTOMER:

ADDRESS: [REDACTED] Columbus, Ohio 43209

SERVICE ADDRESS: [REDACTED] !Case.Service\_Address\_City\_\_c}, Ohio 43209

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

Sincerely,

Mariner Taft  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)

www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

**Email Created Date: 1/21/2019 1:51:56 PM**

**Email Text Version:**

Good afternoon,

The Cost Analysis' has been completed for Mr. [REDACTED] Perigee and CenStar accounts and have been attached for review. Please be advised that the Perigee Cost Analysis reflects that Mr. [REDACTED] owes a balance of \$20.00; however, as a courtesy we will waive the balance owed. In regards to the CenStar Cost Analysis, please note, that Mr. [REDACTED] received a refund check in the amount of \$26.61 for the service period from 2/6/2018-3/6/2018 at the rate of \$0.0505 cents/kWh and if we adjust that invoice to the \$0.056 Mr. [REDACTED] would essentially owe CenStar. In as much, he can expect to receive a refund check for the remaining credit balance in the amount of \$83.49 for the CenStar account service period from 6/2/2017-3/5/20218 within 21 business days via U.S. mail.

Lastly, please be advised that a cost analysis was performed for the Verde account for the service period of 9/5/2018-11/1/2018 which rendered a credit balance of \$436.55. However, because Verde never received payment for the balance owed of \$697.45 for the supplier charges assessed the credit balance of \$436.55 was deducted from the balance owed of \$697.45 leaving a balance due to Verde in the amount of \$260.90. In as much, in an effort to resolve Mr. [REDACTED] concerns amicably, Verde has waived the remaining balance due of \$260.90. For this reason, MR. [REDACTED] account reflects a \$0 balance due to Verde.

Best regards,

Louise Bourgeois

[<https://www.sparkenergy.com/SignatureImages/verdeusa.png>]

Louise Bourgeois | Regulatory Specialist  
12140 Wickchester Ln, Ste 100 | Houston, TX 77079

[lbougeois@verdeenergy.com](mailto:lbougeois@verdeenergy.com)<<mailto:lbougeois@verdeenergy.com>>

From: Mariner Taft [<mailto:contactthepuco@puc.state.oh.us>]  
Sent: Friday, January 18, 2019 7:56 AM  
To: Regulatory  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00233259 [  
ref:\_00Dt0GzXt.\_500t0CmWqN:ref ]

[https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt]

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00233259

COMPANY:

CUSTOMER:

ADDRESS: Columbus, Ohio 43209

SERVICE ADDRESS: Columbus, Ohio 43209

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

Please respond asap, due to how long this investigation has been open. Was my phone message received? Were the calculations received from my most recent email? Please use these calculations to arrive at the customer's adjustment on the account.

Sincerely,

Mariner Taft

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov<<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Ca153fe5c227c400c254a08d67fd15d4b%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636836934940876451&sdata=KnD%2BdgKVpZVPiOpvKgl3l6y8polAq0QL3Tzau6u6FTo%3D&reserved=0>>

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ref:\_00Dt0GzXt.\_500t0CmWqN:ref  
**Email Created Date: 1/22/2019 11:17:19 AM**

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00233259

COMPANY:

CUSTOMER:

ADDRESS: [REDACTED] Columbus, Ohio 43209

SERVICE ADDRESS: [REDACTED] !Case.Service\_Address\_City\_\_c}, Ohio 43209

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

Sincerely,

Mariner Taft  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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**Email Created Date: 1/23/2019 12:56:49 PM**

**Email Text Version:**

1/23/19

Below are the responses to your follow-up inquiries submitted on 1/22/19. I have provided AEP-Ohio's response next to the individual questions to ensure that each question has been answered.

1. Has the \$697.47 been sent back to Verde Energy, the electric supplier for the 9-11/18 period?

A. Provider charges of 697.45 were sent back to the provider on 1/21/2019.

2. Is the customer in danger of disconnect past the 1/31/19 hold date for further collections/disconnect actions? A. Yes -- Disconnection for non-payment of \$486.12 on 2/11/2019. It should be noted that no payment has been made on this account since September 21, 2018.

3. Have any other amounts been sent back to Verde regarding the customer's previous suppliers in 2017 or 2018?

A. No.

4. Once the hold comes off, will there be a new disconnect amount and if so, what will that amount be?

A. Disconnection for non-payment of \$486.12 on 2/11/2019.

5. What is the customer's total account balance at this point?

A. Account balance as of 1/23/2019: \$7,14.63. Account bills next on 2/6/2019.

Please consider this request fulfilled.

Thanks,  
Sherry

From: Mariner Taft [mailto:contactthepuco@puc.state.oh.us]

Sent: Tuesday, January 22, 2019 11:17 AM

To: AEP Ohio Complaint

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00233259 [

ref:\_00DtOGzXt.\_500t0CmWqN:ref ]



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[https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt]

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00233259

COMPANY:

CUSTOMER:

ADDRESS: [REDACTED] Columbus, Ohio 43209

SERVICE ADDRESS: [REDACTED] Columbus, Ohio 43209

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

Please check on some further issues. Has the \$697.47 been sent back to Verde Energy, the electric supplier for the 9-11/18 period? Is the customer in danger of disconnect past the 1/31/19 hold date for further collections/disconnect actions? Have any other amounts been sent back to Verde regarding the customer's previous suppliers in 2017 or 2018? Once the hold comes off, will there be a new disconnect amount and if so, what will that amount be? What is the customer's total account balance at this point?

Sincerely,

Mariner Taft  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Furldefense.proofpoint.com%2Fv%2Furl%3Fu%3Dhttps-3A\_\_www.puco.ohio.gov\_%26d%3DDwMFAw%26c%3DgMbiD-Q9WoaRgoXZKCrSug%26r%3DMn6g3VGyV9F7oqpmHavnfX-s\_C7S3DDJA9FSxvCmj\_U%26m%3Dlcf6\_UObJRQgIWHk8GTkxieL15C1tIWkE23BxRrjUw%26s%3DjO7AYpVZqxm2GE3KnnarRIT5-aHyRzOtHN1\_X65dE24%26e%3D&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cb5c55ecafe634c1b7bbf08d6815c2152%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636838630059587570&sdata=uSpHKBDzDmPVYkGUBcr%2Bo5%2BMNcRP1UzQ4KI62L8nl%2BM%3D&reserved=0>

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[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003hbuz]

ref:\_00Dt0GzXt.\_500t0CmWqN:ref

**Email Created Date: 1/23/2019 1:55:12 PM**

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00233259

COMPANY:

CUSTOMER:

ADDRESS: [REDACTED] Columbus, Ohio 43209

SERVICE ADDRESS: [REDACTED] !Case.Service\_Address\_City\_\_c}, Ohio 43209

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

Sincerely,

Mariner Taft  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

**Email Created Date: 1/28/2019 11:20:17 AM**

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00233259

COMPANY:

CUSTOMER:

ADDRESS: [REDACTED] Columbus, Ohio 43209

SERVICE ADDRESS: [REDACTED] !Case.Service\_Address\_City\_\_c}, Ohio 43209

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

Sincerely,

Mariner Taft  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

**Email Created Date: 1/28/2019 12:30:31 PM**

**Email Text Version:**

Good Morning,

After careful review, Verde agrees to standby the initial decision made regarding the rerate based upon Mr. [REDACTED] household consumption to the utility's rate, or if he was under contract with another supplier he can provide that contract and we can re-rate him to that rate. However, the rerate will not be to zero as requested.

To recap on our conversation, you provided the following rule: 4901: 1-21-08(c) i. The rule states

(i) If reported to staff within the thirty calendar days after being issued a bill from the alleged slammer, absolve the customer of any liability for charges assessed by the slamming CRES provider to the customer and refund to the customer any charges collected from the customer.

Verde has not received payment for these charges, so there is no reimbursement needed. We will make the customer whole and adjust the charges on our end; however there is no monies due to the customer as no payment has been received.

Lastly, as it stands, Mr. [REDACTED] will be receiving two refund checks, one for \$76.02 and a 2nd check for \$83.49 via US Mail.

Kindest regards,

[<https://www.sparkenergy.com/SignatureImages/verdeusa.png>]

Louise Bourgeois | Regulatory Specialist  
12140 Wickchester Ln, Ste 100 | Houston, TX 77079

[lbougeois@verdeenergy.com](mailto:lbougeois@verdeenergy.com)<<mailto:lbougeois@verdeenergy.com>>

From: Mariner Taft [mailto:contactthepuco@puc.state.oh.us]  
Sent: Monday, January 28, 2019 10:20 AM  
To: Regulatory  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00233259 [ref:\_00Dt0GzXt.\_500t0CmWqN:ref ]

[https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt]

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00233259

COMPANY:

CUSTOMER:

ADDRESS: Columbus, Ohio 43209

SERVICE ADDRESS: Columbus, Ohio 43209

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

Louise,

Good morning. Have you discussed the issues regarding refunding the remaining \$76.02 to the customer to bring the 3.55cts/kwh rerate amount to 0cts/kwh? Is the \$83.49 refund check being processed and when can the customer expect it to be sent? Please advise.

Sincerely,

Mariner Taft  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)

www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C89f2de01c1904042617c08d685464a88%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636842934277843679&sdata=R0CSfTIIsa7CK6%2FShyWuDtZ92YX3x0B%2F10auO8TKwVU%3D&reserved=0>

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[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003hfvS]

ref:\_00Dt0GzXt.\_500t0CmWqN:ref  
**Email Created Date: 1/28/2019 3:41:57 PM**

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00233259

COMPANY:

CUSTOMER:

ADDRESS: [REDACTED] Columbus, Ohio 43209

SERVICE ADDRESS: [REDACTED] !Case.Service\_Address\_City\_\_c}, Ohio 43209

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

Sincerely,

Mariner Taft  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

**Email Created Date: 1/29/2019 2:55:29 PM**

**Email Text Version:**

1/29/19

Below is the response to your follow-up inquiry submitted on 1/23/19. I have provided AEP-Ohio's response next to the question to ensure that each question has been answered.

Please break down the \$486.12 disconnect amount and also check if the \$697.45 is part of the \$714.63 total account balance after 1/23/19.

The \$486.12 disconnect amount is the total of the 30-day arrears (\$183.59), 60-day arrears (\$113.46), and 90-day arrears (\$189.07) that are due on the account.

30-day arrears = \$183.59 which includes AEP Ohio charges of \$101.34 and provider (Dynegy Energy Services) charges of \$82.25

60-day arrears = \$113.46 -- AEP Ohio charges

90-day arrears = \$189.07 -- AEP Ohio charges

- The dropped provider charges of \$697.45 are NOT included in the account balance of \$714.63. As noted in previous response, these charges were sent back to the provider on 1/21/2019.

- Again, it should be noted that no payment has been made on this account since September 21, 2018.

- Service is scheduled for disconnection for non-payment of \$486.12 on 2/11/2019.

Please consider this request fulfilled.

Thanks,  
Sherry

From: Mariner Taft <contactthepuco@puc.state.oh.us>  
Sent: Wednesday, January 23, 2019 1:55 PM

To: AEP Ohio Complaint <aepohiocomplaint@aep.com>  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00233259 [ref:\_00Dt0GzXt.\_500t0CmWqN:ref ]

This is an EXTERNAL email. STOP. THINK before you CLICK links or OPEN attachments. If suspicious please click the 'Report to Incidents' button in Outlook or forward to incidents@aep.com<mailto:incidents@aep.com> from a mobile device.

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PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00233259

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Columbus, Ohio 43209

SERVICE ADDRESS: [REDACTED] Columbus, Ohio 43209

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

Please break down the \$486.12 disconnect amount and also check if the \$697.45 is part of the \$714.63 total account balance after 1/23/19.

Sincerely,

Mariner Taft  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)



www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Furldefense.proofpoint.com%2Fv2%2Furl%3Fu%3Dhttps-3A\_\_www.puco.ohio.gov\_%26d%3DDwMFAw%26c%3DgMbiD-Q9WoaRgoXZKCrSug%26r%3DMn6g3VGyV9F7oqpmHavnfX-s\_C7S3DDJA9FSxvCmj\_U%26m%3D-KIOFn75\_V4k25F4P6U4aiWc02fxWuxG3jgplFjXf74%26s%3DcFO8rEJTOGLjQ1LkfSR3ci38JgvaMIFxzzV7ETWb1Cs%26e%3D&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cda252b9ce7984e8fa5c208d68623b410%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636843885251705611&sdata=QWaESFfhWmNtEtXFKZ5NAz1m0vtE19gRAE%2F3fRBfhhG4%3D&reserved=0>

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ref:\_00Dt0GzXt.\_500t0CmWqN:ref  
**Email Created Date: 1/30/2019 10:54:18 AM**

**Email Text Version:**

Good Morning,

We'd like to confirm that the refund check that was sent on 11/20/2018 for \$26.61 has not cleared the bank and that the check was mailed to [REDACTED] Columbus, OH 43209. In regards to the Verde account, we received the charges of \$697.45 from the utility on 1/29/2019 and Mr. [REDACTED] account balance is \$0. In as much, once the refund checks for \$83.49 and \$76.03 have been received it will close the CenStar account and no other adjustments are due. As it stands, Mr. [REDACTED] does not owe anything to Perigee, CenStar or Verde.

Best regards,

Louise Bourgeois

[https://www.sparkenergy.com/SignatureImages/verdeusa.png]  
Louise Bourgeois | Regulatory Specialist  
12140 Wickchester Ln, Ste 100 | Houston, TX 77079

lbourgeois@verdeenergy.com<mailto:lbourgeois@verdeenergy.com>

From: Mariner Taft [mailto:contactthepuco@puc.state.oh.us]  
Sent: Monday, January 28, 2019 2:42 PM  
To: Regulatory  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00233259 [ref:\_00Dt0GzXt.\_500t0CmWqN:ref ]

[https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt]

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00233259  
COMPANY:  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Columbus, Ohio 43209  
SERVICE ADDRESS: [REDACTED] Columbus, Ohio 43209  
AIQ: Verde Energy USA Ohio LLC  
SERVICE ACCOUNT NUMBER: [REDACTED]  
NIQ: [REDACTED]

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

Louise,  
good afternoon. After reviewing the latest response, wanted to confirm some issues. Has Verde received the \$697.47 in Verde charges that was sent back from AEP? If so, when were these charges received and is the customer being held responsible for these charges? Also, was the \$26.61 refund check sent out and does Verde show this check being cashed? Once the \$83.49 and \$76.02 checks are sent to the customer, will the customer owe anything to Verde or their subsidiary companies such as Perigee, Censtar, etc.? I understand the \$83.49 and \$76.02 refund checks are to make the customer whole, but PUCO needs Verde to say the customer will owe nothing after the above checks are sent to the customer and the \$697.47 sent back from AEP comes back to Verde. Confirm these issues.  
Thank you,  
Mariner

Sincerely,

Mariner Taft  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C885f22015e394115bdc008d686cb2e91%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636844604550229896&sdata=RwitPecCk00SSgWobXS3%2ByiKMOpOB7QHU6IB1cuU%2BDI%3D&reserved=0>

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ref:\_00Dt0GzXt.\_500t0CmWqN:ref  
**Email Created Date: 2/4/2019 3:40:15 PM**

**Email Text Version:**  
PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00233259  
COMPANY:  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Columbus, Ohio 43209  
SERVICE ADDRESS: [REDACTED] {Case.Service\_Address\_City\_\_c}, Ohio 43209  
AIQ: Verde Energy USA Ohio LLC  
SERVICE ACCOUNT NUMBER: [REDACTED]  
NIQ: [REDACTED]

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

Sincerely,

Mariner Taft  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

**Email Created Date: 2/4/2019 4:33:54 PM**

**Email Text Version:**

Good afternoon,

Please be advised that Mr. [REDACTED] can expect to receive the refund checks for \$83.49 and \$76.03 within 21 business days via U.S. mail from 1/24/2019.

Thank you,

Louise Bourgeois

[cid:image001.png@01D4B884.99943D90]  
Louise Bourgeois | Regulatory Specialist  
12140 Wickchester Ln, Ste 100 | Houston, TX 77079

lbourgeois@verdeenergy.com<mailto:lbourgeois@verdeenergy.com>

From: Mariner Taft [mailto:contactthepuco@puc.state.oh.us]  
Sent: Monday, February 04, 2019 2:40 PM  
To: Regulatory  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00233259 [ref:\_00Dt0GzXt.\_500t0CmWqN:ref ]

[https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt]

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00233259

COMPANY:

CUSTOMER:

ADDRESS: [REDACTED] Columbus, Ohio 43209

SERVICE ADDRESS: [REDACTED] Columbus, Ohio 43209

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

When can the customer expect the two refund checks and how will he receive them?

Sincerely,

Mariner Taft

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)







[www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C702a8d3a193f413a7ae208d68ae86e30%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636849128223934341&sdata=nwXTe1%2B2LfbkVY3axVHoJLrMPRGUWHnRaRJ1cNyPugl%3D&reserved=0>](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C702a8d3a193f413a7ae208d68ae86e30%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636849128223934341&sdata=nwXTe1%2B2LfbkVY3axVHoJLrMPRGUWHnRaRJ1cNyPugl%3D&reserved=0)

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## Case Images

Created Date	Images
11/21/2018 10:00:21 AM	
1/4/2019 11:02:46 AM	
1/11/2019 11:27:15 AM	
1/21/2019 1:51:58 PM	
1/28/2019 12:30:32 PM	
1/30/2019 10:54:20 AM	
2/4/2019 4:33:55 PM	



PO BOX 24401  
CANTON, OH 44701-4401

## DISCONNECT NOTICE

Account # [REDACTED]

SERVICE ADDRESS: [REDACTED] COLUMBUS, OH 43209-2916

CY 06

273-1 21753

101000273 01 AV 0.37



COLUMBUS, OH 43209-2916

### Notes from AEP Ohio:

Your total account balance includes a past due amount of **\$624.07**, which may include CRES provider charges. To avoid disconnection, payment of the past due amount must be received on or before December 7, 2018.

### Need help paying your bill?

Call us at 1-800-672-2231 to learn about payment arrangements and other assistance programs.

### Past Due Charges:

Due before December 7 **\$624.07**

**TOTAL PAST DUE \$624.07**

### Methods of Payment

aepohio.com

PO Box 371496  
Pittsburgh, PA 15250-7496

1-800-611-0964 (\$1.85 fee)

If disconnection of service for nonpayment would be especially dangerous to the health of a household member, a medical certification program and forms are available from the Company.

Please see payment options on the last page of this notice.

Receipt of a new bill will NOT change the requirements of this notice.

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.

[REDACTED] COLUMBUS, OH 43209-2916



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

**Your account is scheduled for disconnection after December 7, 2018.**

Mailing date is November 2, 2018

### Reconnection:

Should you get disconnected, here's a breakdown of potential charges for reconnection:

Reconnect at Meter	\$53.00
Reconnect off-shift	\$98.00
Reconnect on Sunday	\$119.00

Reconnect at Pole	\$154.00
Reconnect after hours non-holiday	\$192.00
Reconnect on non-business day	\$221.00

Reconnect install locking device	\$73.00
----------------------------------	---------

Trip charge	\$16.00
-------------	---------

Please disregard if payment has been made

Turn over for important information!

Account # [REDACTED]

11346

Pay on or before December 7, 2018  
to avoid disconnect

**\$624.07**

Payment Amount \$

Make check payable and send to:  
AMERICAN ELECTRIC POWER  
PO BOX 371496  
PITTSBURGH, PA 15250-7496



### Important Message

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).

We offer several ways for you to pay your bill. Bills may be paid by mail, in person to an authorized agent, by phone (\$1.85 processing fee), or you can pay your bill electronically (e-Bill) or have your payments deducted automatically from your checking or savings account. Payment to an unauthorized agent is at your own risk. For names and locations of authorized agents, please call us toll free at 1-800-672-2231. Customers who are hearing impaired may call 1-800-617-1234 (TDD/TTY).

We offer leveled payment options to qualifying customers. Average Monthly Payment Plan (AMP): The monthly payment is based on the average of the current month's bill, plus the previous 11 months' bills. Each month, the oldest bill is removed from the computation, and the new current bill is included. Budget Billing: A monthly amount is calculated based on previous bills. This monthly amount is reviewed and adjusted based on the type of plan.

Customers may be assessed a deposit if they have not made a full payment (or arrangements) on a bill that contains a previous balance, or have been disconnected for nonpayment, fraudulent practice, tampering, or unauthorized reconnection during the preceding 12 months. Residential deposits may be made through a cash deposit or approved guarantor. Non-residential deposits may be made by cash, approved letters of credit, or approved surety bonds. To discuss any further options please call AEP Ohio.

If you have a complaint or wish to contest a deposit you can do so by visiting [www.aepohio.com](http://www.aepohio.com) under "Contact Us", call 1-800-672-2231 or by writing to Customer Concerns, 4500 S. Hamilton Road, Groveport, OH 43125.

If you have a complaint in regard to this disconnection notice that cannot be resolved after you have called AEP Ohio, or for general utility company information, residential and business customers may contact the public utilities commission of ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.puco.ohio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). You may write to: Public Utilities Commission of Ohio, Attention: CSD, 180 E. Broad Street, Columbus, Ohio 43215-3793.

The Ohio consumer counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at [www.pickocc.org](http://www.pickocc.org).

DISCONNECTION MAY NOT OCCUR FOR UNPAID NONTARIFFED CHARGES.

FAILURE TO PAY CHARGES FOR NONTARIFFED PRODUCTS OR SERVICES MAY RESULT IN LOSS OF THOSE PRODUCTS OR SERVICES.

FAILURE TO PAY CHARGES FOR COMPETITIVE RETAIL ELECTRIC SERVICE MAY RESULT IN CANCELLATION OF THE CUSTOMER'S CONTRACT WITH THE COMPETITIVE RETAIL ELECTRIC SERVICE PROVIDER, AND RETURN TO THE ELECTRIC DISTRIBUTION UTILITY'S STANDARD-OFFER GENERATION SERVICE.

NOTICE: The Federal Equal Credit Opportunity Act prohibits creditors from discrimination against credit applicants on the basis of race, color, religion, national origin, sex, marital status, age (provided the applicant has a capacity to enter into a binding contract) or because the applicant has in good faith exercised any right under the Consumer Credit Protection Act. The federal agency that administers compliance with this law is the Federal Trade Commission, Equal Credit Opportunity, Cleveland, Ohio, phone (216) 263-3410.

Ohio Laws against discrimination require that all creditors make credit equally available to all credit-worthy customers and that credit reporting agencies maintain separate credit histories on each individual upon request. The Ohio Civil Rights Commission, 30 E. Broad Street; 5th Floor, Columbus, Ohio 43205, phone 1-888-278-7101, administers compliance with this law.

Rates available on request or visit [www.aepohio.com](http://www.aepohio.com) under 'Rates & Tariffs'

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 AEP Ohio at 1-800-672-2231 or visit us at [www.AEPOhio.com](http://www.AEPOhio.com).



**Service Address:**

COLUMBUS, OH 43209-2916

**Account****Disconnect notes from AEP Ohio:**

To AVOID DISCONNECTION, you must do ONE of the following:

- Pay the entire amount due; or

**ENTER INTO A PAYMENT PLAN**

- Enter into an agreement requiring six equal payments plus your current bill;
- Enter into an agreement requiring nine equal monthly payments plus a budgeted payment amount;
- Enter into an agreement requiring minimum monthly payments of one-third of your account balance (valid only Nov. 1 - April 15);
- Enter into an agreement to make monthly payments based on a percentage of income (if the total household income is equal to or less than 150% of the Federal poverty level);
- Agree to any other extended payment plan that is mutually acceptable to you and the Company.

Past due balances may include CRES provider charges.

The disconnect amount due does not include charges for nontariffed products or services, but may include charges for competitive retail electric service. Failure to pay charges for other nontariffed products or services may result in loss of those products or services.

This notice will not be cancelled by the receipt of a new bill, as the due date shown on the new bill applies to the current billing and does not apply to the amount shown as the previous balance.

If payment has been made, please accept our thanks and disregard this notice.





PO BOX 24401  
CANTON, OH 44701-4401

Amount due on or before **\$515.99**  
June 22, 2018

Bill mailing date is Jun 6, 2018  
Account [REDACTED]

SERVICE ADDRESS: [REDACTED] COLUMBUS, OH 43209-2916  
58763

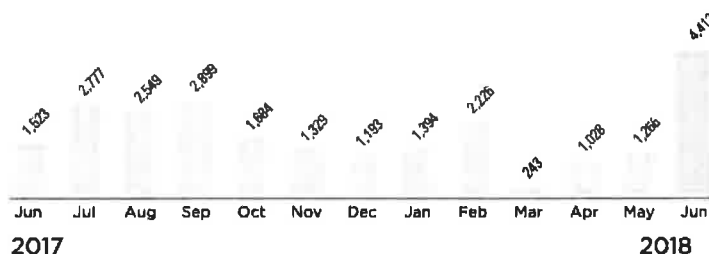
CY 06

### Notes from AEP Ohio:

**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 [aepohio.com](http://aepohio.com).

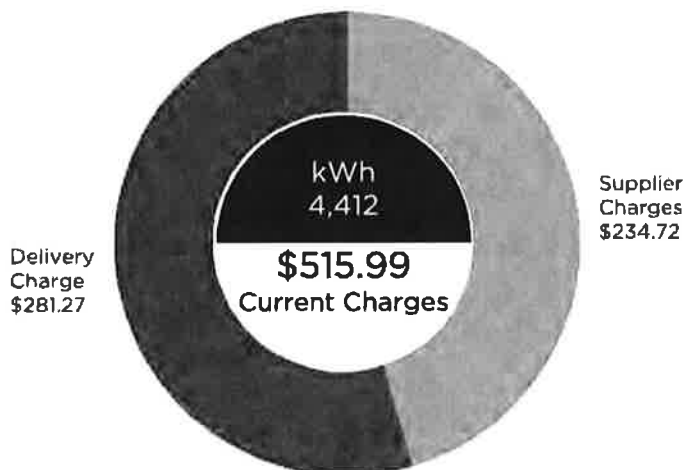
[REDACTED]  
COLUMBUS, OH 43209-2916

### Usage History (kWh):



### Current bill summary:

Billing from 05/05/18 - 06/06/18 (33 days)



Supplier Charges  
\$234.72

### Methods of Payment

- [aepohio.com](http://aepohio.com)
- PO Box 371496  
Pittsburgh, PA 15250-7496
- 1-800-611-0964 (\$1.85 fee)

### Need to get in touch?

Customer Operations Center: 1-800-672-2231  
View outage information at [aepohio.com](http://aepohio.com)

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.

[REDACTED] COLUMBUS, OH 43209-2916



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

Make check payable and send to:  
AMERICAN ELECTRIC POWER  
PO BOX 371496  
PITTSBURGH, PA 15250-7496



Account [REDACTED] 28127

Amount due on or before **\$515.99**  
June 22, 2018

Payment Amount \$

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

## 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 us toll free at 1-800-807-6789. Customers who are hearing impaired may call 1-800-617-1234 (TDD/TTY).

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 we were unable to read your meter this month. We calculated your bill based on prior usage and seasonal variations. You can choose to call us with an actual meter read at 1-888-237-8811.

**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.

**Standard Service Offer:** When customers purchase generation through AEP Ohio's auction process and not through a supplier.

**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.

**Retail Stability Rider (RSR):** The RSR is necessary to provide AEP Ohio with stability while transitioning to 100% auction-based Standard Service Offering (generation service) pricing.

**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](http://www.aepohio.com) under "Contact Us", call 1-800-672-2231 or by writing to Customer Concerns, 4500 S. Hamilton Road, Groveport, OH 43125.

Customers may be assessed a deposit if they have not made a full payment (or arrangements) on a bill that contains a previous balance, or have been disconnected for nonpayment, fraudulent practice, tampering, or unauthorized reconnection during the preceding 12 months. Residential deposits may be made through a cash deposit or approved guarantor. Non-residential deposits may be made by cash, approved letters of credit, or approved surety bonds. To discuss any further options please call AEP Ohio. To contest a deposit you can file a complaint at [www.aepohio.com](http://www.aepohio.com) under "Contact Us", call 1-800-672-2231 or by writing to Customer Concerns, 4500 S. Hamilton Road, Groveport, OH 43125.

If your complaint is not resolved after you have called AEP Ohio, 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](http://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 AEP Ohio at 1-800-672-2231 or visit us at [www.AEPOhio.com](http://www.AEPOhio.com).

**Service Address:**

COLUMBUS, OH 43209-2916

Account

**Line Item Charges:**

Previous Charges	
Total Amount Due At Last Billing	\$ 161.60
Payment 05/23/18 - Thank You	-161.60
Previous Balance Due	\$ .00*
Current AEP Ohio Charges	
Tariff 820 - Residential Service 06/06/18	
Service Delivery Identifier	
Transmission Service	\$ 88.44
Distribution Service	166.37
Customer Charge	8.40
Retail Stability Rider	6.80
Deferred Asset Phase-In Rider	6.95
Power Purchase Agreement Rider	4.31
Current Electric Charges	\$ 281.27*

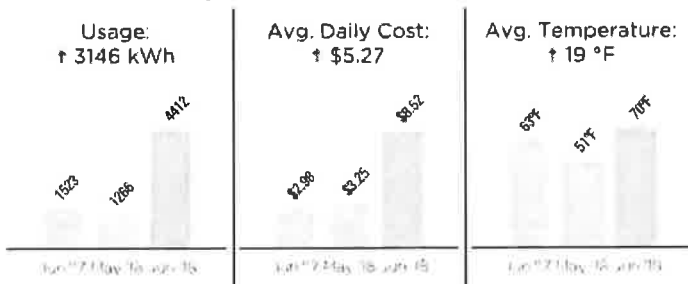


Current Dynegy Energy Services Charges (877-331-3045)	
Supplier Account Number - A0B1C00000HKOSFUUA	
Service Delivery Identifier	6/06/18
\$0.0532 Per kWh (4412kWh X .0532000)	\$ 234.72
Current Supplier Balance Due	\$ 234.72*

Total Balance Due	\$ 515.99
*Charges make up the "Total Balance Due"	

**Usage Details:**

† Values reflect changes between current month and previous month.



Total usage for the past 12 months: 20,111 kWh

Average (Avg.) monthly usage: 1,676 kWh

**Meter Read Details:**

Meter #95552316					
Previous	Type	Current	Type	Metered	Usage
98342	Actual	2754	Actual	4412	4,412 kWh
Service Period 05/04 - 06/06				Multiplier 1	
Next scheduled read date should be between Jul 5 and Jul 10 .					

**Notes from AEP Ohio:**

**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 **\$0.057** 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).

**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: \$4.34  
Energy Efficiency Programs: \$10.88  
Peak Demand Reduction Programs: \$3.66

The Public Utilities Commission of Ohio in case number 17-1083-EL-RDR approved AEP Ohio's request to refund an over-collection for restoration costs in its Storm Damage Recovery Rider effective with this bill. A residential customer will see a decrease of \$2.05 for one month.

In Case No. 16-1852-EL-SSO, the Public Utilities Commission of Ohio approved adjustments to Ohio Power Company's gridSMART Phase 2 rider. This rider allows the Company to recover costs for grid modernization projects. A residential customer will see an increase of \$0.78 per month.

The Public Utilities Commission, in Case No. 18-0096-EL-RDR, approved an adjustment to increase the Basic Transmission Cost Rider, effective with this bill. This rider, which is adjusted annually, recovers non-market based transmission charges. A residential customer using 1,000 kWh per month will see a decrease of \$3.73 per month.

As a participant in the AEP Ohio Customer Choice Program, your electric energy is being supplied by **Dynegy Energy Services**. 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 Dynegy Energy Services at (877)331-3045. 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.

Due date does not apply to previous balance due.

The Public Utilities Commission of Ohio in Case No. 16-1852-EL-SSO on May 23, 2018 approved AEP Ohio's request to extend and modify its existing riders. A residential customer using 1,000 kWh of electricity will see an increase of \$0.37 per month effective with this bill.

To avoid unnecessary delays in crediting your electric payment, please **do not paper clip or staple your check to the bill payment stub**.

\*If you pay your electric bill in person, remember to pay only at **AUTHORIZED** pay stations. These locations send notice of your payment immediately to **AEP Ohio** which could prevent service disconnection. Pay stations may charge a fee for this service. Keep your receipt as proof of payment. For a list of authorized pay stations or other payment options, visit our website at **[www.aepohio.com](http://www.aepohio.com)** or call the number above.\*\*



PO BOX 24401  
CANTON, OH 44701-4401

Amount due on or before **\$161.60**  
May 23, 2018

Bill mailing date is May 7, 2018

Account [REDACTED]

SERVICE ADDRESS [REDACTED] COLUMBUS, OH 43209-2916  
60075

CY 06

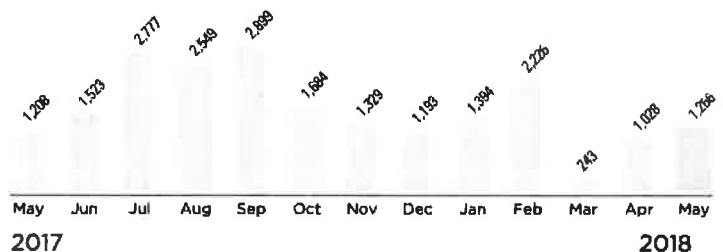


[REDACTED]  
COLUMBUS, OH 43209-2916

### Notes from AEP Ohio:

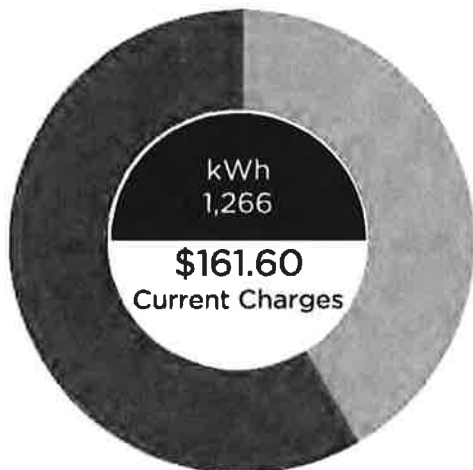
**Thank you for being a paperless customer!** Sign up for billing and outage alerts to stay informed. You can manage your account by logging in at [aepohio.com](http://aepohio.com).

### Usage History (kWh):



### Current bill summary:

Billing from 04/06/18 - 05/04/18 (29 days)



Delivery Charge  
\$94.25

Supplier Charges  
\$67.35

### Methods of Payment

- [aepohio.com](http://aepohio.com)
- PO Box 24417  
Canton OH 44701-4417
- 1-800-611-0964 (\$1.85 fee)

### Need to get in touch?

Customer Operations Center: 1-800-672-2231  
View outage information at [aepohio.com](http://aepohio.com)

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.

[REDACTED] COLUMBUS, OH 43209-2916



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

Account [REDACTED] 9425

Amount due on or before **\$161.60**  
May 23, 2018

Payment Amount \$

Make check payable and send to:  
AMERICAN ELECTRIC POWER  
PO BOX 24417  
CANTON OH 44701-4417



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



## 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 us toll free at 1-800-807-6789. Customers who are hearing impaired may call 1-800-617-1234 (TDD/TTY).

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 we were unable to read your meter this month. We calculated your bill based on prior usage and seasonal variations. You can choose to call us with an actual meter read at 1-888-237-8811.

**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.

**Standard Service Offer:** When customers purchase generation through AEP Ohio's auction process and not through a supplier.

**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.

**Retail Stability Rider (RSR):** The RSR is necessary to provide AEP Ohio with stability while transitioning to 100% auction-based Standard Service Offering (generation service) pricing.

**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.

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**Service Address:**

COLUMBUS, OH 43209-2916

**Account****Line Item Charges:**

Previous Charges		
Total Amount Due At Last Billing	\$	133.45
Payment 04/24/18 - Thank You		-133.45
Previous Balance Due	\$	.00*
Current AEP Ohio Charges		
Tariff 820 - Residential Service 05/04/18		
Service Delivery Identifier: [REDACTED]		
Transmission Service	\$	30.10
Distribution Service		50.10
Customer Charge		8.40
Retail Stability Rider		1.95
Deferred Asset Phase-In Rider		2.46
Power Purchase Agreement Rider		1.24
Current Electric Charges	\$	94.25*

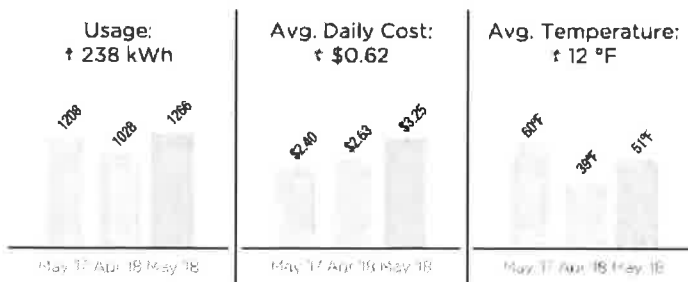


Current Dynegy Energy Services Charges (877-331-3045)		
Supplier Account Number - AOB1CO0000HKOSFUAU		
Service Delivery Identifier: [REDACTED] 05/04/18		
\$0.0532 Per kWh (1266kWh X .0532000)	\$	67.35
Current Supplier Balance Due	\$	67.35*

Total Balance Due	\$	161.60
*Charges make up the "Total Balance Due"		

**Usage Details:**

†Values reflect changes between current month and previous month.



Total usage for the past 12 months: 20,053 kWh

Average (Avg.) monthly usage: 1,671 kWh

**Meter Read Details:**

Meter #95552316					
Previous	Type	Current	Type	Metered	Usage
97076	Actual	98342	Actual	1266	1,266 kWh
Service Period 04/05 - 05/04				Multiplier 1	
Next scheduled read date should be between Jun 5 and Jun 8 .					

**Notes from AEP Ohio:**

**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 **\$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](http://www.energychoice.ohio.gov).

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Renewable Programs: \$1.24  
 Energy Efficiency Programs: \$3.12  
 Peak Demand Reduction Programs: \$1.19

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Register for online services at [www.AEPOhio.com](http://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.



**This foregoing document was electronically filed with the Public Utilities**

**Commission of Ohio Docketing Information System on**

**11/1/2019 5:12:30 PM**

**in**

**Case No(s). 19-0958-GE-COI**

Summary: Exhibit Exhibit 7 - Part 43A on behalf of The Office of The Ohio Consumers' Counsel electronically filed by Mrs. Tracy J Greene on behalf of O'Brien, Angela D