

**BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO**

In the Matter of the Motion to Modify the)	
Exemption Granted to The East Ohio Gas)	Case No. 18-1419-GA-EXM
Company d/b/a Dominion Energy Ohio.)	

DIRECT TESTIMONY OF TERESA RINGENBACH

ON BEHALF OF

**DIRECT ENERGY SERVICES, LLC
DIRECT ENERGY BUSINESS MARKETING, LLC
AND
THE RETAIL ENERGY SUPPLY ASSOCIATION**

November 15, 2019

1 **I. BACKGROUND**

2 **Q1. PLEASE STATE YOUR NAME AND BUSINESS ADDRESS, AND ON**
3 **WHOSE BEHALF YOU ARE TESTIFYING?**

4 A1. My name is Teresa Ringenbach. I am the Senior Manager of Government and
5 Regulatory Affairs with Direct Energy. My business address is 106 North High
6 Street, Suite 220, Dublin, Ohio 43017. I am presenting testimony in this
7 proceeding on behalf of Direct Energy Services, LLC and Direct Energy Business
8 Marketing, LLC (collectively, “Direct Energy”), and the Retail Energy Supply
9 Association (“RESA”).

10 **Q2. WHAT IS YOUR EDUCATIONAL BACKGROUND AND**
11 **PROFESSIONAL EXPERIENCE?**

12 A2. I hold a Bachelor of Business Administration with a concentration in International
13 Business from the University of Toledo. I started in the energy industry in 2001
14 with Integrys Energy Services, Inc., formerly WPS Energy Services, Inc. and FSG
15 Energy Services, Inc., as a Customer Service and Marketing Specialist promoting
16 and managing Ohio residential and small commercial electric offers. In 2002, I
17 became an Account Manager – Inside Sales, where I sold and managed
18 Government Aggregation Programs for both gas and electric. In 2005, I was
19 promoted to Regulatory Specialist. In this position, I was responsible for
20 regulatory compliance throughout the United States and Canada. In 2006, I
21 accepted the position of Regulatory Affairs Analyst – East covering New
22 England, New York, New Jersey, Ohio and Pennsylvania gas and electric issues.
23 In the spring of 2008, I accepted the Regulatory Affairs Analyst position for the
24 Midwest region covering Ohio, Michigan, Illinois, Indiana, Kentucky, and all of

1 Canada. In this position, I directed the regulatory and legislative efforts affecting
2 Integrys Energy's gas and electric business. In August 2009, I joined Direct
3 Energy as the Manager of Government and Regulatory Affairs for the Midwest. I
4 manage the regulatory and legislative activities of Direct Energy throughout the
5 Midwest, primarily in Ohio, Illinois, Indiana, Kentucky, and Michigan. My
6 responsibilities cover electric, gas, and home services issues for all levels of
7 customers, from residential to large industrial customers.

8 In my position, I review and assist with complaints received by the Public
9 Utilities Commission of Ohio ("Commission" or "PUCO") when escalated or
10 when there are questions due to a unique complaint. This includes advising on
11 product options to offer, good will gestures or refunds depending on
12 circumstances to ensure customers are satisfied. In previous roles, I set pricing
13 for municipal programs and currently advise on regulatory requirements for
14 marketing and sales.

15 **Q3. HAVE YOU PREVIOUSLY TESTIFIED BEFORE THE PUBLIC**
16 **UTILITIES COMMISSION OF OHIO?**

17 A3. Yes, I have testified before the Commission in the cases as listed and attached to
18 my testimony.¹

19 **Q4. PLEASE DESCRIBE DIRECT ENERGY SERVICES, LLC AND DIRECT**
20 **ENERGY BUSINESS MARKETING LLC.**

21 A4. Direct Energy supplies competitive retail energy services, including natural gas
22 and electricity, to consumers throughout Ohio, including the natural gas

¹ Attachment 1 (List of Commission Cases in which Teresa Ringenbach Testified).

1 distribution service area of The East Ohio Gas Company d/b/a Dominion East
2 Ohio ("Dominion"). Direct Energy has participated in the Dominion MVR
3 program for many years.

4 **Q5. PLEASE DESCRIBE THE RETAIL ENERGY SUPPLY ASSOCIATION?**

5 A5. Founded in 1990, RESA is a broad and diverse group of retail energy suppliers
6 dedicated to promoting efficient, sustainable and customer-oriented competitive
7 retail energy markets. RESA members operate throughout the United States
8 delivering value-added electricity and natural gas services at retail to residential,
9 commercial and industrial energy customers.

10

11 **II. PURPOSE OF TESTIMONY**

12 **Q6. WHAT IS THE PURPOSE OF YOUR TESTIMONY?**

13 A6. I am testifying for two reasons. First to identify and support the original intent of
14 the Dominion MVR program and, second, to explain to the Commission that,
15 despite the limited outlier prices used by certain participants, the MVR program is
16 serving the original purpose. As a result, I conclude that the MVR program
17 should continue to be able to serve this purpose, without the significant
18 restructuring of the Choice program being advocated by other parties in this
19 proceeding.

20

21 **III. THE MONTHLY VARIABLE RATE PROGRAM.**

22

23 **Q7. ARE YOU FAMILIAR WITH THE MVR PROGRAM?**

24 A7. Yes. I have been actively involved in Ohio's natural gas competitive retail market

1 since 2002 and have been involved with the MVR program since it was put in
2 place in 2008. I have participated in a number of proceedings and workgroups
3 related to Ohio natural gas issues, including the proceedings for Dominion's exit
4 from the merchant function starting with Case No. 05-474-GA-ATA. I was
5 involved in the negotiations that resulted in the stipulations that were approved in
6 Case No. 07-1224-GA-EXM and Case No. 12-1842-GA-EXM. I also testified in
7 Case No. 12-1842-GA-EXM.

8 **Q8. PLEASE DESCRIBE THE MVR PROGRAM IN DOMINION'S SERVICE**
9 **TERRITORY.**

10 A8. The MVR program was approved by the Commission in its Opinion and Order
11 issued on June 18, 2008 in Case No. 07-1224-GA-EXM. It was included in
12 Dominion's tariff at Sheet B-MVR and effective on March 4, 2009. The
13 stipulation in that proceeding² listed the mechanics of the program, but a simple
14 summary is that under the MVR program, customers leaving shopping contracts
15 or having an opt-in aggregation contract terminate would return to the SSO for
16 two months and at the end of the two months, those customers would be assigned
17 to a supplier that has agreed to charge the customers the supplier's posted MVR
18 rate. In 2010, Dominion modified its Monthly Variable Rate Commodity Service
19 tariff to limit a supplier's MVR program price to be no higher than that supplier's
20 lowest posted monthly variable rate offering on the PUCO Apples-to-Apples
21 chart. In 2013, the Commission approved removing the SCO as an option for
22 certain rate classes (Choice-eligible General Sales Service – Non-Residential,

² Attachment 2 (Stipulation in Case No. 07-1224-GA-EXM).

1 Large Volume General Sales Service, Energy Choice Transportation Service –
2 Non-Residential and Large Volume Energy Choice Transportation Service
3 customers). For that group of customers, failure to select a supplier or elect to
4 enter an aggregation after two SSO bills will result in the customer being assigned
5 to an MVR supplier at that MVR supplier’s program price.

6 **Q9. WHAT WAS THE ORIGINAL PURPOSE OF THE MVR PROGRAM?**

7 A9. The purpose was to move Dominion further toward a fully competitive structure
8 where default service was only available when there were no other options for a
9 customer. The goal was to no longer have even the auction structure that exists
10 for the SCO today and, instead, have every customer make an active choice for
11 supply.

12 **Q10. DID THE MVR PROGRAM HAVE ANY OTHER PURPOSE?**

13 A10. No.

14 **Q11. HAS THE PURPOSE OF THE MVR PROGRAM CHANGED SINCE THE**
15 **PROGRAM WAS ESTABLISHED?**

16 A11. No. The MVR program’s purpose has remained the same, and it is an important
17 part of a transition to a fully competitive natural gas retail market where
18 customers are transacting (i.e., entering into contracts) with suppliers. Customers
19 need every opportunity to learn to make choices about their gas supply in order to
20 enter into transactions as “willing buyers” consistent with R.C. 4929.02(A)(7),
21 and the MVR program is doing exactly that given the high number of customers
22 that have and are moving into and out of the program.

23

1 **IV. THERE IS NO GENERALIZED CONFUSION ABOUT THE MVR**
2 **PROGRAM.**

3 **Q12. HAVE YOU REVIEWED OCC’S AND OPAE’S MOTIONS FILED IN**
4 **THIS PROCEEDING, ALONG WITH THE COMMENTS FILED IN THIS**
5 **PROCEEDING?**

6 A12. Yes.

7 **Q13. IS IT YOUR UNDERSTANDING THAT ONE OF THE CONCERNS**
8 **RAISED IN THIS PROCEEDING ABOUT THE MVR PROGRAM IS**
9 **THAT CUSTOMERS DO NOT UNDERSTAND IT?**

10 A13. Yes. OPAE claims in its September 2018 Motion to Modify the Exemption that
11 customers cannot easily know and understand the MVR.³ In OCC’s August 2019
12 Motion to Reestablish the Standard Choice Offer and in its Initial Comments,
13 OCC claims that customers were not educated or are not understanding their
14 natural gas pricing because they have so many demands on their time.⁴ Staff
15 stated in its Initial Comments that the MVR causes customer confusion.⁵

16 **Q14. SHOULD THE COMMISSION ACCEPT THEIR CLAIMS?**

17 A14. No, the Commission should reject OPAE’s, OCC’s and Staff’s claims. First,
18 these parties have not demonstrated that there is widespread or even a significant
19 amount of customer confusion about the MVR program. The 2017 focus group
20 survey performed by DEO showed that MVR customers tracked closely with
21 SCO customers in terms of understanding. With Slide 12 for example showing

³ OPAE Motion at 6.

⁴ OCC Initial Comments at 11-12; OCC Motion at 6.

⁵ Staff Initial Comments at 9-10.

1 52% of SCO customers do not understand their rate plan at all versus 45% of
2 MVR customers.⁶ Slide 27 showed that more than half of MVR customers also
3 knew they were not on the SCO. Slide 27 also shows 32% of MVR getting the
4 answer wrong but in comparison 36% of SCO also got that answer incorrect.
5 This shows there is no greater confusion for MVR customers than SCO
6 customers. Finally, Slide 11 shows that a higher percentage (37%) of MVR
7 customers understand they are both assigned and have a choice versus only 22%
8 of SCO. The MVR program is designed to move customers so a higher
9 understanding of their assignment status along with their ability to choose is
10 tracking the purpose of the program. OCC and OPAE have not surveyed
11 customers regarding the MVR program.⁷ OPAE filed its motion but did not even
12 know until recently if any of its own members have been assigned to a supplier
13 under the MVR program at any time over the past six years.⁸ Second, these
14 parties have not pointed to any published information about the MVR program
15 that was confusing. The Commission should not accept OCC's, OPAE's and
16 Staff's unsupported and sweeping claims about customer confusion about the
17 MVR.

18 **Q15. BASED ON YOUR KNOWLEDGE AND EXPERIENCE, DO YOU**
19 **BELIEVE CUSTOMERS UNDER THE MVR PROGRAM ARE HIGHLY**
20 **CONFUSED?**

⁶ Attachment 13 (DEO Response to RESA Request for Production of Documents RPD 1-1, Dominion Energy Ohio Energy Choice Tracking Surveys, Key Findings from Residential and Non-Residential Dominion Energy Ohio Customers, August-September 2017).

⁷ Attachment 3 (OCC Response to RESA Request for Production of Documents RPD 1-8 and OPAE Response to RESA Request for Production of Documents RPD 1-10).

⁸ Attachment 4 (OPAE Response to RESA Interrogatory INT 1-6 and INT 1-7).

1 A15. No.

2 **Q16. PLEASE EXPLAIN.**

3 A16. I do not see any evidence of more confusion in the MVR program than in the
4 SCO. OCC, OPAE and Staff make claims that a variable product is confusing
5 when in fact the SCO, as shown by its history, varies more often than MVR
6 program product offerings. Also, I have reviewed complaint logs from the PUCO
7 Call Center (January 1, 2018-September 24, 2019).⁹ The Commission provided
8 RESA with those complaint logs reflecting notes on approximately 251 customer
9 calls between January 1, 2018, and September 24, 2019 that referenced an MVR
10 or monthly variable rate in the call notes regarding a competitive retail natural gas
11 service provider. After consolidating duplicate complaints, the total number of
12 calls over that period was 136, not 251, complaints. There were duplicate
13 complaint numbers, the same complaint applied under different numbers to two
14 separate suppliers and complaints that were copied and pasted with the same
15 information into other areas of the report. I further scrubbed the data to only
16 include complaints associated with the DEO MVR program. The staff data
17 provided in the logs included complaints against suppliers referencing a supplier
18 monthly variable offer, not the MVR program, as well as general unsolicited
19 statements from the Commission call center staff to a customer about their options
20 once their supplier contract ended. That removed another 55 complaints which
21 were unrelated to the MVR program. Finally, there were general inquiries on
22 how to shop from customers who were not on the MVR program and were simply

⁹ Attachment 5 (October 24, 2019 PUCO Response to Public Records Requests).

1 inquiring of their Choice options. Removing those further reduced complaints to
2 a total of 59 complaints related to the MVR program. Of those, 39 were
3 customers who were actually on the MVR program price and were inquiring how
4 to shop and what the best offers were, but not in fact complaining. These
5 customers did not show any more confusion about the program itself as compared
6 to similar customers not on the MVR program who called in to request
7 information on switching but were with a supplier or on SCO pricing (based on
8 comparisons to the provided complaint logs regarding Dominion). The remaining
9 20 were customers who were specifically complaining about the MVR program
10 price. Of those only seven were commercial customers. Further review of those
11 seven commercial complaints show six out of the seven were regarding suppliers
12 who shared an affiliation or ownership and are no longer selling in Ohio. In
13 addition, almost half of the commercial complaints originate from a single MVR
14 program supplier, not a majority of suppliers in the program.¹⁰

15 **Q17. AND WHAT DID YOU CONCLUDE AS A RESULT OF YOUR REVIEW**
16 **OF THE PUCO COMPLAINT LOGS?**

17 A17. My review reinforced the fact that it is the guardrails which left a loophole for
18 pricing far outside of normal marketing offers and not a program failure in total.
19 Overall the customer inquiries were not related to confusion about the MVR
20 program. Instead, they centered around questioning how they were assigned
21 follow by how to shop and find the best price option. Which is what the program
22 is designed to do – move customers quickly off of service. A further review of

¹⁰ Attachment 6 (Summary of PUCO Call Center Complaint Logs).

1 the complaint logs provided by staff regarding Dominion also show a majority of
2 inquiries are related to how to shop. Few were associated with the MVR program
3 specifically; many focused on slow switching times and a cluster during the time
4 the SCO price peaked focused on SCO pricing complaints.

5 Other than highlighting that limited issue with the design of the MVR program,
6 the customer call information at most shows the need for continued education,
7 especially for residential customers on how to find product options and make a
8 choice. Those are exactly the questions that customers should be asking and that
9 the Commission and others should be educating customers about to ensure all
10 customers are making informed choices. The questions are not a reason to retreat
11 from the MVR program.

12 In fact, the Direct Energy has experienced that customers wanting to enroll in our
13 MVR product but cannot directly sign up for it because it is for MVR-assigned
14 customers -- not that customers were confused by the MVR program itself.
15 Because of this customer frustration, Direct Energy created a specific shadow
16 monthly variable rate product that matches our MVR program price. This is
17 available for use solely by our call center when customers call in to request our
18 MVR program price because the nature of the MVR program is they are not able
19 to enroll directly. I also have worked with our sales team who experienced a lack
20 of interest from customers switching off the MVR product when solicited --
21 showing that some customers actually prefer to stay in the MVR program.

22 Lastly, the PUCO complaints log that I reviewed also shows that some customers
23 simply choose not to switch. Specifically, I've attached a summary of the small

1 number of non-residential customer total complaints and the reasons for the
2 complaints.¹¹ Out of the 21 non-residential complaints listed in the PUCO call
3 log, eleven were related to the MVR Program, and all eleven complaints were
4 resolved with the customer either saying they now understood to shop or that they
5 would go into their local municipal aggregation. That is exactly what the MVR
6 program is intended to achieve – customers making choices.

7
8 **V. THE MVR PROGRAM IS ACHIEVING ITS INTENDED PURPOSE.**

9 **Q18. IS THE MVR PROGRAM ACHIEVING ITS INTENDED PURPOSE?**

10 A18. Yes. Direct Energy sees active churn in our MVR program customers. In order
11 to leave the MVR, a customer must make a choice to go to either an alternative
12 supplier or a governmental aggregation. In the case of a residential customer,
13 they also may choose the SCO. Direct Energy's numbers show that
14 approximately 84% of its MVR program customers since 2013 have churned
15 away.¹² I have also attached a summary of the customers who specifically
16 preferred our MVR program price and enrolled on our shadow product, described
17 above.¹³ Our numbers are supported by information that Dominion recently
18 provided to Staff showing that from September 2018 to August 2019, 16,805
19 customers were assigned to an MVR supplier while 14,842 customers left the
20 MVR program during that same period.¹⁴ The data also shows that in seven of

¹¹ Attachment 6 (Summary of PUCO Call Center Complaint Logs).

¹² Attachment 7 (Summary of Direct Energy MVR Customers).

¹³ Id.

¹⁴ Attachment 8 (DEO Response to PUCO Data Request No. 1 at Responses 3-4)

1 those 12 months, more customers left the MVR program than were added to it.¹⁵
2 Also consistent with our numbers is the fact that over 90% of all residential
3 customers entering the MVR program since 2013 have left the program. In fact,
4 there were fewer non-residential customers in the program in October 2019
5 (9,433) than there were in January 2014 (13,295).¹⁶
6

7 **VI. ADJUSTMENTS TO THE MVR PROGRAM.**

8 **Q19. DO YOU BELIEVE THAT ELEMENTS OF THE MVR PROGRAM**
9 **SHOULD BE ADJUSTED?**

10 A19. Yes. My testimony in Case No. 12-1842-GA- EXM recommended an adjustment
11 to the pricing mechanism to add guardrails which restricted the supplier offers to
12 their own offerings on the Apples-to-Apples chart. The testimony at that time
13 did not envision that some suppliers would use the MVR program to charge rates
14 much higher than general Apples-to-Apples offers and in some cases also not
15 have any other product for the customer to choose as an alternative. The intent of
16 the program was for suppliers to actively invest in the state and move customers
17 off the MVR program while presenting offers in line with the nature of a monthly
18 variable product (where the customer may leave at any time) and other products
19 available on the Apples-to-Apples website. Given the unexpected development
20 that has occurred in the MVR program, I believe additional education including
21 re-establishing the fund for education along with reasonable and targeted
22 qualifications for supplier participation should be incorporated into the MVR

¹⁵ *Id.*

¹⁶ Attachment 9 (DEO response to RESA Int. 2-4).

1 program to retain its integrity and purpose. Specifically, I recommend:

- 2 • Establish a new qualification for participation in the MVR
3 program of actively serving at least 100 non-MVR, non-SCO
4 customers in the Dominion service territory, the number being
5 the same number of customers that Columbia requires as a
6 condition to qualify as a supplier in its territory;¹⁷
- 7 • Investigate why certain customers have not moved off the
8 MVR program and consider implementing an annual
9 reassignment of customers that have been on the program for
10 over 12 months to allow another supplier to offer targeted
11 marketing and provide the existing supplier an incentive to
12 market and a disincentive to keeping customers on the MVR;
13 and
- 14 • Because Dominion customers change all the time (e.g., new
15 accounts, moving into territory), I recommend educating MVR
16 customers new to the program and those who are not moving
17 off the MVR program with a goal of shortening the duration of
18 time these customers are spending in the program.

19 **Q20. WHY ARE YOU RECOMMENDING THAT A MVR SUPPLIER HAVE A**
20 **CERTAIN NUMBER OF SHOPPING CUSTOMERS IN ORDER TO BE**
21 **ASSIGNED CUSTOMERS?**

¹⁷ See Columbia Gas of Ohio, Inc. Tariff, Sixth Revised Sheet No. 2, Page 1 (“...A Retail Natural Gas Supplier must in the aggregate, across all Choice Aggregation Pools, serve more than 100 customers or 10,000 Mcf of annual throughput, and have executed a Full Requirements Aggregation Service Agreement with the Company prior to initiating service as a Retail Natural Gas Supplier.”)

1 A20. In addition to the long-standing qualifications to participate in the MVR program
2 (i.e., must hold a valid CRNGS certificate, must satisfy Dominion's collateral
3 requirements and must satisfy Dominion's capacity requirements), an additional
4 participation requirement that the supplier actively serves at least 100 non-MVR,
5 non-SCO customers in the Dominion service territory ensures that the MVR
6 supplier has an incentive to market to the assigned customer in order to convert
7 the customer to a shopping contract. There is no incentive for a supplier with
8 only an MVR program rate to market and educate an assigned customer to shop
9 for natural gas. Ensuring that MVR suppliers are actively marketing products in
10 the DEO territory corresponds with the original purpose of the MVR supplier
11 actively investing in the Choice program.

12 **Q21. HAVE YOU REVIEWED DATA ON HOW LONG CUSTOMERS**
13 **REMAIN IN THE MVR PROGRAM?**

14 A21. Yes. In addition to internal Direct Energy data, I reviewed discovery responses
15 from Dominion summarizing how long customers stay in the MVR as of October
16 9, 2019.¹⁸ The Dominion discovery responses show that of the 3,488 residential
17 customers in the program as of October 9, 2019, 2,366 have been in the program
18 for less than 12-months. Of the 9,287 non-residential customers in the program as
19 of October 9, 2019, 3,870 have been in the program for less than 12-months.

20 **Q22. WHY ARE YOU RECOMMENDING INVESTIGATING WHY CERTAIN**
21 **CUSTOMERS HAVE NOT MOVED OFF THE MVR?**

22 A22. We have confirmed that very high numbers of customers are moving off the MVR

¹⁸ Attachment 10 (DEO Response to RESA Int. 1-4 and Int. 1-3).

1 program, but there are some that do not. Utilizing information received from
2 Dominion in discovery, I analyzed the location of current MVR customers and
3 whether those customers were in an aggregation area or not. As show in the
4 attached worksheet, I did not see any trend that indicated customers were leaving
5 the MVR program solely for aggregations and therefore the long term remaining
6 customers must be in areas where an aggregation through opt-out isn't available.¹⁹
7 Instead, the data shows that the majority of both residential and non-residential
8 customers currently in the MVR program are in aggregation areas and therefore it
9 is highly likely the long term customers are opting out in favor of remaining on
10 the MVR program. In addition, the chart in Attachment 12 (referenced below)
11 shows a trend of longer term MVR customers being on lower MVR prices. Thus,
12 before implementing a modification specific to this subset of MVR customers, we
13 should determine why the longer term MVR customers have not moved. It
14 should be fairly simple to investigate why they have chosen not to switch. It is
15 not clear in any of the information provided thus far why this specific group of
16 MVR customers has not moved from the MVR program. It appears no formal
17 inquiry has been done to verify the reason for their lack of movement. Given the
18 high levels of switching outside of this limited subset and the amount of
19 marketing that occurs in the Dominion service territory for non-residential
20 customers, a logical conclusion might be that they simply are choosing to do
21 nothing. However, a targeted survey with outreach would better inform us and
22 help determine an appropriate next step. The survey alone may trigger many of

¹⁹ Attachment 11 (Summary of MVR Customer Locations).

1 those customers to make a choice – which again is the goal of the MVR program.

2 **Q23. WOULD THE ANNUAL REASSIGNMENT YOU RECOMMEND HELP**
3 **ADDRESS CUSTOMERS REMAINING ON THE MVR FOR MORE**
4 **THAN 12 MONTHS?**

5 A23. Yes, I believe it would. Reassigning customers on a random basis if they stay in
6 the program more than 12 consecutive months would give another supplier a
7 chance to target marketing to that customer and offer products. It would also
8 provide the existing supplier an incentive to market to its assigned customers and
9 a disincentive to keeping customers on the MVR. Any MVR supplier would be
10 eligible for assignment of this customer group, although under the random
11 reassignment process, it is possible that an MVR customer could be reassigned to
12 the same MVR supplier given the random nature of the assignment.

13 **Q24. DO YOU BELIEVE THE MVR PROGRAM SHOULD BE ELIMINATED**
14 **DUE TO THE PRICING CONCERNS EXPRESSED BY OCC AND OPAE?**

15 A24. No. A small amount of suppliers may be using the MVR program to charge rates
16 much higher than other MVR suppliers' generally available products or the
17 Apples-to-Apples offers, or otherwise do not have any other product for the
18 customer to choose as an alternative. However, there are few suppliers at issue
19 compared to the rest of the MVR suppliers. The MVR program should not be
20 eliminated as a result of those suppliers. Instead, guardrails, as I have
21 recommended, along with amending the current pricing guardrails as
22 recommended by RESA witness Jim Crist, can be put in place to either eliminate
23 or mitigate that issue.

1 **Q25. DO YOU BELIEVE THE MVR PROGRAM SHOULD BE ELIMINATED**
2 **DUE TO SOME CUSTOMERS NOT MOVING OFF THE MVR**
3 **PRODUCT?**

4 A25. No. We should not decide to eliminate a program that is working well for over
5 80,000 non-residential customers and close to a million residential customers
6 because a tiny percentage – less than 1% based on Dominion’s 2018 data, have
7 not moved. That assumes that this limited number of customers have not moved
8 because they are ignorant of their options or have not been provided any. We
9 have no proof of what they are thinking and it would be irresponsible to presume
10 that they are all confused, as Staff claims. If anything, the facts show that at least
11 some customers may be on the MVR because they are getting reasonable prices.
12 For example, Dominion analyzed MVR pricing from November 2017 through
13 October 2018 and found the average MVR pricing for non-residential customers
14 who had been on the MVR for more than 60 months was less than the pricing for
15 those who had been on the MVR for less than 60 months.²⁰ Dominion’s data
16 shows a similar, if less pronounced, trend for residential customers.²¹
17 Also, while I am not advocating for a full residential exit in this proceeding, I do
18 believe the current program is educating and creating active residential customers
19 and therefore should remain in place with the recommended guardrails.

20 **Q26. DO YOU BELIEVE THAT THE MVR PROGRAM SHOULD BE**
21 **ELIMINATED DUE TO THE BROADER CLAIM OF CUSTOMER**
22 **CONFUSION?**

²⁰ Attachment 12 (DEO Response to RESA INT 1-14 at 1, 5).

²¹ *Id.*

1 A26. No. Instead, I advocate for customer education efforts. As I stated earlier, the
2 complaints from the PUCO call center log that I reviewed and Direct Energy's
3 experience were not that customers were confused but rather that they wanted to
4 switch or were complaining of the price from a specific MVR supplier. That said,
5 customer education is appropriate and targeted education for the MVR program
6 would be a best practice given all that we have learned. The education should
7 focus on educating customers new to the MVR program and educating customers
8 who are not leaving the MVR program. The education should be ongoing and
9 multi-faceted. In Case No. 05-474-GA-ATA, the Commission approved the
10 creation of a fund for customer education which relied in part on a per Mcf
11 supplier fee, and it is my understanding that Dominion has available over three
12 million dollars for customer education in that fund. Those monies should be
13 immediately invested in targeted marketing programs, including a non-residential
14 survey of those unmoved customers I noted earlier) that can be developed through
15 a working group of suppliers (who have a great deal of marketing experience),
16 Dominion and the Commission's Staff. If there is a concern that the fund may be
17 depleted through the targeted education, then I recommend that the parties
18 reconvene to discuss implementing a per Mcf charge to refill that fund to the
19 necessary level.

20 **Q27. DO YOU BELIEVE THE SCO PRICING SHOULD BE USED AS THE**
21 **STANDARD FOR MVR PRICING?**

22 A27. No. They are apples and oranges. The intent of the MVR pricing was to move
23 the default service prices closer to what was available in the market from a purely

1 retail supply product perspective, and this would include costs to serve. If we
2 return to the SCO, we will simply return to the status quo prior to the 2013 order
3 where the SCO was found to be hindering the development of the competitive
4 retail market.

5 **Q28. DO YOU BELIEVE THAT THE SCO IS THE “BEST” PRODUCT FOR**
6 **THE CUSTOMERS IN DOMINION ENERGY OHIO’S SERVICE**
7 **TERRITORY?**

8 A28. No. The SCO has always been considered as a transition step to full market
9 competition. While I am not an attorney, the policy of the state includes the
10 following:

- 11 • Promote the availability of unbundled and comparable natural gas
12 services and goods that provide wholesale and retail consumers with
13 the supplier, price, terms, conditions, and quality options that they
14 elect to meet their respective needs;²²
- 15 • Promote diversity of natural gas supplies and suppliers, by giving
16 consumers effective choices over the selection of those supplies and
17 suppliers;²³ and
- 18 • Promote an expeditious transition to the provision of natural gas
19 services and goods in a manner that achieves effective competition and
20 transactions between willing buyers and willing sellers to reduce or
21 eliminate the need for regulation of natural gas services and good

²² Ohio Revised Code Section 4929.02(A)(2).

²³ Ohio Revised Code Section 4929.02(A)(3)

1 under Chapter 4905. and 4909. of the Revised Code.²⁴
2 Note, the policy of the state is not to provide the lowest price. The goal of the
3 MVR program was to move customers to products more in line with offers being
4 made in the market. These offers include all of the normal costs of serving and
5 soliciting customers. The SCO is a variable product that does nothing to educate
6 and engage customers in their choices. Setting aside the few outliers, the
7 evidence shows the MVR program has effectively moved customers and
8 encouraged them not to sit on default service but rather to treat it truly as an offer
9 of last resort and shop. We should be reducing the numbers on the SCO not
10 increasing them. As the Commission previously found, the presence of the SCO
11 hinders the development of additional competition.²⁵

12 **Q29. WOULD THE ELIMINATION OF THE SCO HELP ELIMINATE ANY**
13 **CUSTOMER CONFUSION ON CHOICE?**

14 A29. Yes. The SCO is not a transaction between a supplier and a customer. While bill
15 messaging is intended to create a relationship between the SCO supplier and the
16 customer, there are only a small number of SCO suppliers that win the large
17 volume auctions held by Dominion for the SCO. Eliminating the SCO will result
18 in customers having to shop for their natural gas supply, becoming more educated
19 in the process and entering into transactions with suppliers. Based on Dominion's
20 survey in 2017, the SCO has added a level of confusion in the Choice market and

²⁴ Ohio Revised Code Section 4929.02(A)(7).

²⁵ *In the Matter of the Application to Modify, in Accordance with Section 4929.08, Revised Code, the Exemption Granted to The East Ohio Gas Company d/b/a 3 Dominion East Ohio in Case No. 07-1224-GA-EXM, Case No. 12-1842-GA-EXM, Opinion and Order at 8 (January 9, 2013) (“... the continuation of SCO service is adversely affecting DEO and is negatively affecting all Ohioans by hindering the development of a fully competitive marketplace.”)*

1 that confusion can be eliminated by ending the SCO.

2

3 **VII. CONCLUSION**

4 **Q30. CAN YOU SUMMARIZE YOUR RECOMMENDATIONS IN THIS**
5 **PROCEEDING TO THE COMMISSION?**

6 A30. Yes. I recommend that the MVR program continue because it is achieving its
7 intent. I also recommend that certain guardrails be put in place, including those
8 recommended by Mr. Crist. Those guardrails, if adopted, will introduce more
9 competitive pressures into the MVR program, encourage market-based MVR
10 rates, and also continue to allow the MVR to be a transitional step in the Choice
11 program. I also recommend investigating why certain customers have not moved
12 off the MVR program, and educating MVR customers new to the program and
13 those who are not moving off the MVR program, with a goal of shortening the
14 duration of time these customers are spending in the MVR program.

15 **Q31. DOES THIS CONCLUDE YOUR TESTIMONY?**

16 A31. Yes, but I reserve the right to modify my testimony.

17

CERTIFICATE OF SERVICE

The Public Utilities Commission of Ohio's e-filing system will electronically serve notice of the filing of this document on the parties referenced in the service list of the docket card who have electronically subscribed to this case. In addition, the undersigned certifies that a courtesy copy of the foregoing document is also being served upon the persons below via electronic mail this 15th day of November, 2019.

/s/ MacDonald Taylor

OPAE	cmooney@ohiopartners.org cmooney@opae.org drinebolt@opae.org
OCC	terry.etter@occ.ohio.gov bojko@carpenterlipps.com
The East Ohio Gas Company d/b/a Dominion Energy Ohio	kennedy@whitt-sturtevant.com andrew.j.campbell@dominionenergy.com
Interstate Gas Supply, Inc.	joe.oliker@igsenergy.com michael.nugent@igsenergy.com bethany.allen@igsenergy.com fdarr2019@gmail.com
Direct Energy Business, LLC and Direct Energy Services, LLC	mfleisher@dickinsonwright.com cpirik@dickinsonwright.com
Dominion Energy Solutions, Inc.	barthroyer@aol.com
Staff of the Public Utilities Commission of Ohio	werner.margard@ohioattorneygeneral.gov

ATTACHMENT 1
TO THE DIRECT TESTIMONY OF TERESA RINGENBACH
CASE NO. 18-1419-GA-EXM

List of Commission Cases in which Teresa Ringenbach Testified

**LIST OF PUCO CASES IN WHICH
TERESA RINGENBACH PRESENTED TESTIMONY**

Case Numbers	Case Captions
08-935-EL-SSO	In the Matter of the Application of Ohio Edison Company, The Cleveland Electric Illuminating Company, and The Toledo Edison Company for Authority to Establish a Standard Service Offer Pursuant to RC §4928.143 in the Form of an Electric Security Plan
11-346-EL-SSO, 11-348-EL-SSO, 11-349-EL-AAM and 11-350-EL-AAM	In the Matter of the Application of Columbus Southern Power Company and Ohio Power Company for Authority to Establish a Standard Service Offer Pursuant to §4928.143, Ohio Rev. Code, in the Form of an Electric Security Plan In the Matter of the Application of Columbus Southern Power Company and Ohio Power Company for Approval of Certain Accounting Authority
10-2929-EL-UNC	In the Matter of the Commission Review of the Capacity Charges of Ohio Power Company and Columbus Southern Power Company
12-1230-EL-SSO	The Application of The Ohio Edison Company, The Cleveland Electric Illuminating Company, and The Toledo Edison Company for Authority to Provide for a Standard Service Offer Pursuant to R.C. Section 4928.143 in the Form of an Electric Security Plan
12-1842-GA-EXM	In the Matter of the Application to Modify, In Accordance with Section 4929.08, Revised Code, The Exemption Granted to the East Ohio Gas Company d/b/a Dominion East Ohio in Case No. 07-1224-GA-EXM
12-2637-GA-EXM	In the Matter of the Application to Modify, in accordance with Section 4929.08, Revised Code, the Exemption Granted Columbia Gas of Ohio, Inc. in Case No. 08-1344-GA-EXM
12-1685-GA-AIR, 12-1686-GA-ATA, 12-1687-GA-ALT and 12-1688-GA-AAM	In the Matter of the Application of Duke Energy Ohio, Inc., for an Increase in Gas Rates In the Matter of the Application of Duke Energy Ohio, Inc., for Tariff Approval In the Matter of the Application of Duke Energy Ohio, Inc., for Approval of an Alternative Rate Plan for Gas Distribution Service In the Matter of the Application of Duke Energy Ohio, Inc., for Approval to Change Accounting
13-1141-GE-RDR	In the Matter of the Application of Duke Energy Ohio, Inc. to Adjust Rider DR-IM and Rider AU for 2012 Grid Modernization Costs
13-2385-EL-SSO and 13-2386-EL-AAM	In the Matter of the Application of Ohio Power Company for Authority to Establish a Standard Service Offer Pursuant to §4928.143, Revised Code, in the Form of an Electric Security Plan In the Matter of the Application of Ohio Power Company for Approval of Certain Accounting Authority
14-841-EL-SSO and 14-842-EL-ATA	In the Matter of the Application of Duke Energy Ohio for Authority to Establish a Standard Service Offer Pursuant to Section 4928.143, Revised Code, in the Form of an Electric Security Plan, Accounting Modifications and Tariffs for Generation Service In the Matter of the Application of Duke Energy Ohio for Authority to Amend its Certified Supplier Tariff, P.U.C.O. No. 20
14-1277-EL-CSS	Direct Energy Business, LLC vs. Duke Energy Ohio, Inc.
13-1939-EL-RDR	In the Matter of the Application of Ohio Power Company to Initiate Phase 2 of Its

	gridSMART Project and to Establish the gridSMART Phase 2 Rider
15-1830-EL-AIR, 15-1831-EL-AAM and 15-1832-EL-ATA	<p>In the Matter of the Application of The Dayton Power and Light Company for an Increase in Its Electric Distribution Rates</p> <p>In the Matter of the Application of The Dayton Power and Light Company for Accounting Authority</p> <p>In the Matter of the Application of The Dayton Power and Light Company for Approval of Revised Tariffs</p>
17-791-EL-CSS and 17-1967-EL-CSS	<p>Direct Energy Business, LLC vs. Ohio Edison Company and The Cleveland Electric Illuminating Company</p> <p>Ohio Edison Company and The Cleveland Electric Illuminating Company vs. Direct Energy Business, LLC</p>
16-1602-EL-ESS, 17-32-EL-AIR, 17-33-EL-ATA, 17-34-EL-AAM, 17-872-EL-RDR, 17-873-EL-ATA, 17-874-EL-AAM, 17-1263-EL-SSO, 17-1264-EL-ATA and 17-1265-EL-AAM	<p>In the Matter of the Application of Duke Energy Ohio, Inc., to Establish Minimum Reliability Performance Standards Pursuant to Chapter 4901:1-10, Ohio Administrative Code</p> <p>In the Matter of the Application of Duke Energy Ohio, Inc., for an Increase in Electric Distribution Rates</p> <p>In the Matter of the Application of Duke Energy Ohio, Inc., for Tariff Approval</p> <p>In the Matter of the Application of Duke Energy Ohio, Inc., for Approval to Change Accounting Methods</p> <p>In the Matter of the Application of Duke Energy Ohio, Inc., for Approval to Modify Rider PSR</p> <p>In the Matter of the Application of Duke Energy Ohio, Inc., for Approval to Amend Rider PSR</p> <p>In the Matter of the Application of Duke Energy Ohio, Inc., for Approval to Change Accounting Methods</p> <p>In the Matter of the Application of Duke Energy Ohio, Inc., for Authority to Establish a Standard Service Offer Pursuant to Section 4928.143, Revised Code, in the Form of an Electric Security Plan, Accounting Modifications, and Tariffs for Generation Services</p> <p>In the Matter of the Application of Duke Energy Ohio, Inc., for Authority to Amend its Certified Supplier Tariff, P.U.C.O. No. 20</p> <p>In the Matter of the Application of Duke Energy Ohio, Inc., for Authority to Defer Vegetation Management Costs</p>

ATTACHMENT 2
TO THE DIRECT TESTIMONY OF TERESA RINGENBACH
CASE NO. 18-1419-GA-EXM

Stipulation in Case No. 07-1224-GA-EXM

FILE

13

JOINT EXHIBIT 1

RECEIVED-DOCKETING DIV

2008 APR 10 AM 10:37

**BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO**

PUCO

In the Matter of the Application of)
The East Ohio Gas Company d/b/a)
Dominion East Ohio for Approval of a)
General Exemption of Certain Natural)
Gas Commodity Sales Services or)
Ancillary Services from Chapters 4905,)
4909, and 4935 Except Sections 4905.10,)
4935.01, and 4935.03, and from Specified)
Sections of Chapter 4933 of the Revised)
Code.)

Case No. 07-1224-GA-EXM

STIPULATION AND RECOMMENDATION

Pursuant to Section 4901-1-30, Administrative Code, The East Ohio Gas Company d/b/a Dominion East Ohio ("DEO" or "Company"), the Staff of the Public Utilities Commission of Ohio ("Staff") (which, for the purpose of entering into this Stipulation and Recommendation, will be considered a party by virtue of Section 4901-1-10(C), Administrative Code), Office of the Ohio Consumers' Counsel, Ohio Partners for Affordable Energy; Industrial Energy Users-Ohio; Integrys Energy Services, Inc.; Dominion Retail, Inc.; MXenergy Inc.; National Energy Marketers Association; Ohio Gas Marketers Group (which comprises Commerce Energy, Inc.; Direct Energy Services, LLC; Hess Corporation; Interstate Gas Supply, Inc.; Southstar Energy Services LLC; and Vectren Retail LLC); and Northeast Ohio Public Energy Council (collectively, the "Signatory Parties") stipulate and recommend as follows:

1. In addition to this Stipulation and Recommendation, which shall be designated as Joint Exhibit 1, the Signatory Parties agree that the following previously filed documents be admitted as exhibits to the record with the understanding that each such exhibit be amended in accordance with the provisions of this Stipulation and Recommendation:

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.
Technician Sm Date Processed 4/10/08

- a. Joint Exhibit 2: Matrix illustrating the commodity service options available to customers following the initial movement of Choice-eligible sales customers to SCO service through the retail SCO auction.
- b. DEO Exhibit 1: The Application filed in the above-captioned case on December 28, 2007 ("Application");
- c. DEO Exhibit 2: Phase 2 Transition Plan, filed with the Application as Appendix A;
- d. DEO Exhibit 3: Written materials related to service and product offerings which promote effective customer choice and the provision of adequate service, filed with the Application as Appendix B;
- e. DEO Exhibit 4: Data regarding the participation and competition within DEO's Energy Choice program and the list of marketers currently operating on DEO's system, filed with the Application as Appendix C;
- f. DEO Exhibit 5: Information available on the DEO, Commission and Ohio Office of Consumers' Counsel websites, filed with the Application as Appendix D;
- g. DEO Exhibit 6: Total volumes delivered from marketer pools operating on DEO's system, filed with the Application as Appendix E;
- h. DEO Exhibit 7: Demonstration of substantial compliance with Section 4929.02, Revised Code; explanation of how granting the exemption will affect percentage of income payment plan customers; discussion showing that the requested exemption does not involve undue discrimination for similarly situated customers; and description of complaint and inquiry process, filed with the Application as Exhibit (C)(1);
- i. DEO Exhibit 8: Discussion of effective competition in reasonably available alternatives in DEO's commodity sales service market, filed with the Application as Exhibit (C)(2);
- j. DEO Exhibit 9: Discussion of services for which exemption is requested; number of customers affected; availability of upstream capacity; and open, equal, and unbundled nature of DEO's distribution service, filed with the Application as Exhibit (C)(3);
- k. DEO Exhibit 10: Separation plan, filed with the Application as Exhibit (C)(4);
- l. DEO Exhibit 11: Code of conduct, filed with the Application as Exhibit (C)(5);
- m. DEO Exhibit 12: Scored copy of all proposed tariff schedules where applicable (schedule E-1), and current tariff schedules to which changes are proposed (schedule E-2), filed with the Application as Exhibit (C)(6);

- n. DEO Exhibit 13: Rationale underlying the proposed changes to the tariffs (schedule E-3) , filed with the Application as Exhibit (C)(7);
- o. DEO Exhibit 14: Description of dockets in which special arrangements filed pursuant to section 4905.31 of the Revised Code, which customers may be affected by the application, filed with the Application as Exhibit (C)(8); and
- p. DEO Exhibit 15: Testimony of Jeffrey Murphy and Vicki Friscie in support of the Application, filed with the Application.

2. The Signatory Parties agree to and request approval of the Application as filed, subject to the following amendments and clarifications:

3. DEO will conduct a Standard Service Offer (“SSO”) auction utilizing a descending clock approach to secure natural gas supplies for a seven-month term from September 1, 2008, through March 31, 2009. The auction format will be the same as the August 29, 2006, auction authorized by the Commission in Case No. 05-474-GA-ATA. Supplies procured in the auction will be used to meet the aggregate commodity service needs of mercantile and non-mercantile sales customers served under the Company’s General Sales Service and Large Volume General Sales rate schedules, including residential customers participating in the Percentage Income Payment Plan (“PIPP”) program. Mercantile and non-mercantile customers served under other rate schedules will continue to be served by their respective suppliers and will not be included in the aggregate load to be auctioned. The intent of the SSO auction is to effectively extend DEO’s Phase 1 SSO period through March 31, 2009, with certain operational modifications detailed herein.

4. On or before February 15, 2009, DEO will conduct two auctions to secure natural gas supplies for the one-year term from April 1, 2009, to March 31, 2010. A wholesale SSO auction will be conducted for PIPP, Choice-ineligible and transitional¹ customers’ natural gas

¹ Transitional customers comprise Choice-eligible customers that may be provided SSO commodity service for up to two consecutive billing periods. Such customers include those establishing new service and those whose

requirements. A retail Standard Choice Offer ("SCO") auction will be conducted for Choice-eligible SSO customers. The auction will employ the structure described in DEO Exhibit 2 with the following changes in the nature of the SSO and SCO commodity service to be provided:

a. SCO service will be provided as Energy Choice commodity service rather than DEO-provided sales service and, as such, will be subject to applicable sales and use tax. The Signatory Parties agree to develop standard terms and conditions under which SCO commodity service will be provided in conjunction with DEO's Energy Choice Transportation Service or Large Volume Energy Choice Transportation Service rate schedules. DEO will file a subsequent application seeking Commission approval to include those standard terms and conditions in the Company's tariff. As a result, DEO will withdraw the proposed Designated Supplier Service and Large Volume Designated Supplier Service rate schedules.

b. As illustrated in the attached Joint Exhibit 2, the following commodity service options will be available to customers following the initial movement of Choice-eligible sales customers to SCO service through the retail SCO auction. Such customers may receive SSO commodity service for up to two consecutive billing periods.

i. New Choice-eligible customers² will receive at least one SSO bill, after which they may enroll with an Energy Choice supplier or participate in an opt-out governmental aggregation program. If they do not do so, such customers will, after their second SSO bill, be assigned to an Energy Choice Supplier that has agreed to

(continued...)

Energy Choice supplier agreement or aggregation program terminates without timely enrollment with another supplier or aggregator.

² New customers include those (a) establishing service at DEO for the first time, (b) relocating within DEO's service territory and whose Energy Choice or aggregation agreement is not portable, and (c) restoring service more than 10 days after being disconnected for non-payment.

accept customers at the price established in the retail SCO auction under the standard terms and conditions of SCO commodity service included in DEO's tariff.

ii. Choice-eligible customers whose opt-out governmental aggregation program is terminated may enroll with an Energy Choice supplier or participate in an opt-out governmental aggregation program if a subsequent one is offered. If they do not do so, such customers will, after their second SSO bill, be assigned to an Energy Choice Supplier that has agreed to accept customers at the price established in the retail SCO auction under the standard terms and conditions of SCO commodity service included in DEO's tariff.

iii. Choice-eligible customers whose Energy Choice or opt-in governmental aggregation contract expires without renewal may enroll with an Energy Choice supplier, participate in an opt-out governmental aggregation program or elect to be assigned to an Energy Choice Supplier that has agreed to accept customers at the price established in the retail SCO auction under the standard terms and conditions of SCO commodity service included in DEO's tariff. If they do not do so, such customers will after their second SSO bill be assigned to an Energy Choice Supplier that has agreed to accept customers at the supplier's posted monthly variable rate ("MVR") under the standard terms and conditions of SCO service included in DEO's tariff.

All Choice-eligible SSO, SCO and MVR commodity service customers are eligible to be enrolled in opt-out governmental aggregation programs.

5. In February 2010, DEO will conduct another wholesale SSO auction and retail SCO auction to secure natural gas supplies for the one-year term from April 1, 2010, to March

31, 2011, using the approach and structure described in paragraphs 3 and 4 above for the initial SSO and SCO auctions, respectively. As in the February 2009 auction, SSO gas supplies will be procured on a wholesale basis for PIPP and other Choice-ineligible customers. The February 2010 SCO retail auction will be conducted only for those customers who are then receiving SCO service and Choice-eligible SSO customers. Other customers, including those assigned to an Energy Choice supplier at the supplier's then standard monthly variable rate, will not be included in the February 2010 SCO auction.

6. DEO must seek and obtain, through an additional future separate application, Commission approval before moving from the SCO commodity-service market described above to a market in which Choice-eligible customers will be required to enter into a direct retail relationship (complete exit from the merchant function) with a supplier or governmental aggregator to receive commodity service ("full-choice commodity-service market"). Approval of the pending Application does not constitute approval of a transition by DEO from an SCO commodity-service market to a full-choice commodity-service market. DEO shall not implement a full-choice commodity service market until it files an application proposing the transition and receives Commission approval to implement such a market structure.

7. In the event DEO has not obtained Commission approval to move into a full-choice commodity-service market upon the expiration of the second term of SCO service from April 1, 2010, to March 31, 2011, another SCO service auction will be held for a subsequent annual period, and so on thereafter. Prior to the expiration of any such subsequent annual period, DEO may file a new application with the Commission for authority to enter a full choice commodity service market.

8. The Signatory Parties agree that the following changes will be made to the capacity and operational provisions described in DEO Exhibit 2:

a. From October 1, 2008, through April 30, 2010, DEO will on a pilot basis change the period over which it requires comparable capacity to be demonstrated pursuant to Section 6.1 of the General Terms and Conditions of Energy Choice Pooling Service ("General Terms and Conditions") from October through April to November through March. DEO will reserve the right to revert to the October through April assessment period if, after consultation with Commission Staff and the OCC, it concludes that a lack of sufficient comparable capacity contributed to reduced flowing supplies that adversely affected reliability or storage operations. Comparable capacity requirements will be applied consistently across all SSO, SCO and Energy Choice suppliers.

b. Sections 4.3 and 4.5 of the General Terms and Conditions will be revised to indicate that capacity released by DEO will be recallable upon a material decrease in a supplier's "aggregate end user demand" rather than "Energy Choice market share." Any capacity so recalled will be made available to all SSO, SCO and Energy Choice suppliers pursuant to the provisions set forth elsewhere in Section 4.

c. The standard fuel retention rate that will be made effective as of September 2008 will be 3.7%. The fuel retention rate will be reviewed as part of the annual audit of DEO's Transportation Migration Rider – Part B. As noted in DEO Exhibit 2, the updated rate will serve as the standard system-wide fuel retention rate charged to Energy Choice and traditional transportation service as well as SSO and SCO commodity service providers.

9. The Signatory Parties agree that stakeholders shall meet regularly to evaluate Standard Service Offer (“SSO”) and SCO services and to continue discussions for the development of a process by which to achieve a potential transition by DEO from an SCO commodity-service market to a full-choice commodity-service market. Despite participation in the regular stakeholder meetings, the Signatory Parties retain all rights with respect to their ability to seek Commission resolution of any issues that arise.

10. If the Commission does not accept this Stipulation and Recommendation without material alteration or addition, the Signatory Parties shall have the right, within thirty days of the Commission’s order, to file for rehearing with the Commission. If an application for rehearing is filed, and if the Commission does not accept the Stipulation and Recommendation without material alteration or addition on rehearing, any party may terminate and withdraw from the Stipulation and Recommendation by filing a notice with the Commission within thirty days of the entry on rehearing. On notice of termination and withdrawal by any party pursuant to this paragraph, the Stipulation and Recommendation shall be void and shall not be binding on any party and shall not constitute any part of the record in this proceeding. In the event of a notice of termination and withdrawal, a hearing shall go forward and the Parties will be afforded the full opportunity to present evidence through witnesses, to cross examine all witnesses, to present rebuttal testimony, and to brief all issues which shall be decided based upon the record and briefs as if this Stipulation had never been executed. Termination of this Stipulation and Recommendation shall not preclude the filing of an amended stipulation and recommendation by the same or different parties to this Stipulation and Recommendation. Prior to any Party seeking a withdrawal from this Stipulation pursuant to this provision, the Parties agree to convene immediately to work in good faith to try to achieve an outcome that satisfies the intent of the

Stipulation or proposes a reasonable equivalent thereto to be submitted to the Commission for its consideration. The Parties agree they will not oppose or argue against any other Party's application for rehearing that seeks to uphold the original, unmodified Stipulation.

11. Subsequent to Commission approval of this Stipulation and Recommendation, DEO shall, to the extent necessary, file with the Commission or otherwise provide to Commission Staff and the Signatory Parties such amendments or revisions to DEO Exhibits 2 and 12 as are necessary to effectuate this Stipulation and Recommendation pursuant to such terms as approved by the Commission.

12. This Stipulation and Recommendation is entered into as an overall compromise and resolution of all issues presented in the case, in order to minimize litigation and controversy, and does not necessarily represent the position any party would have taken absent its execution.

13. The Stipulation and Recommendation is submitted for purposes of this proceeding only, and is not deemed binding in any other proceeding, nor is it to be offered or relied upon in any other proceeding, except as necessary to enforce the terms of this Stipulation and Recommendation.

14. The Signatory Parties stipulate, agree, and recommend that the Commission issue a final Opinion and Order in this proceeding, ordering as follows:

- a. That the Application as amended and clarified by this Stipulation and Recommendation is approved in accordance with Section 4929.04, Ohio Revised Code;
- b. That DEO is hereby authorized to hold auctions for SSO and SCO commodity service as provided in this Stipulation and Recommendation;

- c. That DEO file a notice of intent to implement the Application as amended and clarified by this Stipulation and Recommendation and its revised rate schedules within 30 days of this order, or 20 days of any decision on rehearing, whichever is later;
- d. That DEO convene a meeting of the stakeholders group within 180 days of the date of this order to continue discussions for the development of a process by which to achieve a potential transition by DEO from an SCO commodity-service market to a full-choice commodity-service market;
- e. That DEO coordinate with Staff its plans for the hiring of an auctioneer and securing by staff of a consultant to monitor the auction process;
- f. That DEO schedule in a timely manner a pre-auction meeting with potential bidders to review the auction process and any requirement upon bidders; and
- g. Granting any and all other relief necessary to implement the Application as amended and clarified by this Stipulation and Recommendation.

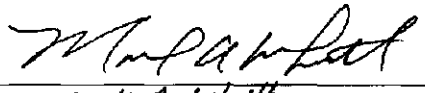
[THE REMAINDER OF THIS PAGE HAS BEEN INTENTIONALLY LEFT BLANK]

**DOMINION EAST OHIO
POST SCO AUCTION COMMODITY SERVICE OPTIONS**

Type of Choice-Eligible Customer	Service Options			
	Standard Service Offer (SSO) (1)	Standard Choice Offer (SCO) (2)	Monthly Variable Rate (MVR) (3)	Energy Choice or Opt-Out Aggregation
New customer (4)	Yes	Yes, without election (5)	No	Yes, but not until an initial SSO bill is issued
Customer whose opt-out governmental aggregation program is terminated	Yes	Yes, without election (5)	No	Yes
Customer whose Energy Choice or opt-in governmental aggregation contract expires without renewal	Yes	Yes, with election	Yes, without election (5)	Yes

1. SSO commodity service is available to Choice-eligible customers for up to two consecutive billing periods. Choice-eligible SSO customers may be enrolled in opt-out government aggregation programs.
2. SCO service is the NYMEX + offer based on the SCO auction result that is made available by Energy Choice suppliers that participate in the SCO assignment process. Such suppliers will be assigned customers on a rotating basis. SCO customers may be enrolled in opt-out government aggregation programs.
3. MVR commodity service is the NYMEX + offer that is posted by Energy Choice suppliers that participate in the MVR assignment process. Such suppliers will be assigned customers on a rotating basis. MVR customers may be enrolled in opt-out government aggregation programs.
4. New customers include those (a) establishing service at DEO for the first time, (b) relocating within DEO's service territory and whose Energy Choice or aggregation agreement is not portable, and (c) restoring service more than 10 days after being disconnected for non-payment.
5. Represents the default commodity service provided to customers who have not elected another type of commodity service.

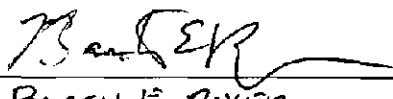
THE EAST OHIO GAS COMPANY
D/B/A DOMINION EAST OHIO

By: 
Mark A. Whit


INDUSTRIAL ENERGY USERS-OHIO

By: _____

DOMINION RETAIL, INC.

By: 
BARTH E. ROYER
OFFICE OF THE OHIO CONSUMERS'
COUNSEL

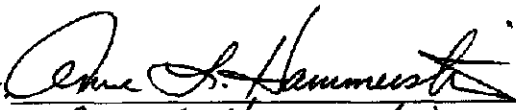
By: 
OHIO GAS MARKETERS GROUP

By: 
M. Howard Petricket


OHIO PARTNERS FOR AFFORDABLE
ENERGY

By: _____

STAFF OF THE PUBLIC UTILITIES
COMMISSION OF OHIO

By: 
Anne L. Hammerstein


INTEGRYS ENERGY SERVICES, INC.

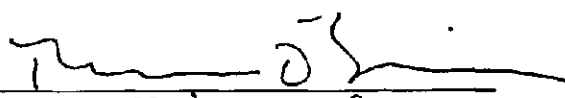
Daniel J. Verbanac
chief operating officer
authorized by Bobby Singh
as per phone authorization
By: 
M. Howard Petricket

MXENERGY INC.

By: _____

NATIONAL ENERGY MARKETERS
ASSOCIATION

Craig Gouldman as per
phone authorization
By: 
~~Thomas O'Brien, counsel~~ M. Howard Petricket
NORTHEAST OHIO PUBLIC ENERGY
COUNCIL

By: 
Thomas O'Brien, counsel

CERTIFICATE OF SERVICE

I certify that a copy of the foregoing Stipulation and Recommendation was delivered to the following persons by hand delivery or regular U.S. Mail this 10th day of April, 2008:

Ohio Partners for Affordable Energy
David C. Rinebolt
231 West Lima Street
P.O. Box 1793
Findlay, Ohio 45839-1793

Industrial Energy Users-Ohio
Samuel C. Randazzo
McNees Wallace & Nurick, LLC
21 East State Street, 17th Floor
Columbus, Ohio 43215-4228

Integrus Energy Services, Inc.
Bobby Singh
300 West Wilson Bridge Road, Suite 350
Worthington, Ohio 43085

Dominion Retail, Inc.
Barth E. Royer
Bell & Royer Co., LPA
33 South Grant Avenue
Columbus, Ohio 43215-390010

MXenergy Inc.
Barth E. Royer
Bell & Royer Co., LPA
33 South Grant Avenue
Columbus, Ohio 43215-3900

Office of the Ohio Consumers' Counsel
Joseph P. Serio
10 West Broad Street, Suite 1800
Columbus, Ohio 43215-3485

National Energy Marketers Association
Craig Goodman
3333 K. Street, N.W., Suite 110
Washington, D.C. 20007

The Ohio Gas Marketers Group
Stephen M. Howard
52 East Gay Street
P.O. Box 1008
Columbus, Ohio 43216-1008

NOPEC
Thomas J. O'Brien
Bricker & Eckler LLP
100 South Third Street
Columbus, Ohio 43215-4291

Staff of the Public Utilities Commission of
Ohio
Anne Hammerstein
Stephen Reilly
State of Ohio Office Attorney General
180 East Broad Street, 9th Floor
Columbus, OH 43215-3793



Mark A. Whitt
An Attorney for The East Ohio Gas Company
d/b/a Dominion East Ohio

ATTACHMENT 3
TO THE DIRECT TESTIMONY OF TERESA RINGENBACH
CASE NO. 18-1419-GA-EXM

OCC Response to RESA Request for Production of Documents RPD 1-8 and OPAC
Response to RESA Request for Production of Documents RPD 1-10

**BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO**

In the Matter of the Motion to Modify the)	
Exemption Granted to The East Ohio Gas)	Case No. 18-1419-GA-EXM
Company d/b/a Dominion Energy Ohio.)	

**OCC’S OBJECTIONS AND RESPONSES TO THE RETAIL ENERGY SUPPLY
ASSOCIATION’S
FIRST SET OF INTERROGATORIES, REQUESTS FOR PRODUCTION
OF DOCUMENTS AND REQUESTS FOR ADMISSIONS**

(October 7, 2019)

The Office of the Ohio Consumers’ Counsel (“OCC”), by and through its counsel, hereby submits its Responses and Objections to the First Set of Interrogatories and Requests for Production of Documents submitted to OCC by the Retail Energy Supply Association (“RESA”) in the above-captioned case. OCC’s responses to these discovery requests are being provided subject to, and without waiver of, the general objections stated below, and the specific objections posed in response to each interrogatory and request for production of documents. The general objections are hereby incorporated by reference into the individual response made to each discovery request. OCC’s responses to these discovery requests are submitted without prejudice to, and without waiving any general objections not expressly set forth therein.

The provisions of any response below shall not waive OCC’s objections. The responses below, while based on diligent investigation and reasonable inquiry by OCC and its counsel, reflect only the current state of OCC’s knowledge and understanding and belief with respect to the matters about which the discovery requests seek information, based upon the information and discovery to date. OCC’s investigation is not yet complete and is continuing as of the date of the responses below. OCC anticipates the possibility that it may discover additional information

RPD 1-7. Provide any surveys and results of any surveys conducted by or for OCC regarding competitive retail natural gas service in Ohio.

RESPONSE: Objection. RPD 1-7 is overly broad and unduly burdensome, because among other things, it does not specify a time period and it seeks documents that are beyond the scope of this proceeding (which deals only with Dominion's MVR program) and thus is not reasonably calculated to lead to admissible evidence. OCC also objects to the extent that the request seeks documents that are protected by the attorney-client privilege or the trial preparation doctrine.

Without waiving any specific or general objections or any privilege, OCC responds as follows:

OCC has not identified documents responsive to this request.

RPD 1-8. Provide any surveys and results of any surveys conducted by or for OCC regarding the Dominion Energy Ohio MVR program.

RESPONSE: Objection. RPD 1-8 is overly broad and unduly burdensome, because among other things, it does not specify a time period. OCC also objects to the extent that the request seeks documents that are protected by the attorney-client privilege or the trial preparation doctrine.

Without waiving any specific or general objections or any privilege, OCC responds as follows:

OCC has not identified documents responsive to this request.

In the Matter of the Motion to Modify the)
Exemption Granted to The East Ohio) Case No. 18-1419-GA-EXM
Gas Company d/b/a Dominion Energy)
Ohio.)

Ohio Partners for Affordable Energy (“OPAE”) herein responds to the Retail Energy Supply Association’s (“RESA”) First Set of Interrogatories and Requests for Production of Documents.

1

RPD 1-10. Provide any surveys and results of any surveys conducted by or for OPAE regarding competitive retail natural gas service in Ohio.

RESPONSE:

OPAЕ is currently working on a survey and will supplement this response when it is available.

RPD 1-11. Provide any surveys and results of any surveys conducted by or for OPAЕ regarding the Dominion Energy Ohio MVR program.

RESPONSE:

OPAЕ is currently working on a survey and will supplement this response when it is available.

RPD 1-12. Provide all documents evidencing, relating to or referring to communications with the Office of the Ohio Consumers' Counsel about the Dominion Energy Ohio MVR program on or after January 1, 2017.

RESPONSE:

OPAЕ has had no such communications with the Office of the Ohio Consumers' Counsel.

RPD 1-13. Provide all documents evidencing, relating to or referring to OPAЕ's belief that price gouging is taking place under the Dominion Energy Ohio MVR program.

RESPONSE:

Objection. Any such information available to OPAЕ is in the public record at the Commission's Docketing Division for this proceeding and prior Dominion proceedings.

ATTACHMENT 4
TO THE DIRECT TESTIMONY OF TERESA RINGENBACH
CASE NO. 18-1419-GA-EXM

OPAE Response to RESA Interrogatory INT 1-6 and INT 1-7

In the Matter of the Motion to Modify the)
Exemption Granted to The East Ohio) Case No. 18-1419-GA-EXM
Gas Company d/b/a Dominion Energy)
Ohio.)

Ohio Partners for Affordable Energy (“OPAE”) herein responds to the Retail Energy Supply Association’s (“RESA”) First Set of Interrogatories and Requests for Production of Documents.

1

INT 1-3. Do any members of OPAE take residential natural gas distribution service from Dominion Energy Ohio?

RESPONSE:

Objection. This interrogatory requests information that would not lead to evidence in this proceeding. Without waiving this objection, OPAE has no knowledge if any OPAE members take residential natural gas distribution service from Dominion.

INT 1-4. If the answer to INT 1-3 is yes, please list the name and service address of those OPAE members that are residential customers of Dominion Energy Ohio.

RESPONSE:

Not applicable.

INT 1-5. How many members did OPAE have as of August 1, 2019?

RESPONSE:

51 nonprofit and governmental agencies.

INT 1-6. Have any OPAE members been assigned to a supplier under the Dominion Energy Ohio MVR program since April 2013?

RESPONSE:

OPAE is currently developing this information and will supplement this response when the information is available to OPAE.

INT 1-7. How many OPAE members were assigned to a supplier under the Dominion Energy Ohio MVR program in each of the following years: 2013; 2014; 2015; 2016; 2017; 2018 and 2019.

RESPONSE:

Objection. This interrogatory is overly burdensome. Without waiving this objection, OPAE does not have the requested information.

**ATTACHMENT 5
TO THE DIRECT TESTIMONY OF TERESA RINGENBACH
CASE NO. 18-1419-GA-EXM**

October 24, 2019 PUCO Response to Public Records Requests



**Public Utilities
Commission**

Mike DeWine, Governor
Sam Randazzo, Chairman

Commissioners

M. Beth Trombold
Lawrence K. Friedeman
Dennis P. Deters
Daniel R. Conway

October 24, 2019

MacDonald Taylor
Vorys, Sater, Seymour and Pease LLP
52 East Gay Street
P.O. Box 1008
Columbus, Ohio 43216-1008

RE: Records Request 142-19

Dear Mr. Taylor:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). I am writing in response to your public records request. For organizational purposes, I've included each part of your request immediately preceding each part of my response.

1. *Any documents related to complaints and/or other comments received by the PUCO Call Center regarding the DEO MVR. This request includes, but is not limited to, call transcripts, lists of complaints and/or comments, analyses, tabulations, records, reports, tests, correspondence (including electronic correspondence), telephone notes and logs, data and reports (both draft and final), internal and external memoranda and all other relevant documents.*

In accordance with O.R.C. 149.43(B)(2), we find your request to be overly broad because it is so inclusive that the PUCO is unable to identify the records sought based on the manner in which the office routinely organizes and accesses records. In particular, this request is overly broad because it requests duplication of all records having to do with a particular topic, or all records of a particular type. *State ex rel. Zidonis v. Columbus State Community College*, 133 Ohio St.3d 122, 2012-Ohio-4228, ¶27; *State ex rel. Dehler v. Spatny*, 127 Ohio St.3d 312, 2010-Ohio-5711, ¶¶1-3; *State ex rel. Glasgow v. Jones*, 119 Ohio St.3d 391, 2008-Ohio-4788, ¶19.

However, please see attached reports from the PUCO's database. The reports were generated by looking at consumer complaints related to both Dominion Energy Ohio and Competitive Retail Natural Gas Suppliers where "monthly variable rate" and/or "MVR" is referenced in the "case comments."

Please note that customer utility account numbers have been redacted from these documents. If you identify any particular consumer complaints in the reports that you would like further information on, a case history report can be generated with additional details.

2. *Any documents related to educational materials created, disseminated, published or used by the PUCO from January 2018 to present that describe or address the DEO MVR. This request includes, but is not limited to, the educational materials themselves, any call scripts for use in the PUCO Call Center or by PUCO Public Affairs Office, records, reports, tests, correspondence (including electronic correspondence), telephone notes and logs, data and reports (both draft and final), internal and external memoranda and all other relevant documents.*

In accordance with O.R.C. 149.43(B)(2), we find your request to be overly broad because it is so inclusive that the PUCO is unable to identify the records sought based on the manner in which the office routinely organizes and accesses records. In particular, this request is overly broad because it requests duplication of all records having to do with a particular topic, or all records of a particular type. *State ex rel. Zidonis v. Columbus State Community College*, 133 Ohio St.3d 122, 2012-Ohio-4228, ¶27; *State ex rel. Dehler v. Spatny*, 127 Ohio St.3d 312, 2010-Ohio-5711, ¶¶1-3; *State ex rel. Glasgow v. Jones*, 119 Ohio St.3d 391, 2008-Ohio-4788, ¶19.

However, as a courtesy, please see the attached document that may be responsive to your request. Additionally, when working with staff to try and identify any potentially responsive records, staff noted that many of those calling with questions about the DEO MVR were referred to materials published by Dominion Energy Ohio on its website for further information.

3. *Any documents related to surveys of Dominion Energy Ohio customers regarding the DEO MVR. This request includes, but is not limited to, the surveys themselves, whether conducted by the PUCO or a third party, records, reports, tests, correspondence (including electronic correspondence), telephone notes and logs, data and reports (both draft and final), internal and external memoranda and all other relevant documents.*

The PUCO does maintain any records responsive to your request for the time period requested.

As all or portions of your request has been denied, Ohio law affords you with the opportunity to revise your request. In order to assist you, please see the following link to the PUCO records retention schedule: <http://apps.das.ohio.gov/rims/SelectMenu/Selection.asp> and/or <https://www.puco.ohio.gov/contact-us/public-records-requests-and-public-records-policy/>. If you require any further assistance or have additional questions, please feel free to contact me at your earliest convenience.

Sincerely,



Donald Leming
Associate General Counsel

CRNGS 1/1/18 to 9/24/19 MVR

As of 2019-10-10 16:00:41 • Generated by Barbara Bossart

Filtered By

Date Field: Opened Date equals Custom (1/1/2018 to 9/24/2019)

Show: All cases

Units: Days

AIQ Sub-Industry contains Competitive Retail Natural Gas

Service Type equals Commercial, Residential, Industrial,

Case Comments contains MVR, Monthly Variable Rate

Industry	Sub-Industry ↑	Case Number	Date/Time Opened	Specific Code	Account in Question	Case Comments	Account Name	Service Type	Street	City	Zip/Postal Code
Gas	Competitive Retail Natural Gas Service Provider	00181695	1/3/2018 10:26 AM	Billing Inquiry	Dominion Energy Solutions Inc	Called ea, at DEO, Mary. The customer rescinded ONG and on 1/4 she re-enrolled with DES. There was no new rescission notice since she remained with her previous supplier. There was no MVR, the customer went variable with DES at \$5.32	Erma Boyes	Residential	923 CARRIAGE LANE	WOOSTER	44691
		00182607	1/8/2018 1:42 PM	Enrollment Dispute	North American Power and Gas LLC	Called the customer to go over the DES response . Reached voice mail. Left a message advising that DEO did not violate any rules but that I had received a positive response from DES, which agreed to make her father whole for the period of time he was enrolled with the MVR rate. Advised that DES would be sending a letter requesting copies of her father's during the time period in question. Invited a call back. Left hotline number.	Karen Honkala	Residential	95 South Doan Ave	Painesville	44077
			1/8/2018 1:42 PM	Enrollment Dispute	North American Power and Gas LLC	Called Ms. Honkala to go over DEO response and close. She does not like that a customer can be placed on an MVR without consent. Advised that in DEO area, a customer must contact DEO to affirmatively ask to be placed on the SCO. She stated that the bill issued 11/15 shows that the customer was on the SSO. Advised that the SSCO may have preceded the MVR and since no one called to be placed on the CO, it was moved to the MVR. She also stated that DES told her on 10/11/17 tha she would automatically be placed on the SCO. Advised that this was bad information. She wanted me to contact DES and see if they could pull the call and if that is what the customer was told, see if DES would be willing to reimburse them for the extra paid on the MVR. Advised that I would contact them and get back to her after I had heard back.	Karen Honkala	Residential	95 South Doan Ave	Painesville	44077
			1/8/2018 1:42 PM	Enrollment Dispute	North American Power and Gas LLC	Called ea at DEO to see if NAP&G was assigned as an MVR supplier. Spoke with Angela. Dominion Energy Services was the previous supplier and NAP&G was an MVR supplier. The customer went to the SSO after DES and didn't notify DEO that they wanted to go to the SCO, so they were assigned to NAP&G as an MVR supplier. The customer was with DES until 10/17.	Karen Honkala	Residential	95 South Doan Ave	Painesville	44077
			1/8/2018 1:42 PM	Enrollment Dispute	North American Power and Gas LLC	Called DEO to ascertain the steps when putting a customer on an MVR. Is the customer put on the SSO first? Spoke with ea, Diane. All customers, before going to the SCO or the MVR, do go to the SSO first.	Karen Honkala	Residential	95 South Doan Ave	Painesville	44077
		00183809	1/12/2018 4:10 PM	Enrollment Dispute	Spark Energy Gas LP	Left vm, advd that the acct was on the MVR w/local utility. A drop request was rc'd and will terminate w/co as of Jan 10. Advd cls case.	Geraldine Plehn	Residential	107 Falcon Ave	Akron	44319
			1/12/2018 4:10 PM	Enrollment Dispute	Spark Energy Gas LP	Called cust., left mess. explaining the acct. was enrolled on w/the MVR thru local utility	Geraldine Plehn	Residential	107 Falcon Ave	Akron	44319
		00183964	1/15/2018 11:24 AM	Cancellation Issues	Dominion Energy Solutions Inc	Received a voice message from Mr. Daut who asked for a return call. He wanted to know how the suppliers can get away with charging \$5 per mcf. Returned call. Advised that PUCO has no jurisdiction over the prices charged because legislature didn't give the PUCO jurisdiction. Advised that the agreement he entered into allow the company to charge a variable rate that could go higher. He wanted to know if commercial customers could get the SCO because he has been told different things by different people. . Advised that they could not. Discussed the apples-to-apples web site and provided url. Advised that he should contact the ea (and provided number) to find out if he was classified ECTS or GSS. Explained that if he did not select a supplier, he would be moved to an MVR. Invited a call back.	Sam Daut	Residential	835 Cherry Rd NW	Massillon	44647
			1/15/2018 11:24 AM	Cancellation Issues	Dominion Energy Solutions Inc	Received a voice message from Mr. Daut who asked for a return call. He wanted to know how the suppliers can get away with charging \$5 per mcf. Advised that PUCO has no jurisdiction over the prices charged because legislature didn't give the PUCO jurisdiction. Advised that the agreement he entered into allow the company to charge a variable rate that could go higher. He wanted to know if commercial customers could get the SCO because he has been told different things by different people. . Advised that they could not. Discussed the apples-to-apples web site and provided url. Advised that he should contact the ea (and provided number) to find out if he was classified ECTS or GSS. Explained that if he did not select a supplier, he would be moved to an MVR. Invited a call back.	Sam Daut	Residential	835 Cherry Rd NW	Massillon	44647
		00184724	1/18/2018 8:59 AM	Contract Inquiry	Direct Energy Services LLC	Calling back to find lowest fixed rate for his commercial acct. Went over A2A Small Commercial DEO chart and referred to some suppliers. Explained MVR and SCO and how he is unable to have SCO since he's Non-Res.	Dante's Gameday Grille	Commercial	1019 North Main Street	Akron	44310
		00186548	1/25/2018 12:10 PM	Competition Issues / Inquiries	Dominion Energy Solutions Inc	Caller states that he has Dominion Solutions for his house and garage - he is thinking of going back to just have DEO - exp Choice Program - adv that if he decides to go back to DEO - he would have to tell them that he wants the SCO rate - if not, he would then have it for 2 billing cycles then the MVR - invited call back.	Issa Alherimi	Residential	3113 Elm Rd	Warren	44483

00186554	1/25/2018 12:20 PM	Competition Issues / Inquiries	Statewise Energy Ohio, LLC	Caller states that she had DTE - now she has Statewise - she wants to go back to DEO - adv that she would need to call DEO to go back to them - she then inquired who does she have now - adv that I do not have access to her acct - adv that DEO can answer that question - she wanted to know what she should do - she did ask if I could tell her - adv that I can not adv what she should do - adv of the a2a and that there are so many suppliers and they could have several offers - adv that there are other supplier, or she could have DEO SCO rate or the MVR.	Machelle White- Funk	Residential	2328 Newton St	Akron	44305
00187001	1/26/2018 3:56 PM	Contract Inquiry	United Energy Trading LLC	I called the cust and spoke with Jian Min - adv the cust that he was assigned Kratos after his 2 bills with DEO at the SCO rate - exp to the cust that unless he contacts DEO and request the SCO rate - his acct would after 2 bills be assigned to a supplier at the MVR (monthly variable rate) - adv the cust that the MVR is a rate that is not regulated by the PUCO - cust thought he would just have the SCO - adv that it is not automatic - exp that he would just have the DEO SCO for 2 bills then it goes to the MVR - unless he contacts DEO and request the DEO SCO or enrolls with a supplier.	Jian Min	Residential	6765 Edgemoor Avenue	SOLON	
				*** response from Stephen Shortell - Kratos (UET) on 3/1/18 *** Case# 00187001 I took a look at the account history in my system (please see below). It appears he/she was a customer back in 2012 and then disconnected service with us in 2013. In April of 2016 he/she was assigned to us by DEO via the auction and then was dropped from the auction pool and reassigned to us by DEO at the MVR rate. I am confirming all of this with my back office today to make sure. I will send you another email later today with verification on this. *** email from BB to Steve Shortell - Kratos on 3/5/18 *** You said in the email below that for Case 00187001, you were confirming your information regarding the MVR rate and would send another email to me with verification. Were you able to verify the information? *** response from Stephen Shortell - Kratos (UET) on 3/5/18 *** What I stated below is what occurred. Please let me know if you have any further questions or concerns.					
	1/26/2018 3:56 PM	Contract Inquiry	United Energy Trading LLC	Kratos Gas and Power switch us to their MVR rate without our permission. That is outrageous! Please do something to prevent it from happening again!	Jian Min	Residential	6765 Edgemoor Avenue	SOLON	
	1/26/2018 3:56 PM	Contract Inquiry	United Energy Trading LLC		Jian Min	Residential	6765 Edgemoor Avenue	SOLON	
00187261	1/29/2018 11:12 AM	Enrollment Dispute	Statewise Energy Ohio, LLC	Called the customer back (no message left). Explained hat she had enrolled for both electric and gas and that the company had agreed to release her from both contracts without an ETF. She was happy to hear that. Advised that this could take 1-2 billing cycles. Provided energychoice url. Explained that if she did not want to choose a gas or electric supplier, she did not have to. Explained that if she did not want to choose a gas supplier she would either be placed on the SCO or with an MVR. Explained how to get placed on the SCO. Advised that I would close the investigation and invited a call back with any future utility concerns.	Laura Elliot	Residential	62 E Liberty St	Girard	44420
00187523	1/29/2018 5:14 PM	Cancellation Issues	SouthStar Energy Services LLC	Ohio Natural Gas recently applied their Monthly Variable Rate to my account and the price of gas doubled from \$ 2.77 to 5.77 per MCF. I understand that I am able to switch, but 1) the customer isn't informed of the rate increase until they review their historic bill and 2) it takes one to two billing periods for any switch of providers to be effective. That means I will be likely be paying double the SCO rate for almost 3 months through the highest gas usage period of the winter. It seems to me that the PUC should a) monitor these types of dramatic negative customer price increases, b) ensure that customers are informed of price changes and c) ensure that customers who want to switch can do so quickly. With technology today it seems that one to two billing periods to make a change is excessive and overly favors the provider rather than the customer. I've also provided you with the SCO rates which are nowhere near Ohio Natural Gas's Monthly Variable Rates. Does the OUC monitor these rates to ensure customers are not being fleeced? Thank you Alistair Buchan	Alistair Buchan	Residential			
	1/29/2018 5:14 PM	Cancellation Issues	SouthStar Energy Services LLC	Closing case due to no customer contact in response to letter. Customer on MVR. ONG cannot find without address. I sent an email to the customer explaining we do not regulate or cap variable rates. Advised why it takes up to two billing cycles to switch.	Alistair Buchan	Residential			
00187914	1/31/2018 9:18 AM	Enrollment Dispute	Spark Energy Gas LP	Caller states that he had cancelled out f ONG in Nov 2017 and went back to SSO. Caller had then enrolled with AEPE on 1/8. Caller then received a bill with Spark listed on it as an MVR at \$8.79. Caller states that the house he owns next door has an MVR with NAP at \$4 per mcf. Caller wanted to voice his concern that DEO did not give notice to caller regarding contacting customer about SCO. Invited callback.	Howard Curtis	Residential	620 West Point Dr	Akron	44333
00188015	1/31/2018 12:18 PM	Enrollment Dispute	Direct Energy Services LLC	LM ON VM Customer was enrolled with DE due to not choosing his own supplier. He was placed on the MVR plan and randomly assigned to DE.	Ironman Warehouse	Commercial	350 West Federal Street	Youngstown	44503
00188552	2/2/2018 10:02 AM	Enrollment Dispute	Spark Energy Gas LP	I spoke with Ms. Albertson. Explained she was on the MVR bc she didn't choose an option of how to purchase gas.	Sherry Albertson	Residential	842 Stonewater Drive	Kent	44240
	2/2/2018 10:02 AM	Enrollment Dispute	Spark Energy Gas LP	Enrollment was correct. MVR.	Sherry Albertson	Residential	842 Stonewater Drive	Kent	44240

		00189110	2/5/2018 2:55 PM	Government Aggregation	Northeast Ohio Public Energy Council	This customer is calling the UCO to have his residential business accounts placed on the Do No Aggregate lists. Started with residential. He then advised that he wanted to be on the list for gas. Advised that there is no list for gas, it is electric only. Advised that he must ave been on the SCO or a current customer to have been sent the aggregation notice. Discussed the apples-to-apples chart and advised that customers currently enrolled with a CHOICE supplier should not be included in the aggregation. Advised that this would be the same rule for commercial accounts. Discussed the SCO and MVR. He advised that his commercial account was with NOPEC. Advised that is why he was again included in the aggregation. Provided a2a web site url. and discussed 2-3 offers Invited a cal back.	Michael Albee	Residential	8561 Seaton Place	Mentor	44060
			2/5/2018 2:55 PM	Government Aggregation	Northeast Ohio Public Energy Council	nt: This customer is calling the UCO to have his residential business accounts placed on the Do No Aggregate lists. Started with residential. He then advised that he wanted to be on the list for gas. Advised that there is no list for gas, it is electric only. Advised that he must ave been on the SCO or a current customer to have been sent the aggregation notice. Discussed the apples-to-apples chart and advised that customers currently enrolled with a CHOICE supplier should not be included in the aggregation. Advised that this would be the same rule for commercial accounts. Discussed the SCO and MVR. He advised that his commercial account was with NOPEC. Advised that is why he was again included in the aggregation. Provided a2a web site url. and discussed 2-3 offers Invited a cal back.	Michael Albee	Residential	8561 Seaton Place	Mentor	44060
		00190284	2/9/2018 8:06 AM	Enrollment Dispute	Snyder Brothers Energy Marketing LLC	Called DEO to find out if customer is on the MVR. She was placed on it as of 1/4/18. She is set to go with DEO Solutions on March 6. Called customer back and explained she was on MVR, but set to go with DEO S on March 6. Verified that is what she understood was going to happen, she just thought she would be transferred sooner.	Dawn Smith	Residential	5554 waterbury ave	Maple Heights	44137
		00190390	2/9/2018 11:40 AM	Billing Dispute	Energy 95 LLC	Talked with Mr Dallas. He is very unhappy with Quake Energy. Advised he is on MVR not signed up with customer. Referred to apples to apples chart. He is very familiar with chart. Wanted to know if he has the ability to demand to get re rated to a better rate if he signs up for a term. Advised some companies will some will not. Mr Dallas stated it was nice talking with someone today who knows what they are talking about. RJS	Sound on Wheels	Commercial	1832 Lee Rd	Fowler	44418
			2/9/2018 11:40 AM	Billing Dispute	Energy 95 LLC	Customer states that he was randomly put with Quake Energy. He states he was charged 5.45 per mcf. he contacted Quake to inquire about other rates. he states that he talked to someone and was going to do a recording but he was asking questions and the rep said he did not want the service so he hung up on the customer. He states that he called back trying to speak to a supervisor and could not. he states he does not think he should have to pay the 5.45 per mcf and that there are offers out there for less. he states he was with another supplier and that must have ended. I told him if that is the case then he would have been switched to the MVR with DEO and placed with a random company and he must have been placed with them. he called them to inquire about other rates and he did not complete the TPV. It sounds like he was transferred to the MVR because he had not chosen another supplier. he states that the city is now with NexEra for aggregation. he signed up with them but it does not start till April. Wants to know if he has to pay the rate. I told him he does. I explained that when his previous contract ended he had not chosen another supplier and was placed on the MVR. I can contact the co and verify this info. I also gave him the phone EA phone number, she he can find out what he is on now.	Sound on Wheels	Commercial	1832 Lee Rd	Fowler	44418
			2/9/2018 11:40 AM	Billing Dispute	Energy 95 LLC	customer not signed up with Quake, he has MVR.	Sound on Wheels	Commercial	1832 Lee Rd	Fowler	44418
		00190456	2/9/2018 1:36 PM	Contract Inquiry	Censtar Energy Corp	Called cust and advised the following. Advd cls casse, apologized for the delay in getting back to him. Invtd cb w/any questions. RTHL# ***** MVR program solely by the utility. This program allows the utility to enroll current customers onto flexible, variable month to month plans with participating suppliers in the immediate area. For this reason, the enrollment does not have a TPV as it was authorized through the utility. Additionally, please be advised that Mr. Ulrich was not locked into a contracted rate and was free to switch suppliers at any time without penalty.	Dave Ulrich	Residential	316 Lori Avenue Northeast	Massillon	44646
		00191114	2/12/2018 3:49 PM	Competition Issues / Inquiries	US Gas & Electric Inc	-caller says his monthly variable rate has raised \$1.00 each month for the last 6 months -caller says his monthly bills went from \$150-\$200 to \$513 -caller says he want to want to appeal his bill -caller admitted to staying with the supplier's monthly variable rate after his fixed rate expired -caller says he assumed it would be related to the cost of gas caller was advised to put his concerns in writing and submit to the PUCO caller wants a name to submit his complaint to at the PUCO call routed over to RS, supvr on duty, for furtherance	Edward Friedman Canton Boxing Gym	Residential	381 West Glengary Circle 3101 6th Street Southwest Unit 1	Cleveland Canton	44143 44710
		00191260	2/13/2018 8:15 AM	Billing Inquiry	Spark Energy Gas LP	Reviewed DEO response: Non-residential customer, account moved to MVR with Spark in Jan 2018.	Canton Boxing Gym	Commercial	3101 6th Street Southwest Unit 1	Canton	44710
			2/13/2018 8:15 AM	Billing Inquiry	Spark Energy Gas LP	Caller wanted to follow up on the MVR rate. Advised caller that he can go to a2a website or contact DEO to be switched to SCO rate. Advised caller of number for EA of DEO to do so. Invited callback. Called and left message for Mr. Watkins: Advised that in the third month after the new service with DEO was started the business acct rolled to the MVR and was assigned to an MVR supplier. Advised rate billed by the MVR supplier is not set by the PUCO or DEO.	Canton Boxing Gym	Commercial	3101 6th Street Southwest Unit 1	Canton	44710
			2/13/2018 8:15 AM	Billing Inquiry	Spark Energy Gas LP	Advised if he would like to view a list of Choice providers for small business he can do so on the Energy Choice Ohio website and provided the web address. Left name and invited call back if he has any other questions.	Canton Boxing Gym	Commercial	3101 6th Street Southwest Unit 1	Canton	44710
			2/13/2018 8:15 AM	Billing Inquiry	Spark Energy Gas LP	Called and left message on NIQ that customer was billed under the MVR. Left info on how to look at list of Choice providers on the Energy Choice website.	Canton Boxing Gym	Commercial	3101 6th Street Southwest Unit 1	Canton	44710

00191636	2/13/2018 4:58 PM	Competition Issues / Inquiries	National Gas & Electric LLC	-caller is complaining about the high monthly variable rate the supplier is now charging him -caller advised to read over the contract's Terms & Conditions, in order to know what steps can be taken next Spoke to Vicky at the DEO Hotline. *supplier start date 10/17 *renewal came in 1/9/18 *drop 1/30/18 *Feb with supplier *Mar on general sales *Apr headed towards MVR *billed at 3.55 for Jan (37.5 MCF) and Feb (28.7)	David Eichert	Residential	N/A	Cincinnati	45218
00192354	2/15/2018 4:22 PM	Contract Inquiry	Dominion Energy Solutions Inc	I called the cust and spoke with Rick Christian - adv how his acct was enrolled with Censtar - MVR - cust states that he was paying 3 something then it became 5 times more at 8 mcf - adv that it's not 5 times more - caller states, ok \$5 more per mvf - adv that he does not have a monthly svc fee or early termination fee - exp that when he did not choose a supplier - a supplier is assigned to him, who bills the MVR - adv that on 2/16/18, the gas service terminated with CenStar - cust states repeatedly that this is ridiculous - that the PUCO does not look out or protect customers - adv the cust that the PUCO is not a Consumer Advocate Group but a state Regulatory Agency - refer to his legislatures to change the program.	Leslie Little	Residential	920 E 143rd St Apt 2	Cleveland	44110
00193378	2/20/2018 3:50 PM	Billing Dispute	Censtar Energy Corp	Called the customer to go over the company response and close. Advised that the company stated that she had enrolled on 6/13/17. The company stated that its representative visited her on 2/5/28 to assist with the cancellation. The company also stated that its representative also spoke to her on 2/20/18 when she advised that she wished to cancel IGS. Advised that the account is in the process of being removed from IGS and returning to DEO. Advised that the tablet enrollment procedure has been approved by the PUCO. Explained the SCO vs the MVR and advised that if she wants to be with DEO's SCO, she would need to call DEO and so advise the company. Advised that I would close the investigation at this time. Invited a call back with any questions about this matter or any future utility concerns. Left hotline number.	Guilliani Investment Properties LLC	Commercial	22290 Lakeland Blvd. East	Euclid	44132
00193697	2/21/2018 1:58 PM	Enrollment Dispute	Interstate Gas Supply Inc	Called the customer to go over the company response and close. Advised that the company stated that she had enrolled on 6/13/17. The company stated that its representative visited her on 2/5/28 to assist with the cancellation. The company also stated that its representative also spoke to her on 2/20/18 when she advised that she wished to cancel IGS. Advised that the account is in the process of being removed from IGS and returning to DEO. Advised that the tablet enrollment procedure has been approved by the PUCO. Explained the SCO vs the MVR and advised that if she wants to be with DEO's SCO, she would need to call DEO and so advise the company. Advised that I would close the investigation at this time. Invited a call back with any questions about this matter or any future utility concerns. Left hotline number.	Anne Stevenson	Residential	1426 West 10th Street	Ashtabula	44004
	2/21/2018 1:58 PM	Enrollment Dispute	Interstate Gas Supply Inc	Called Ms. Stevenson back to advise the company response. Advised that IGS has put her on its Do Not Solicit List. Advised that it could take 24 hours to take effect. Advised that I would close and invited a call back.	Anne Stevenson	Residential	1426 West 10th Street	Ashtabula	44004
00194929	2/26/2018 10:54 AM	Competition Issues / Inquiries	Just Energy Solutions Inc	-caller says JE switched his acct without his knowledge/permission at the MVR -caller says he was fraudulently switched by JE -caller says he is waiting to switch with NOPEC and don't know how JE acquired his acct -caller did contact DEO, who referred him to the PUCO to report JE -caller has add'l questions/concerns about his acct activity -call referred to Tamara, via EA hotline, for furtherance	Peter Katz	Residential	15145 Regents Way	Chardon	44024
00195672	2/28/2018 2:29 PM	Billing Dispute	Dominion Energy Solutions Inc	I called customer and left detailed message. I explained that she wrote a letter about her gas rate changing. I explained I contacted Dominion Energy Solutions and they explained the account was signed up with them on 12/14/16 for a rate of @.96 per mcf through November 2017. In September 2017 the company sent a notice that the rate was going to expire and explained her options. The co did not hear back from her and she was switched to the monthly variable rate. The company states she called them on 1/19/18 and inquired about her rate. The company explained fixed rate expired and offered her a fixed rate and she declined the fixed rate stating she wanted to shop around. As of March 7, she is still with the company. I explained if she no longer wants the variable rate she will need to cancel with the company. she will need to contact them and cancel. invited call back if she has any other questions. close case.	George Tomko	Residential	5130 Sarah Circle	Wooster	44691

					<p>States the business is new, has had service for three months. States that he enrolled with Santanna on February 8, 2018. States he was billed at the MVR rate by Censtar of \$8.79. He states he was NEVER told by DEO that he would be billed at the SSO rate for the first two months of service and then roll to the MVR if he didn't select a Choice provider. States he only even thought to shop for a Choice provider because he received an opt-out notice from NOPEC in Jan 2018.</p> <p>*****</p> <p>Advised caller how billing for DEO non-residential works, that the MVR supplier is assigned and bills a market variable rate. Advised the PUCO does not set the market variable rate. Caller states that means the MVR rate could be \$50 an MCF if the MVR supplier wanted.</p> <p>Offered EA # to DEO, caller refused, states that if it won't change the rate he pays Censtar then there is no point in calling DEO because the csr he spoke with to set up the account didn't tell him about selecting a Choice provider if he didn't want to roll to the MVR rate.</p> <p>Advised caller that natural gas is billed after it is consumed. Advised that based on what he told me, his meter reading date is about the 18th of each month. Placing a supplier change on the 8th may not have been sufficient advance time for the supplier change to appear on the next bill. Caller states DEO told him Santanna went into effect on February 24, 2018. Advised that Santanna may not appear on the March 2018 billing statement then. Offered EA # to DEO again, caller again refused.</p>	Ohio Math Group Inc	Commercial	18 West Streetsboro Street	Hudson	44236
00195677	2/28/2018 2:44 PM	Billing Inquiry	Censtar Energy Corp		Explained SSO to MVR timeline for non-residential DEO customers.	Ohio Math Group Inc	Commercial	18 West Streetsboro Street	Hudson	44236
	2/28/2018 2:44 PM	Billing Inquiry	Censtar Energy Corp							
00196106	3/2/2018 12:18 PM	Contract Inquiry	North American Power and Gas LLC		Called and spoke to the customer. Explained to her that she was put on the MVR product as she had not chosen a supplier. She understood and states that she understands the program now and she is happy with her current supplier. She had no other concerns at this time.	Gail Larson	Residential	3797 Montevista Rd	Cleveland Heights	44121
	3/2/2018 12:18 PM	Contract Inquiry	North American Power and Gas LLC		Called and spoke to Karen at the DEO hotline. Customer had Constellation as a supplier and the supplier dropped. NAP was added as the MVR product on 1/31/18. NAP was dropped and the customer transitioned to the SCO. But then she accepted the NOPEC G.A. offer and she was switched to Nextera as of 4/11/18 and a bill was just prepared on 4/27 and her rate on that bill was \$3.39.	Gail Larson	Residential	3797 Montevista Rd	Cleveland Heights	44121
					Company Response:					
	3/2/2018 12:18 PM	Contract Inquiry	North American Power and Gas LLC		Ms. Larson's enrollment came via the DEO MVR pool. Therefore, there is no TPV for this customer as the customer's enrollment was sent from the utility to NAP.					
	3/2/2018 12:18 PM	Contract Inquiry	North American Power and Gas LLC		Please see attached for the enrollment documents. The MVR rate is a variable rate, due to stipulation of the MVR program, the customer would not have been sent a renewal letter since they are not permitted to enroll in fixed rate plans.	Gail Larson	Residential	3797 Montevista Rd	Cleveland Heights	44121
	3/2/2018 12:18 PM	Contract Inquiry	North American Power and Gas LLC		NAP was added as the MVR product on the account. They have since been dropped and customer has chosen a supplier of her choice.	Gail Larson	Residential	3797 Montevista Rd	Cleveland Heights	44121
00196385	3/5/2018 10:02 AM	Billing Inquiry	Dominion Energy Solutions Inc		Called last night. He was originally calling to get new rates. As I was asking questions regarding his current rate he thought it was over 4/mcf. I told him that DEO historically has the lowest mvr. I told him what the last few rates were. I called the ea and discovered his rate since Feb has been 2.66/mcf. I adv caller and suggested he not do anything bc it was a good rate. I also suggested he call the supplier for contract info.	Richard Croyle	Residential	3851 Lakeland Street Northwest	Uniontown	44685
00196808	3/6/2018 12:01 PM	Competition Issues / Inquiries	Snyder Brothers Energy Marketing LLC		Caller states that she was on graduate pipp for 12 mos but it is over - she did not fill the paperwork right so she just pays her bill - she has snyder brothers energy and needs to cancel it - she has the number to them but can not call toll free - adv that it is a toll free number - exp the DEO SCO and MVR - adv that she should call her supplier and ask if she has an early termination fee.	Geraldine Moore	Residential	2544 East 81st Street	Cleveland	44104
00198366	3/13/2018 2:45 PM	Disconnect Issues	Censtar Energy Corp		Called the customer back. She confirmed that the property was a surveying company's office and that she plans to rent it commercially. Discussed the MVR vs. the SCO. Explained that the only ways for a commercial property to get away from the MVR is to be a part of a government aggregation over which she has less control or to enroll with her own CHOICE supplier. She stated that she enrolled with a CHOICE supplier yesterday. Advised that this would automatically cancel Censtar. Advised that with her internet enrollment, the new supplier would have 3 business days to submit the request to DEO and explained that DEO would then send a rescission notice to her allowing 7 business days to cancel. Advised that hopefully, after that, DEO would make the switch at the next available meter read date. Advised that there is nothing in DEO tariff or PUCO regulations which speaks to the time that DEO has to make the switch after that. She is also facing a disconnection. Provided ea number and suggested that she may want to call and set up a payment arrangement with DEO. Explained that she may also want to call the ea after the 7 business days expire to see when the switch will take place. Advised that there is no way to get a refund from Censtar in this situation. I would close the investigation and invited a call back with any future utility concerns.	Stephanie Donahue	Residential	115 Broad Avenue Northwest, Floor 1	Canton	44708
	3/13/2018 2:45 PM	Disconnect Issues	Censtar Energy Corp		Called Bette at DEO. Before the customer opened her account the property was commercial, i.e., a surveying company. If the use has changed then DEO would have to go out and take a look at it. Centstar is an MVR supplier.	Stephanie Donahue	Residential	115 Broad Avenue Northwest, Floor 1	Canton	44708

					Caller has Columbia Gas Caller calling about lgs supplier Caller states he has a rate of 0.559					
00198390	3/13/2018 3:35 PM	Competition Issues / Inquiries	Interstate Gas Supply Inc	Advised of 0.40890/ccf Advised it is a monthly variable rate and it is based on the market	John Roscoe	Residential	5215 Driftwood Drive	Vermilion	44089	
	3/13/2018 3:35 PM	Competition Issues / Inquiries	Interstate Gas Supply Inc	Advised of 0.40890/ccf for sco rate Advised it is a monthly variable rate and it is based on the market	John Roscoe	Residential	5215 Driftwood Drive	Vermilion	44089	
00198628	3/14/2018 3:25 PM	Contract Inquiry	Spark Energy Gas LP	refer to lionel webber case 00198960, customer placed on mvr. close case.	Taylor Road Synagogue	Commercial	1970 South Taylor Road	Cleveland Heights	44112	
				customer calls for update, discuss 3/15/18 response frm spark energy, that appears customer is on the mvr through spark energy. customer says in 8/17, the synagouge installed four meters on main synagouge, banquet hall, basketball court and other parts of the synagouge. customer that was a govt aggregation option for cleveland hts. that expired in 9/17. customer that all four accts charged \$9 per mcf on the mvr rate, synagouge gets \$4000 bill. customer spoke to deog reps on 3/23 who weren't helpful, claims when four meters were installed, each acct was treated like a new acct, the reps who he spoke to 3/23 said would have to start new accts and the synagouge was not told about ahving to shop for a new gas supplier when the meters were installed, the synagouge has been a customer of dominion since 1944. customer wants the synagouge to be charged the most economic rate for their usage, was charged a \$3-4 per mcf rate before changing from one meter to the four meters in 8/17. advise customer that will check on above issues, can't guarantee about getting adjustments on gas used from 8/17 till now. customer says also spoke to quake energy who said they would try and see what could be done about a adjustment from 8/17 till present on the meter they bill for. advise customer will call back when has a response.	Taylor Road Synagogue	Commercial	1970 South Taylor Road	Cleveland Heights	44112	
	3/14/2018 3:25 PM	Contract Inquiry	Spark Energy Gas LP	received a response on this case from Spark Energy(below). The other companies were not able to locate his account, so I forwarded the telephone numbers. Mr. Weber called for an update today, so you will need to call him back. You may want to let him know that what happened to him is the way DEO's process is supposed to work. When a supplier drops off, customers go on the SCO for 1-2 months and then are transferred to a supplier on the monthly variable rate. They can ask DEO for the Standard Choice Offer (SCO) rate, go with an aggregation program or enter into a contract with a supplier.	Taylor Road Synagogue	Commercial	1970 South Taylor Road	Cleveland Heights	44112	
	3/14/2018 3:25 PM	Contract Inquiry	Spark Energy Gas LP	refer to lionel weber case 00198960. customer placed on mvr rate. close case.ICB	Taylor Road Synagogue	Commercial	1970 South Taylor Road	Cleveland Heights	44112	
	3/14/2018 3:25 PM	Contract Inquiry	Spark Energy Gas LP	refer to lionel weber case 00198960. customer placed on mvr rate. close case.ICB	Taylor Road Synagogue	Commercial	1970 South Taylor Road	Cleveland Heights	44112	
00198691	3/15/2018 9:47 AM	Contract Inquiry	Snyder Brothers Energy Marketing LLC	refer to 00198960/lionel webber case. customer placed on mvr. close case.	Taylor Road Synagogue	Commercial	1970 South Taylor Road	Cleveland Heights	44112	
	3/15/2018 9:47 AM	Contract Inquiry	Snyder Brothers Energy Marketing LLC	refer to case 00198960/lionel webber. customer placed on mvr rate. close case.	Taylor Road Synagogue	Commercial	1970 South Taylor Road	Cleveland Heights	44112	
00198702	3/15/2018 10:12 AM	Contract Inquiry	Energy 95 LLC	refer to 00198960/lionel webber, customer placed on mvr, refer to deog response. close case.	Taylor Road Synagogue	Commercial	1970 South Taylor Road	Cleveland Heights	44112	
	3/15/2018 10:12 AM	Contract Inquiry	Energy 95 LLC	refer to lionel weber case 00198690. close case, customer placed on mvr rate. refer to 00198690, close case. refer to case 00198690, close case.	Taylor Road Synagogue	Commercial	1970 South Taylor Road	Cleveland Heights	44112	
	3/15/2018 10:12 AM	Contract Inquiry	Energy 95 LLC	refer to lionel weber case 00198690. close case, customer placed on mvr rate. refer to 00198690, close case.	Taylor Road Synagogue	Commercial	1970 South Taylor Road	Cleveland Heights	44112	
	3/15/2018 10:12 AM	Contract Inquiry	Energy 95 LLC	refer to lionel weber case 00198960. close case, customer placed on mvr rate.	Taylor Road Synagogue	Commercial	1970 South Taylor Road	Cleveland Heights	44112	
00200392	3/23/2018 3:36 PM	Enrollment Dispute	Censtar Energy Corp	reviewed notes, it sounds like the customer may be on DEO's MVR. Caller has Dominion Caller calling to see who she has for supplier (Advised no account info at Puco) Advised to check bill or contact company Caller requests info on utility gas and power rates- Advised of 4.49/mcf 12 months Customer requests sco rate- Advised of 2.6390/mcf- (Advised monthly variable rate) Caller states cannot reach person- -states message advised her to call Puco Advised to press 0 to try to get connected	Donald O'Brien	Residential	5813 Herons Circle	Austintown	44515	
00200405	3/23/2018 4:02 PM	Call Company First	LE Energy LLC		Mary Tharp	Residential	4079 West 200 22nd st	Fairview Park	44126	
00202834	4/6/2018 3:10 PM	Quality of Customer Service	Censtar Energy Corp	I called the cust and spoke with Calvin Singleton - confirmed that Censtar contacted him - cust states, yes - discussed MVR and how he was assigned to the MVR when he did not choose them - he states that the rep from Censtar will look and see why their system does not allow the contact from the cust - he states that she is suppose to call him back - he feels like the MRV is high - confirmed that he no longer has their svc - adv that I will note his comment.	Calvin Singleton and Associates	Commercial	13426 Cedar Road	Cleveland Heights	44118	
	4/6/2018 3:10 PM	Quality of Customer Service	Censtar Energy Corp	I spoke with Calvin Singleton - he would like Censtar to contact him - he states that he has contacted them by phone and email - no return contact from Censtar - cust understand that the MVR is unregulated by the PUCO - he would to speak with someone from Censtar - adv that I will forward his request to Censtar.	Calvin Singleton and Associates	Commercial	13426 Cedar Road	Cleveland Heights	44118	
00203153	4/9/2018 3:29 PM	Competition Issues / Inquiries	American Power & Gas of Ohio, LLC	-caller says his fixed rate of 2.99/Mcf expired last month -caller says his new monthly variable rate is 6.59/Mcf -caller no longer wants to be with supplier -referred caller to supplier to request 'drop'	Tom Sabol	Residential	66 East Case Drive	Hudson	44236	

00203172	4/9/2018 4:07 PM	Enrollment Dispute	Spark Energy Gas LP	I called the cust and left a message - adv that when a supplier was not selected - then the acct was enrolled through the DEO MVR program solely by the utility - adv that the MVR (monthly variable rate) is a monthly variable rate that is not regulated by the PUCO - Spark Energy confirms the gas service terminated on 4/3/18 - invited call back if she had any further questions.	Berkshire Hathaway realty Kathy Reid	Commercial	205 North Main Street	Hudson	44236
00204048	4/13/2018 3:46 PM	Competition Issues / Inquiries	Spark Energy Gas LP	Left vm, advd the following: Invtd cb, RTHL# Her acct. was enrolled through the DEO MVR program and a TPV is not required as it was authorized through the utility. She is not locked into a contracted rate and is free to switch suppliers at any time without penalty. Customer received a letter stating that 1 consolidated bill will be received from DEO and DEO will remain distributor but customer will receive a rate for supply from Vista Energy Marketing. Customer states he never gives any suppliers any information. DEO stated maybe the computer made the choice for the customer and told him to call PUCO to cancel. Customer would like to know what rate is currently being paid, what rate previously was being paid, and when the rate will change again. I advised customer of EA number to find out if an enrollment request was received from the supplier or if customer was switched to a MVR after being on SSO rate or if the SCO rate is switching to another supplier. I advised EA number will also be able to give customer information on what rates are currently and previously paid. Invited call back.	Kristina Toney	Residential	4504 West 168th Street	Cleveland	44135
00204486	4/17/2018 9:30 AM	Enrollment Dispute	Vista Energy Marketing LP		Robert Smith	Residential	20116 Marvin Road	Warrensville Heights	44128
00204829	4/18/2018 1:00 PM	Misleading Information / Materials	Spark Energy Gas LP	cust stating company signed up with Spark Energy in Jan 2018 cust stating they were then switched to a very high rate of 9.25 mcf due to a pool cust stating he called and cancelled them on 3/20 got confirmation number 032012287021 cust stating on that call he was told that he would get a credit from the difference he was charged verses if he was on the SSO and put him back on SSO cust stating he still didn't see a credit in this months bill and wasnt changed to SSO so he called 4/18 and they said he will see if next month then called him back 15 mins later and said they wont reimburse him because he didnt stay with them he went with someone else as of 4/14 cust wants this looked into because he shouldve never been with a rate that high explained MVR to cust cust wants it looked into because he never was reimbursed or put back as requested adv cust of investigation process icb	Notre Dame Village	Commercial	13000 Auburn Road	Chardon	44024
00207487	5/4/2018 1:24 PM	Enrollment Dispute	Direct Energy Services LLC	LM ON VM TO CLOSE Explained he enrolled with Vetren Source in 2008 and remained under monthly variable rate. VS was sold to DE and notices of that change were sent out in 2014. He recently agreed to 12 month fixed rate \$0.509/ccf. Company provided \$150 refund for time on variable plan.	Richard Phibbs	Residential	2606 Barryknoll Street	Dayton	45420
	5/4/2018 1:24 PM	Enrollment Dispute	Direct Energy Services LLC	LM ON VM TO CLOSE Explained he enrolled with Vetren Source in 2008 and remained under monthly variable rate. VS was sold to DE and notices of that change were sent out in 2014. He recently agreed to 12 month fixed rate \$0.509/ccf. Company provided \$150 refund for time on variable plan.	Richard Phibbs	Residential	2606 Barryknoll Street	Dayton	45420
00209935	5/21/2018 12:41 PM	Competition Issues / Inquiries	Interstate Gas Supply Inc	wanted to cancel IGS and not pay a penalty. I referred her to IGS to see if there is an ETF. She wanted on SCO. I explained after IGS is no longer on her bill and she is on MVR she can call DEO to get on SCO> Explained that rate is variable rate monthly.	Kathleen Ickes	Residential	1528 40th Street Northwest	Canton	44709
00210356	5/23/2018 11:34 AM	Government Aggregation	NextEra Energy Services Ohio LLC	Wanted to know if she was on the SCO. Has NOPEC/Nextera on current bill. explained Govt agg. explained where on her bill shows SCO- she had previous bills with SCO. explained a2a chart and provided address. referred her to nextera to cancel enrollment then to call DEO when MVR appears on her bill.	Linn Holland	Residential	554 Cuyahoga Street	Kent	44240
00219119	7/24/2018 1:24 PM	Enrollment Dispute	DTE Energy Trading Inc	Customer states the company had Gas Search as their supplier and recently received notification via post card stating "welcome to DEO, your account has been assigned to a MVR with DTE Energy." I advised it sounds like the customer's contract ended and she was assigned a MVR by DEO. customer states the contract is never supposed to expire. Referred to EA	Beatitude House	Commercial	145 North Glenellen Avenue	Youngstown	44509

				<p>Dominion's response to my inquiry sent last week and was undeiverable.</p> <p>Hello,</p> <p>Below are the findings regarding CASE ID: 00223479</p> <p>Mr. Woodward=92s account was assigned to Snyder Brothers Energy on the bill= dated 6-18-18 for the billing cycle 7-17 2018 thru current billing, becaus= e a supplier was not chosen on the account. The customer was notified of th= is change on the bill prepared 4-18-2018 and the bill prepared 5-18-2018 an= d a postcard was mailed to the customer on 5-22-18. If the customer does no= t choose a supplier they are automatically placed with MVR rate. On the bil= I prepared 8-16-18 the MVR rate is \$4.99. I have attached copies of all not= ifications as well as all bills.</p> <p>On 8-24-18 Mr. Woodward contacted Dominion Energy in reference to signing u= p with N.O.P.E.C. He was advised to contact the supplier.</p> <p>As of 8-27-18 no add order has been received from N.O.P.E.C. However, Domin= ion Customer relations contacted N.O.P.E.C to find out if an order will be = sent to Dominion Energy for Mr. Woodward, the agent with N.O.P.E.C stated t= he letters are being mailed out.</p> <p>On 8-27-18 Dominion Customer Relations spoke with Mr. Woodward to explain a= ll of the above. He was provided a phone number to contact N.O.P.E.C. He fu= rther stated that he felt better understanding the process; he will take up= his concerns with N.O.P.E.C.</p> <p>Investigator: Mary</p> <p>Reviewed: Crystal</p>						
00223479	8/22/2018 6:06 PM	Enrollment Dispute	Snyder Brothers Energy Marketing LLC	Thank You,	Old Firehouse Winery	Commercial	5495 Lake Road East	Geneva	44041	
00226395	9/11/2018 12:36 PM	Competition Issues / Inquiries	Shipley Choice, LLC	Customer states she recently transferred DEO service into her name and was assigned an MVR supplier. Customer states she did not authorize a supplier on her account. She states she confirmed with DEO that DEO has assigned the supplier it was not a Shipley enrollment request. Customer states she was told to call PUCO can cancel and dispute charges.	Sally Sutton	Residential	3404 Youngstown Kingsville Road Northeast	Cortland	44410	
00227348	9/17/2018 2:10 PM	Competition Issues / Inquiries	Dominion Energy Solutions Inc	-caller is complaining about recv'ing 'fixed' rate offers via US mail from DES -caller says Vectren told him that he's currently with ONG on a monthly variable rate -caller was advised that DES is trying to market him for business -caller says he's not interested in 'fixed' rates right now -caller was advised that its his choice -invited call back, if necessary	Charles Buning	Residential	2131 Wesleyan Road	Dayton	45406	
00232692	10/16/2018 4:16 PM	Contract Inquiry	Interstate Gas Supply Inc	Caller was under a G.A. offer thru the city with IGS and the rate ended in June. He received new info from the city regarding a new offer and he thought that his account would be included in it automatically and it was not. The account rolled over to the MVR. He was asking if he had a complaint. He could not give any details regarding a new G.A. offer and if he followed the instructions to take advantage of the offer. Put him on hold and checked the maps. Could not find anything relating to what the customer stated. Found something back in February for CNE. Advised customer. He stated that was not it and now thinks he might have just been with IGS by itself. Put him on hold and contacted the DEO hotline. Spoke to Tamara. Stated that last G.A. offer was in 2013. In 2016 he had IGS. IGS dropped off and account moved over to MVR. He has had MVR since July. IGS sent the drop to DEO and it may be because of a past due bill since his account was past due at that time. He needs to call IGS for further explanation. Advised customer. He now states that he did talk with IGS and IGS told him that his contract ended and that it (account) was sent back to the utility. Advised him that if was sent back to the utility then it would have been under the guidelines of the contract. He is on the internet looking at something that states that there was a lawsuit with the PUCO and SCO customers, ect. Advised him that he has a commercial account and he is not eligible for the SCO. Advised bill messages would have appeared on the account advising him that if he did not choose another supplier than he would be on the MVR. He then stated those messages appear on page 2 of the bill and no one reads that far. Advised him that his option at this point is to choose a supplier. He stated he has already done so. He wished to end the call at that point.	Appalachian Basin Capital	Commercial	227 Market Ave. N	Canton	44702	
00232743	10/17/2018 7:06 AM	Competition Issues / Inquiries	Dominion Energy Solutions Inc	Called last night. He was originally calling to get new rates. As I was asking questions regarding his current rate he thought it was over 4/mcf. I told him that DEO historically has the lowest mvr. I told him what the last few rates were. I called the ea and discovered his rate since Feb has been 2.66/mcf. I adv caller and suggested he not do anything bc it was a good rate. I also suggested he call the supplier for contract info.	Richard Croyle	Residential	3851 Lakeland Street Northwest	Uniontown	44685	
00234249	10/24/2018 3:25 PM	Enrollment Dispute	Provision Power & Gas LLC	I returned the cust's call and spoke with Barbara Jones - cust states that she does not remember signing up - adv of the third party verification call that I reviewed - adv that she enrolled with Quake Energy on May 11, 2013 - adv that there is no early termination fee to cancel - she wants to go back to DEO - adv that she can contact her supplier to cancel or call DEO and request that she wants to go back to DEO and be placed on the Standard Choice Offer (SCO) rate - adv that if she does not request the SCO rate, then after DEO has billed her for 2 billing cycles, then she would have the Monthly Variable Rate (MVR) - adv that the MVR is not regulated by the PUCO.	Barbara Jones	Residential	905 East 128th Street	Cleveland	44108	

					I called the cust and left a message - adv of the company response --- You enrolled with Quake Energy on May 11, 2013 on a monthly competitive rate. The rate plan had no early termination fee to cancel. The account's history notes that you requested a rate change on January 8, 2016, and you switched to a fixed rate of \$2.99/Mcf fixed through October 2016 billing with no early termination fee. This rate change was submitted and confirmed by the utility on January 11, 2016. After the Initial Term, you were placed on Quake Energy's monthly variable rate plan with no early termination fee. --- invited call back if she has any further questions.	Barbara Jones	Residential	905 East 128th Street	Cleveland	44108
		10/24/2018 3:25 PM	Enrollment Dispute	Provision Power & Gas LLC	CALL BACK > -Note: caller appeared to be anxious and in a hurry -caller says the previous call was d/c somehow -caller says his fixed rate with DES expired on September 30, and DES told him (at the time) that his variable rate was .299 -caller says the variable rate changed the following week after he spoke to DES -caller was advised that monthly variable rate(s) are only good for upto 30 days >> variable rates are subject to change every 30 days -caller inquired about changing over to Vectren Energy as his supplier -caller was advised that Vectren Energy is NOT a 3rd party supplier >> Vectren is a local utility company in the Dayton, OH area -caller was advised that he currently resides in CGO's territory Furthermore - -caller has Internet access -caller was invited to visit EnergyChoice Ohio website to shop-n-compare rate offers, etc.... -caller says he's currently at work and could not take down the website address -caller says he has to go and abruptly ended the call					
00234858		10/29/2018 2:05 PM	Competition Issues / Inquiries	Dominion Energy Solutions Inc	Customer states an IGS representative came to her home and advised that she currently has the SCO rate. He stated that the SCO rate will no longer be an option as of March 1, 2019 and customer has to pick a supplier or else she will automatically be assigned a MVR.	Richard Herdman	Residential	4336 Grosse point	Springfield	45502
00238855		11/26/2018 10:28 AM	Misleading Information / Materials	Interstate Gas Supply Inc	I advised the SCO rate is an option and customer does not have to choose a supplier.	Jane Little	Residential	700 Burgraff Drive	Mansfield	44905
00241412		12/10/2018 2:55 PM	Contract Inquiry	New Wave Energy Corp	I returned the cust's call and spoke with Robert Brooks - cust states that he switched to Dominion Solutions and was told that it can take up to 2 bill cycles - adv that is correct, 1 to 2 bill cycles or approx 60 days - cust states that in today's tech world, that is too long - cust states that he is going to try and change this timeline - he inquired on supplier variable rates - adv that the PUCO does not regulate supplier rates - caller states that he had a great introductory rate but then it went up so much when it became variable - cust states that he knows that in the past, he gets a renewal notice but he did not for this one - inquired if he looked on his DEO bills - adv that sometimes the notice is a bill message - cust states that he did not see it - discussed DEO SCO rate vs MVR - adv that I will contact New Wave to inquire on how they provided his renewal notice (if one was required, adv of intro rate offers) - adv that if New Wave was required to provide the renewal notice, then I will ask them to re-rate the billing on his variable rate - cust states, ok.	Robert Brooks	Residential	8445 Lincoln Drive	Chesterland	44026
00242612		12/17/2018 2:29 PM	Billing Dispute	Verde Energy USA Ohio LLC	Spoke to customer and she said she learned of the MVR after the complaint was filed. She stated she now knows how to choose a supplier and has done so.	Precision Replacement	Commercial	2021 Midway Drive	Twinsburg	44087
		12/17/2018 2:29 PM	Billing Dispute	Verde Energy USA Ohio LLC	Spoke to customer and she said she learned of the MVR after the complaint was filed. She stated she now knows how to choose a supplier and has done so.	Precision Replacement	Commercial	2021 Midway Drive	Twinsburg	44087
00242748		12/18/2018 2:24 PM	Enrollment Dispute	Verde Energy USA Ohio LLC	I spoke w/ customer and advised that DEO provided copies of her Oct. and Nov. bill and both have a special message section that advises customer that after these 2 months at the SSO rate, she will be changed to an MVR supplier. They also sent a postcard dated 11/12/18. Company does not have to provide proof her receiving the documents, just that they mailed them. **Closing case	Nicole Sidoti	Residential	6986 Mill Road #3B	Brecksville	44141
00243829		12/27/2018 9:22 AM	Billing Inquiry	Volunteer Energy Services Inc	Caller states that he currently has Volunteer and is paying a rate of \$7 per mcf. Caller had never had a supplier and was unsure if this was an MVR, but does not recall ever enrolling with them. Caller is looking to see how he was enrolled (if enrolled) and to cancel out ASAP> Advised caller of investigative process.	John Kolenc	Residential	8803 Yorkwood Court	Mentor	44060
00244856		1/2/2019 3:58 PM	Enrollment Dispute	Titan Gas LLC	Called ea at DEO, Angie. The aggregation ended in November, 2017, then he went to the SSO, the MVR in January, 2018 in error. Then he went to the SCO with Titan in March. Researched. Asked why the customer did not go to the new aggregation instead of the SSO/MVR/SCO. She did not know.	Donald Kurlanger	Residential	2656 East Overlook Road	Cleveland Heights	44106
00245669		1/7/2019 1:15 PM	Delayed Enrollment	Northeast Ohio Public Energy Council	advise customer that sfe energy does \$468.74 refund check for \$290.50 on electric supplier and \$178.74 for gas supplier. sfe shows that william grosse agreed to switch sfe on 1/30/18 and gas and electric contracts were cancelled 8/18, customer now on mvr rate with dominion. advise customer that nextera, neopac's provider will send out opt-out cards in 10/19 and if customer does nothing, will be switched to neopac. customer understands information.	Linda Groce	Residential	5080 Catherine Street	Maple Heights	44137

		00246737	1/10/2019 5:30 PM	Contract Inquiry	Dominion Energy Solutions Inc	<p>I receive supply gas supply from Dominion energy solutions (DES). In Oct. 2017, I signed for a Fixed Rate of \$3.09/Mcf, the DES never informed me (letter, email and/or phone call) that my Fixed Rate contract period will expire in March 2018. The company switched me to Variable Rate (MVR) on there on and without my permission. The company started escalation of the Gas cost in April 2018 from \$3.09 to \$5.25/Mcf, then \$5.59 in July 2018, and finally to \$7.15 /Mcf in December 2018. As I had opted not to receive any monthly paper bill and was making automatic payment from my bank account, I only became aware of abusive and price gouging practices when I noticed that Dominion Energy has withdrawn \$670.15 for December on 01/04/2019.</p> <p>Please investigate the deceptive and price gouging practices of Dominion Energy and Dominion Energy Solutions. I never received any communication or written notice from the company. In order to maximize profits, the company failed to intimate/inform me and never took my permission to switch my gas cost from Fixed to Variable Rate. Considering the prevailing market rates from April 2018 to December 2018, there is no explanation or justification for escalation of Gas Cost from \$3.09 to \$7.15/Mcf, while keeping the customers uninformed about alternative suppliers or competitors. The customers are captives due to market monopoly of Dominion Energy and its subsidiary supply company, Dominion Energy Solutions. The utility supplier felt no need to inform or take my permission to change my gas cost. The Dominion Energy also benefits from higher gas cost as the usage based charges increase proportionately.</p> <p>I am questing PUCO for financial relief and justice, the Dominion Energy and Dominion Energy Solutions should reimburse me for all additional charges/payments from April 2018 to December 2018.</p> <p>For your knowledge when I contacted the Dominion Energy Solutions, Marquita, the customer services representative, agreed to charge \$3.85/Mcf from January 2019, the current market rate for gas. The whopping difference of \$3.3/Mcf between the actual market rate and billed gas cost reflects current billing malpractices of Dominion Energy and Dominion Energy Solutions.</p>	Mandip Sandhu	Residential	6960 Market Street	Youngstown	44512
		00246827	1/11/2019 11:01 AM	Billing Dispute	United Energy Trading LLC	<p>Caller states that she had Kratos for awhile then cancelled - went back to DEO - rate has went from 2.85 to 5.47 and now 7.25 - adv of timeline to switch back with the Energy Choice Program - exp that she would have DEO SCO for 2 bill cycles then is billed the MVR (monthly variable rate) if she did not request to be placed on the DEO SCO - caller states, how would she know that - she states that the DEO rep told her to pick a co - adv that the PUCO does not regulate supplier rates or the MVR - adv that Kratos is one of the four suppliers that she can be assigned on the DEO SCO for 2 bills - she states that her bill was \$200 - caller states that she has been with DEO since the 70s - she wants to know does DEO look at that - adv that she can ask DEO - refer to co hotline to inquire on her acct.</p>	Gwendolyn Price	Residential	1369 East 141st Street	East Cleveland	44112
		00246985	1/11/2019 4:09 PM	Billing Inquiry	XOOM Energy Ohio LLC	<p>Caller states there are charges from both DEO and XOOM on her bill, wants to know if they are the same charges duplicated.</p> <p>*****Advised caller XOOM is a supplier and the other charges are for DEO. Advised they are not duplicates of the same charges. *****</p> <p>Caller asked how XOOM was assigned - advised either through the SCO, the MVR, the Choice, or local gov agg programs.</p> <p>Caller asked how to select a new supplier - advised her of the A2A chart on the Energy Choice Ohio website.</p>	Valerie Barkley	Residential	15800 Edgewood Avenue	Maple Heights	44137
		00247516	1/15/2019 10:51 AM	Contract Inquiry	Centerpoint Energy Services Inc	<p>DEO response:The Energy Choice supplier was dropped on 7-12-18; SCO was not elected. MVR was added on 9-11-18; the confirmation letter is attached.</p> <p>Please see the attached 8-7-18, 9-6-18, and 10-5-18 billing statements that reflect notifications.</p> <p>On 1-22-19 I called Cathy Savage to explain the above. I mailed her duplicate notices. She thanked me for calling and has my direct number to reach me in Customer Relations with any further questions.</p>	Cathy Savage	Residential	1210 Atwood Avenue	Akron	44301
			1/15/2019 10:51 AM	Contract Inquiry	Centerpoint Energy Services Inc	<p>CO response:</p> <p>Upon review of records we show that the customer was assigned to us by Dominion Energy. The customer is enrolled under MVR commodity service and has a Monthly Variable Rate plan. We contacted the customer and explained how she was assigned to us. The customer will contact Dominion Energy for more details. Please let us know if you have any questions or concerns.</p>	Cathy Savage	Residential	1210 Atwood Avenue	Akron	44301

					Just moved into home about 8 months ago. Told me that DEO put her on a MVR because they chose a supplier for her. She was asking for an A2A chart. Explained to her how chart is set-up and that one can be mailed to her. She is trying to change asap because of her rate and asked if one can be faxed to the library on her behalf. Advised charts are usually mailed out the next day and she should receive it fairly quickly. She asked about options as she believes that she will have to move by June due to circumstances. Put her on hold just to verify her account status. Spoke to Betty at the hotline. She stated that customer switched to Bolt on December 27. Prior to that, she was on the SCO rate. They sent a notice out on 11/26 advising of the change and asking for a response by 12/7. Notes on the account show that the customer called in on 11/16 and questioned a contact with a supplier and rep explained it is her choice to switch. January 24th bill was with Bolt at 8.99. Hotline will set her up to be on the SCO rate but they want her to call Bolt first and ask about any possible ETF. Once she confirms that as well, then they will also be willing to do a drop request. Advised caller to contact Bolt and ask about the enrollment and the ETF. Advised if no ETF, then to call the hotline number that I gave her and ask them to set her up to get back on the SCO rate. Advised it takes up to 2 bill cycles for change to take place. Advised it is a better option even thru the SCO rate will adjust because if she signs up with a supplier and moves in June then she may have to pay an ETF. Advised if any issues to give us a call back.					
00250023	1/29/2019 10:52 AM	Enrollment Dispute	Bolt Energy LLC		Esther Wagnild	Residential	200 S. Sycamore St.	Woodsfield	43793	
00250225	1/29/2019 6:50 PM	Billing Inquiry	SouthStar Energy Services LLC	Cust was billed twice for the monthly variable rate. Co. only gave credit for Dec/Jan. What email address did the customer use to enroll this account? What is the I.P. address for this enrollment? ****Co. provide a gift care for \$105.00, but co. owes an additional \$92.00*****	Bei Johnson	Residential	1375 Jefferson Ave	Akron	44312	
	1/29/2019 6:50 PM	Billing Inquiry	SouthStar Energy Services LLC	Cust was billed twice on the MVR Co. incorrectly advised cust that the fixed plan was expiring Jan 22, 2019 therefore, they owe for both Dec/Jan billing and Jan/Feb billing. Calculating re-rate.	Bei Johnson	Residential	1375 Jefferson Ave	Akron	44312	
00250630	1/31/2019 2:40 PM	Billing Dispute	SouthStar Energy Services LLC	DEO/ONG- had fixed rate till 12/27/19 then went to variable rate. Went to 6.99. 1/3/19 switched to DES. Jan bill was at the variable rate at 6.39. Explained that supplier rates are not regulated and can charge at the MVR at any rate. cust feels the suppliers are taking advantage of customers on the variable rate.	John Kuwik	Residential	330 Atterbury Boulevard	Hudson	44236	
00250848	2/1/2019 2:06 PM	Cancellation Issues	Interstate Gas Supply Inc	Received and uploaded mail from the customer. There is a letter from OE dated 10/23/18 confirming of the cancellation of her electric supply with IGS. There is also a letter dated 10/29/18 from IGS confirming her cancellation of her MVR? supplier and her move to the SSO rate.(with her note that she cancelled 10/11/18). Called Angie. The letter is confusing because the customer was never on the MVR. She re-affirmed that the customer did not cancel until 10/26/18, after the rescission period. She agreed that the letter is confusing and will discuss internally to have it changed. However, the customer did not call until 10/26/18 and did take service with IGS for one billing period.	Bonnie Maki	Residential	5739 Tempo Trail	Clinton	44216	
00250971	2/4/2019 8:50 AM	Misleading Information / Materials	SFE Energy Ohio, Inc	LVM to close, advised to contact DEO if did not want put on MVR, per deo response.	Timothy Smolik	Residential	543 8th Street	Struthers	44471	
00251509	2/6/2019 8:50 AM	Contract Inquiry	SouthStar Energy Services LLC	-caller has a complaint with Ohio Natural Gas -caller says his fixed rate expired back in Nov, and he switched over to American Power & Gas -caller says on Nov 11, he called American Power & Gas, and signed up with them, but the acct was not switched for an entire month -caller says in the meantime, ONG charged him a variable rate at .7990/Mcf for the month of December -caller says this is gauging!!! -when asked if he reviewed the contract's T&C, caller says he did check the contract and didn't see anything about a variable rate -caller was advised that usually - unless specified in the contract - when a fixed rate offer expires, and the acct stays with the company, the company will charge their monthly variable rate. -caller was advised that the PUCO will have to contact supplier in order to resolve his concern -case # and timeline provided for future reference	Howard Gray Jr.	Residential	936 Robinwood Lane	Bowling Green	43402	

					Left with, advise the following: Advise to allow 5 was to receive visa gift card, if not co. Also, should he find that this co. bills another bill cycle to cb. RTHL# ***** He initially enrolled with Ohio Natural Gas 2/26/15. -most recent plan was a 6 mth fixed, which he enrolled on their website on 6/11/18. -2.27/MCF -contract dates were 7/1/18-1/1/19. -He was sent an Acceptance Letter on 6/11/18 which included our Terms and Conditions. He was sent a Renewal Letter on 11/12/18 letting him know that his contract would be expiring on 1/1/19. He contacted the co. 12/10/18 requesting to cancel -rep executed a cancellation and provided confirmation #654004 He called again on 1/31/19 -stated that he had called in Dec and cancelled his contract and he did not understand why he was still with ONG. -The rep stated there was no evidence in the acct notations of his call -rep issued a cancelation, provided a confirmation #668162. -He asked for his billing concerns to be escalated. Co. researched his acct and found the recorded phone call on 12/10/18 where he had called in to cancel his renewal. -rep did not execute the request properly -rep then canceled on 1/31/19 -DE confirmed the drop, effective date 3/2/19.					
00252266	2/8/2019 5:05 PM	Misleading Information / Materials	SouthStar Energy Services LLC			Maresh Srinivasan	Residential	5704 Williamsburg Circle	Hudson	44236
00252765	2/12/2019 10:20 AM	Government Aggregation	Constellation NewEnergy-Gas Division LLC	-caller rec'd a ltr dated: Jan 22, 2019 about his community's (Trumbull county) natural gas gov't aggregation program the ltr states Constellation NewEnergy-Gas Division is the supplier, at a fixed rate of \$3.09/Mcf from Apr 2019 to Mar 2022 -caller contacted Constellation to find out why his acct wasn't already in the program b/c he's currently paying a high monthly variable rate -caller says upon contacting Constellation, he was advised that the ltr was sent by mistake, and in order to see if he's qualified proceeded to ask him a series of questions -caller says he's confused behind all of this -caller was advised that the PUCO will have to investigate in order to resolve his concerns, etc... -case # timeline provide for future reference		Orville Schuller	Residential	1171 Doris Drive	Hubbard	44425
00253090	2/13/2019 12:13 PM	Enrollment Dispute	Energy 95 LLC	Left a message advising the MVR and why Quake was on her bill and she will be with CenterPoint.		Luann Caruso	Residential	24719 Duffield Road	Beachwood	44122
	2/13/2019 12:13 PM	Enrollment Dispute	Energy 95 LLC	Left a message advising the MVR and hwy Quake was on her bill and she will be with CenterPoint.		Luann Caruso	Residential	24719 Duffield Road	Beachwood	44122
00253944	2/19/2019 11:14 AM	Misleading Information / Materials	Provision Power & Gas LLC	I called and spoke to the customer. I explained she contacted us because she wanted to know what she originally signed up for. I told her the company responded and sent me a copy of the TPV. She agreed to switch to them on 3/16/18 at 6:14 pm. She agreed to a monthly variable rate . the first month she would be billed \$2.85 per mcf and then it would continue on variable rate. She also agreed to a variable rate for the electric at the same time the first month was to be billed at 5.25 cents per kWh, then variable. she states ok, she has already went with another company. I said ok and would note that. close case.		Inspiring Lives Forever	Commercial	16113 Saint Clair Ave	Cleveland	44110
	2/19/2019 11:14 AM	Misleading Information / Materials	Provision Power & Gas LLC	I called and spoke to the customer. I explained she contacted us because she wanted to know what she originally signed up for. I told her the company responded and sent me a copy of the TPV. She agreed to switch to them on 3/16/18 at 6:14 pm. She agreed to a monthly variable rate . the first month she would be billed \$2.85 per mcf and then it would continue on variable rate. She also agreed to a variable rate for the electric at the same time the first month was to be billed at 5.25 cents per kWh, then variable. she states ok, she has already went with another company. I said ok and would note that. close case.		Inspiring Lives Forever	Commercial	16113 Saint Clair Ave	Cleveland	44110
	2/19/2019 11:14 AM	Misleading Information / Materials	Provision Power & Gas LLC	reviewed the company response. Customer signed up both her gas and electric accounts up at the same time on 3/16/18 at 6:14pm. According to the recording the company sent she agreed to a monthly variable contract for each account. For the gas she agreed to monthly variable rate and it started at 2.85 cents per mcf, she states she understood what she was agreeing to. due to authorization of the switch i am not able to make the company give her any type of credit. She can cancel at any time with no eft. Customer agreed to terms. will call customer.		Inspiring Lives Forever	Commercial	16113 Saint Clair Ave	Cleveland	44110

					Spoke with cust: 714 E Columbus: Customer's account was enrolled with OHG&E through Dominion Energy Ohio's("DOE") Monthly Variable Rate program on December 18, 2018. As participant in this program, OHG&E will routinely receive inbound account enrollments from DOE without prior notice. These enrollments are not initiated by OHG&E, and therefore no authorization is provided by the customer to OHG&E. 711 E Columbus: This customer's account was assigned by Dominion to Quake Energy on December 17, 2018. This is a MVR account. Cust asked why DEO placed him on the MVR. Stated on Sept 26 he requested for DEO to place him on the SCO rate.					
00254190	2/20/2019 9:18 AM	Contract Inquiry	US Gas & Electric Inc			Gregory Markley	Residential	714 East Columbus Street	Kenton	43326
00254193	2/20/2019 9:21 AM	Contract Inquiry	Energy 95 LLC		Spoke with cust: 714 E Columbus: Customer's account was enrolled with OHG&E through Dominion Energy Ohio's("DOE") Monthly Variable Rate program on December 18, 2018. As participant in this program, OHG&E will routinely receive inbound account enrollments from DOE without prior notice. These enrollments are not initiated by OHG&E, and therefore no authorization is provided by the customer to OHG&E. 711 E Columbus: This customer's account was assigned by Dominion to Quake Energy on December 17, 2018. This is a MVR account. Cust asked why DEO placed him on the MVR. Stated on Sept 26 he requested for DEO to place him on the SCO rate.	Gregory Markley	Residential	711 E Columbus st	Kenton	43326
	2/20/2019 9:21 AM	Contract Inquiry	Energy 95 LLC		This customer's account was assigned by Dominion to Quake Energy on December 17, 2018. This is a MVR account.	Gregory Markley	Residential	711 E Columbus st	Kenton	43326
					Customer states it is a building which was acquired, but they have not moved into the building yet. Verde Energy Appeared on the bill but she did not elect this company. Customer is getting charged \$9.25 per MCF. I advised DEO places customers on the SSO rate for 2 months and then place customers on a MVR with a company of their choosing. Customer would like to dispute the Verde charges. Customer believes DEO should pay for the charges.					
00254554	2/21/2019 1:40 PM	Enrollment Dispute	Verde Energy USA Ohio LLC		I advised customer would need to contact DEO directly if she would like to dispute the MVR and request the company pay for the charges. ICB.	Summit Painting	Commercial	3625 Lost Nation Road	Willoughby	44094
00255192	2/25/2019 2:16 PM	Rule Violation	Energy 95 LLC		Discussed co. recent rsp, as they did not send the letter advising mother, moving to mvr after nov. Confirmed they already rc'd the ck. FEL PRICING W/ CUST, REPRIVIEW. DISCUSSED THE FOLLOWING: Quake-gas (DE) TPV 330-726-9273 Call is being recorded Apr 5, 2017 at 3:26 pm Call is being recorded, Quake is not the utility Legally authorized to enroll. Mary Ellen Phillips- name on bill M E Phillips Cust confirmed ph number 330-726-9273; [REDACTED] acct number Confirmed address Acct residential Understand she's enrolling w/Quake. At 2.99/mcf, first mth. after this fixed 2.99/mcf until Nov 2017 then MVR, which she said yes. Excludes taxes and other fees. Effective after next billing date. \$50.00 ETF.... Cust accepted all terms. May rescind by calling DE and gave number. W/in 1 business day co. will send T&C. Utility will send confirmation notice, cust has 7 business day period to rescind. Gave Quake contact number. ** billing started in May 2017 and went to MVR in Decemer 2017 billing. ** has been correctly billed on the MVR rate and we calculate the MVR rate based on weather, supply, demand, and profit for natural gas as stated in the welcome letter and terms and conditons as well. ** She contacted Co. on Feb 25th to inquire about her rate. Co. rep went over the rate with her and offered an available fixed rate.	Dan Baker	Residential	51 North Cadillac Drive	Youngstown	44512
	2/25/2019 2:16 PM	Rule Violation	Energy 95 LLC		She accepted the new rate and this new rate change was submitted to the utility on February 25th. The new rate will go into effect on the next available meter read.	Dan Baker	Residential	51 North Cadillac Drive	Youngstown	44512

					<p>Aunt's name, M E Phillips. States he is the trustee. She is 97 yrs old. She hasn't pd her bill for a number of mths. He is trying to rectify this. The purpose of his call is that he noticed she's been paying a MVR 5.25/mcf. He pays 3.44. She's w/Quake. He can't imagine a variable rate being this much. What is puco's position on elderly care and over charging. Caller contends that his aunt didn't know what she was getting involved in. Advd will look into the enrollment and how this was obtained and if the co. contacted her regarding the fixed rate expiring. Advd co time line.</p>	Dan Baker	Residential	51 North Cadillac Drive	Youngstown	44512
		2/25/2019 2:16 PM	Rule Violation	Energy 95 LLC						
00255229		2/25/2019 3:09 PM	Billing Inquiry	Verde Energy USA Ohio LLC	<p>Called customer and left vm explaining that Dominion confirmed that Verde was assigned as their MVR supplier. Per Dominion they will start with NOPEC as of 4/2 but there is nothing we can do to change the rates on the Verde bill. Everything was according to the rules so we have no standing to ask Verde to rerate. reply received on 3/21/19</p>	Summit Painting	Commercial	3625 Lost Nation Rd	Wickliffe	44094
					<p>Ann Gross Summit Painting 3625 Lost Nation Road Wickliffe, Oh 44094</p> <p>The customer has a commercial account therefore they do not qualify for the SCO. The SCO is only for residential accounts.</p> <p>Ann Gross advised me she knew she was to choose a supplier but said she was too busy starting her business and forgot to pick one. Since she did not choose one, she was assigned a supplier – Verde at the MVR rate.</p> <p>I advised I could not change her rate for the two bills she had Verde however she will be starting NOPEC as of 4/2/2019 (which cancels Verde).</p> <p>Ann Gross was glad about NOPEC starting on 4/2 but still unhappy about the two months of the rates on Verde.</p> <p>Thank You Vickie – Researcher/Investigator Dominion Energy Ohio</p>	Summit Painting	Commercial	3625 Lost Nation Rd	Wickliffe	44094
		2/25/2019 3:09 PM	Billing Inquiry	Verde Energy USA Ohio LLC						
					<p>Caller states he enrolled with Indra in October or Nov 2018 via a door to door solicitation, states the agreement was for an initial two month rate of \$2.15 per MCF then a variable rate, states he was told the variable rate would be lower than Direct Energy so he assumed it would vary by a dollar or two one way or the other. Caller states he just received the most recent bill and the rate per MCF is over \$17, states that makes the bill \$400 plus and he can't afford it because he is a single father of two. *****</p> <p>Asked caller if the agreement he signed has a variable rate cap, he states he doesn't know, all he knows is he can't afford the bill. He also states someone told him that he is supposed to be notified 30 days in advance what the monthly variable rate will be and he hasn't received a notice.</p> <p>Advised caller PUCO can contact the supplier for the agreement but if he agreed to a variable rate with no cap then the supplier may not have to make any adjustments to the billing.</p>					
00255421		2/26/2019 11:45 AM	Misleading Information / Materials	Palmco Energy OH LLC	<p>Advised caller once I have a response from the supplier I will be in contact with him. Called cust daughter, left vm advd wanting to provide an update regarding the invt. Advd co. did provide a copy of the contract signed by her father in Nov 2009. Advd that DES acquired Vectren Source acct., and provided a copy of this notification to her father. Advd that I did want to get an idea as far as what the co. has been billing for the MVR, but we do not regulate them. Advd once I have this info, will cb w/my findings. ICB, RTHL#</p>	Bill Blizzard	Residential	2207 Lake Road	Akron	44312
00255711		2/27/2019 12:32 PM	Billing Inquiry	Direct Energy Services LLC		Alandes Powell	Residential	2612 Greenbrier Dr	Dayton	45406
					<p>t: I called the customer and explained that I received a response back from Indra. I explained the company sent me a TPV, a recording of her agreeing to service with them on 10/7/14. At that time they were Palmco. she agreed to a monthly variable rate and then the company changed their name in October 2018 to Indra. They sent notices to customers in October 2018. she must not have received that. The company states they have record of her sending them an e-mail on 2/27/19 and they tried contacting her but were not able to reach her. They cancelled her and and she will be returned to the utility company. They have added her to their DO NOT CALL & DO NOT KNOCK list so they will not be contacting her any longer. They also agreed to issue her a credit (although not required to) of 346.99 they re-rated her to the utility co rate. the switch will take one to two billing cycles. left call back info.</p> <p>I did call the customer back as I forgot to tell her that she is scheduled to end with Indra on 3/26/19 and the co has agreed to re-rate her , explained if she does not see that to call me back. The co is not required to re-rate her as she agreed to monthly variable rate in 2014, but they have agreed to. Left call back info. (I may have called from private line). close case.</p>	Shellie Renae Creager	Residential	1667 Sullivant Ave	Columbus	43223
00255785		2/27/2019 3:10 PM	Billing Inquiry	Palmco Energy OH LLC						

			2/27/2019 3:10 PM	Billing Inquiry	Palmco Energy OH LLC	I reviewed the company response. The customer signed up with the company back on 10/7/14 and agreed to a monthly variable rate. The company changed its name and sent out notices in October 2018 advising customers they would be going by trade name of Indra Energy. The company states they received an e-mail from the customer dated 2/27/19 and they tried following up with her but not able to reach her. They have cancelled her account, she has been added to the company's internal Do NOT CALL AND DO NOT KNOCK list. They did agree to re rate her bill from 1/24/19 to 2/23/19 and issue a credit in the amount of 346.99. scheduled to end with them on 3/26/19 and they will re-rate the customer for that bill once they receive it. The co is not required to issue an adjustment and stated they would. Customer signed up with the company in 2014 and has been with them since that time and billing at variable rate. The customer was not aware of name change and they have agreed to cancel and give credits.	Shellie Renae Creager	Residential	1667 Sullivant Ave	Columbus	43223
			2/27/2019 3:10 PM	Billing Inquiry	Palmco Energy OH LLC	I called the customer and explained that I received a response back from Indra. I explained the company sent me a TPV, a recording of her agreeing to service with them on 10/7/14. At that time they were Palmco. she agreed to a monthly variable rate and then the company changed their name in October 2018 to Indra. They sent notices to customers in October 2018. she must not have received that. The company states they have record of her sending them an e-mail on 2/27/19 and they tried contacting her but were not able to reach her. They cancelled her and she will be returned to the utility company. They have added her to their DO NOT CALL & DO NOT KNOCK list so they will not be contacting her any longer. They also agreed to issue her a credit (although not required to) of 346.99 they re-rated her to the utility co rate. the switch will take one to two billing cycles. left call back info. I did call the customer back as I forgot to tell her that she is scheduled to end with Indra on 3/26/19 and the co has agreed to re-rate her , explained if she does not see that to call me back. The co is not required to re-rate her as she agreed to monthly variable rate in 2014, but they have agreed to. Left call back info. (I may have called from private line). close case.	Shellie Renae Creager	Residential	1667 Sullivant Ave	Columbus	43223
		00256032	2/28/2019 2:30 PM	Cancellation Issues	SouthStar Energy Services LLC	Per ph conv w/cust., reviewed co. rsp. He said his problem is the MVR that he paid as it dbl'd, but he already pd the bill and enrolled w/another supplier. I expld puco's regulatory authority. He said in his opinion, the co. should be required to include the notice on the bill statements that the fixed rate is due to expire. He said he did not receive the renewal letter. I tried to expl this would be an expense to DE and that someone....customers would have to pick up that expense. Advd that I'd note the record and the records are reviewed. He thanked me for my call. Left vmsg, COB, NTRM, will discuss the following: He became ONG customer on 3/1/18 when he enrolled over the ph Agreed to a 10 Mth Fixed plan @ \$2.65/MCF for 3/27/18 to 1/26/19 T & C's sent on 3/1/18. A renewal letter on 12/7/18 letting him know that his contact would be expiring on 1/26/19. --He did not contact ONG to renew on another fixed rate plan so effective 1/17/19 he renewed on a variable rate plan. He contacted the co. 2/28/19 trying to determine why his last bill was so high. Rep explained that his 10 Mth Fixed Plan had expired on 1/26/19 He was being billed NVR since he did not contact the co. to renew on a new fixed rate plan He was informed that he was sent a renewal letter on 12/7/18 He stated he never received the letter He choose not to accept any other plan and he did not cancel his account so no changes were made during this call. He called again later that day stating that he had contacted PUCO and was extremely angry about MVR The Rep tried again to provide alternative rate plan options He refused and requested that the Co. immediately cancel Resolution: We researched Mr. McPherson's account and confirmed he was on a 10 Month Fixed Plan with contract dates of 3/27/18-1/26/19. His renewal letter was sent on 12/7/18 and we did not receive any returned mail on his account. His contract renewed on a variable rate as ONG did not receive a	Roger McPherson	Residential	6351 Morgan Road	Ravenna	44266
			2/28/2019 2:30 PM	Cancellation Issues	SouthStar Energy Services LLC		Roger McPherson	Residential	6351 Morgan Road	Ravenna	44266

					<p>med to contact cust regarding the following rsp: to his case, the phone rang busy, will try later.</p> <p>256178-gas: 507150-elect: On April 29 Co. said to allow 21 business days to receive payment for the reimbursement on both the electric and gas accounts. Co. calculations for (gas) is more than mine, will let stand. Mine were higher for the elect. but gas compensation more than makes up the difference.</p> <p>Gas:</p> <p>Name: Ronald Washington Refund Check No. 002296 Date Issued: 04/18/2019 Credit Amount before Refund: \$174.10 Amount Sent: \$174.10 Electric:</p> <p>Name: Ronald Washington Refund Check No. 002414 Date Issued: 05/02/2019 Credit Amount Before Refund: \$86.69 Refund Sent: \$15.05 ***** I reviewed the TPV. Based on the recording this was a good enrollment This is not a slamming case.</p>	Ronald Washington	Residential	1218 Kelburn Road Apt A	Columbus	43227
00256178	3/1/2019 10:05 AM	Cancellation Issues	Verde Energy USA Ohio LLC		<p>I reviewed the TPV. Based on the recording this was a good enrollment for both the elect and gas accts. The enrollment date was June 30, 2017 Cust verified that the agent left the property Cust provided the elect and gas acct numbers Stated full name and confirmed add. and over 18 and author. to enroll. Enrolling is optional, not required, etc... Elect 12 mth fixed .0749/kwh then revert to MVR Gas 12 mth fixed .499/ccf then revert to MVR ***** Slamming reported after the 30 time frame from being issued first bill. (ii) If reported to staff more than thirty calendar days after being issued a bill from the alleged slammer, credit the customer any fees the slamming CRES provider charged in excess of the amount the customer would have paid its previous supplier of electric service for the same usage. (c) If the customer cannot be returned to the original contract terms with its previous supplier of electric service, the slamming CRES provider shall credit or refund to the customer the value of the customer's contract with the customer's previous supplier of electric service for the remaining term of the contract immediately prior to the slam. verde provided the following, but they are not able to provide a signed contract w/tne cust and agreed to reimburse cust any difference from time of inception to termination. Co. is to provide update by cls of business 3/12/19 ***** On 06/30/2017, he authorized the elect and gas enrollment w/d2d rep and processed TPV -elect acct was enrolled in a 12 mth fixed rate of \$0.0799 cents/kWh. -gas acct was enrolled in a 12 mth fixed rate of \$0.499 cents Gas became active 7/12/2017 Elect became active 9/06/2018 Gas defaulted to MVR 1/14/2019 - due to no rsp After receiving complaint, Verde submitted a drop request to the utility for both accts. Verde does not currently possess the signed contract that was conducted on 06/30/2017, Verde will perform a cost analysis for the following dates: Gas: 07/12/2017(Inception) to 04/08/2019 (Termination) Electric: 09/06/2018 (Inception) to 03/14/2019 (Termination)</p>	Ronald Washington	Residential	1218 Kelburn Road Apt A	Columbus	43227
	3/1/2019 10:05 AM	Cancellation Issues	Verde Energy USA Ohio LLC		<p>Verde has requested the Welcome Letter and Contract Expirations Notices that were sent to Mr. Washington. As such, Verde will provide an update by 03/12/2019.</p>	Ronald Washington	Residential	1218 Kelburn Road Apt A	Columbus	43227

				LW informing customer of co response: The customer had NOPEC/Vista starting 9/20/2018. She dropped Vista on 11/17/2018. Her last bill with Vista was 11/14/2018 at the rate of \$5.25. Once Vista was dropped she went to the Standard Service Offer (SSO) on her next bill for 12/17/2018. The rate was \$5.135. On the next bill 1/18/2019 she was once again on the SSO rate at \$4.065. We did not hear from any supplier so the customer was automatically enrolled into the MVR rate which was \$6.49 on her February bill.						
00256660	3/4/2019 2:25 PM	Enrollment Dispute	Constellation NewEnergy-Gas Division LLC	The customer has since cancelled the MVR rate and there is a current request pending for Standard Choice Offer (SCO) on the bill effective date 3/22/19.	Stephanie Harrison	Residential	928 Wheelock Road Downstairs	Cleveland	44103	
00256965	3/5/2019 3:23 PM	Billing Dispute	Constellation NewEnergy-Gas Division LLC	LM informing customer that commercial customers are required to select a supplier, this information was provided on her bill. If a commercial customer does not select a supplier they are placed on the MVR which is not regulated. According to the co she has selected a supplier and will be billed per the terms. ICB.	Ricquetta Carpenter	Residential	1374 East 36th Street #2817	Cleveland	44114	
00257226	3/6/2019 3:09 PM	Contract Terms Altered	Cincinnati Bell Energy LLC	**Notes taken to clear queue** For gas and elect. States the co. almost doubled what they are charging w/out giving her any notification. She enrolled Jan 18, 2018. She doesn't know what she agreed to, but thinks 10% off Dukes rate for elect. Gas, .03850/ccf. Current bill for elect 8.63/kwh Current bill for gas is .07278 Caller explains that she did not receive a contract, caller states that they don't have a contract, states she didn't receive a letter explaining that the current contract is going to expire. Caller states also, that the co. would not allow her to inquire about her bill and the rates she was being charged. I exp'd to the caller PUCO's position, understand the MVR is higher than what she may have initially agreed to, adv'd that the co. would have been required to send her a notification that the fixed rate was going to expire. She said she didn't receive a contract, she didn't receive a notice that her agreed fixed rate is expiring, she knows how contracts work, she wanted to file a complaint against the company due to the rate being higher. She then said thank you, have a good day and disconnected the call.	Janet Jester	Residential	8876 Lyncris Drive	Cincinnati	45242	
00257251	3/6/2019 3:42 PM	Competition Issues / Inquiries	Titan Gas LLC	CALL BACK > -caller says she been calling DEO; Titan; and now the PUCO to get her question(s) answered about Titan's rate offer(s) -caller was advised that only Titan can provide their own rate offers to her >> DEO can't and the PUCO can't -caller says she's currently with DEO's SCO rate and they chose a supplier for her -caller was advised that DEO's SCO rate is the monthly variable rate and Yes, DEO will chose a supplier for her acct, but they can only charge the SCO rate for her usage -Note: caller seemed to be a bit confused b/c she keep getting supplier phone calls & rate offers thru the mail -caller was advised that it is optional for her to choose her own supplier, its not required that she do so, even if a supplier tells her that >> again, it is not required -caller says she understands -invited call back, if necessary	Lana Stearns	Residential	10133 Rockport Road	Bluffton	45817	

					<p>from BB in RSAD:</p> <p>It has been identified that Titan may be switching Dominion SCO customers that were assigned to them to a Titan variable product without the customer's consent. We are aware of four customers who received notification from Titan of either an expiration of the SCO program and/or a welcome letter. The customers were aware that they were SCO customers and wanted to remain SCO customers. We have sent over the four cases to Dominion Energy (DEO) to determine if those customers were switched and to make sure that the customer remains on the SCO and are not switched to the MVR. We have also sent a data request to Titan.</p> <p>DEO's SCO program:</p> <ul style="list-style-type: none"> •DEO conducts an auction every year to determine winning bidders to service as SCO suppliers. •The winning bidders are posted on our EnergyChoice website. •Every year SCO customers are reallocated to the new winning bidders with the mid-April billing cycles. <p>We recently discovered that DEO also allows non-winning bidders to agree to serve SCO customers that return to the SCO after the April billing cycle. The non-winning bid suppliers are still under the same obligations as the winning bidders and the SCO customers that have not switched will remain SCO customers and will be reassigned the following April. Starting this April we will include the non-winning bid suppliers on the EnergyChoice website as well.</p>					
00258292	3/12/2019 1:55 PM	Enrollment Dispute	Titan Gas LLC		<p>warning for CO. to respond w/answers to follow up questions.</p>	David Wrench	Residential	2023 Kirk Road	Youngstown	44511
00259543	3/18/2019 3:55 PM	Rule Violation	Direct Energy Services LLC		<p>After reviewing the TPV, the following noncompliance issues were found:</p> <p>4901:1-29-06(E)(1) The company must conduct an independent TPV with a date and time stamp of the recorded call.</p> <p>4901:1-29-06(E)(1)(c) The company must acknowledge that the company is not the utility company and the customer may choose to remain with the utility.</p> <p>4901:1-29-06(E)(1)(e) The company must have the customer acknowledge that they are the customer of record or is authorized to make changes to the account.</p> <p>4901:1-29-06(E)(1)(i) The company must provide the customer with their utility's contact number to call to rescind the enrollment.</p> <p>4901:1-29-06(E)(1)(j) A verbal request for and the customer's provision of hte customer's account number.</p> <p>4901:1-29-06(E)(1)(k) A verbal request for the customer's provision of their mailing address.</p> <p>It is my findings that Mr. Ruben was fully aware that he was moving from his fixed rate, which was due to expire in Oct 2011, and enrolling in his local gov agg. program.</p> <p>The following is the additional questions remaining to be answered: Thank you for the previous information. After reviewing it, I still have a few more questions.</p> <p>After listening to the sales call and the TPV, Mr. Ruben moved into the government aggregation program in November 2011. Is that correct? When did the company send notifications after the initial enrollment to the customer at the end of each term while in the program? Please forward copies of the notifications for review.</p>	Harriet Ruben	Residential	3274 Edington Road	Fairlawn	44333

00260838	3/25/2019 4:39 PM	Competition Issues / Inquiries	Dominion Energy Solutions Inc	-caller recv'd a ltr from DES informing her that the fixed rate offer expires soon, and will go to a monthly variable rate -caller says she rather go with DEO's SCO rate during the Summer and wait until Fall to find another fixed rate -referred caller to DEO for furtherance -invited call back, if necessary Caller has Columbia Gas. Calling about Volunteer Energy services and a Gov. Aggregation Caller questions what the letter is about Advised of what Gov Aggregation is. Advised if does not opt out will be auto included.	Margaret A Meininger	Residential	1632 Faircrest Street Southwest	Canton	44706
00261346	3/27/2019 4:39 PM	Government Aggregation	Volunteer Energy Services Inc	Advised of the Sco. and advised of AZA chart website. Advised Sco is a mvr Caller not sure how her account is set up- Advised to contact Co advised of what Gov Aggregation is. Advised if does not opt out will be auto included.	Fonda Goble	Residential	1074 Fairview Ave, Apt D	Bowling Green	43402
	3/27/2019 4:39 PM	Government Aggregation	Volunteer Energy Services Inc	Advised of the Sco. and advised of AZA chart website. Advised Sco is a mvr Advised of Co number	Fonda Goble	Residential	1074 Fairview Ave, Apt D	Bowling Green	43402
00261430	3/28/2019 10:33 AM	Enrollment Dispute	Verde Energy USA Ohio LLC	I called and spoke to the customer. I explained that I just got his voice mail. I asked when he signed up with a supplier. He states he went through a broker and he signed up with Santanna. He states that what happened is he purchased the business back in October, he had to get the account in his name. I December he signed up with Santanna and the broker sent that through and he was penalized for this. I explained he was not penalized. I explained that any time he signs up or cancels with a supplier it takes one to two billing cycles, it is not immediate. so that is why he billed at the MVR. He does not think this is fair. I told him I can note that but that is how it is done. he wanted to know what his recourse is and I told him he could contact Verde to see if they would credit him but they are not required to. They did nothing wrong. I explained that anytime a customer signs up with a supplier it takes one to two billing cycles and in the mean time they can be billed at the MVR. I asked if the previous owner was with a supplier and he states they were with Santanna and he just kept it that way. I explained that when that was done, that made the old contract null and void and then he had to sign his account up so then that put him in the MVR billing. he just does not think this is right. I told him I can certainly note that, he is not alone in his thinking. We have many people who do not like it but that is the way it is. he states he did not have this issue with the electric. I told him he may have just hit that right with the billing cycle, I don't know. I explained I do understand. He states he thought he did everything right. I told him he did. I told him he could check with the broker to see when the submitted the switch, that could possible by why, I don't know. Rule of thumb is one to two billing cycles and then if it takes longer than that then we can contact the company to find out what is going on. I explained MVR. I asked when his current contract ends and he states in October, I told him this could happen then too. he states that he already signed up with another company are to take over when the Santanna contract ends. I told him that it could be seamless or he could be billed variable for one to two billing cycles, I can not tell him for sure. he states he understands. he thanked me for calling him back. ICB. close case.	Highway Auto Center	Commercial	8410 East Washington Street	Chagrin Falls	44023
	3/28/2019 10:33 AM	Enrollment Dispute	Verde Energy USA Ohio LLC	I called the customer and left a detailed message. I explained he is on the MVR which is a variable rate that can be anything. I explained his account is commercial, small business and he needs to choose an alternate supplier or he will remain on the MVR with DEO. I am not sure if he was with an alternate supplier before being returned to DEO and being placed on the MVR. that usually happens if a contract ends or the customer has not chosen an alternate supplier. So, to get off the MVR he will need to choose a supplier and he can go to our website for that information. ICB if he has any questions. close case.	Highway Auto Center	Commercial	8410 East Washington Street	Chagrin Falls	44023
	3/28/2019 10:33 AM	Enrollment Dispute	Verde Energy USA Ohio LLC	I called the customer and left a detailed message. I explained he is on the MVR which is a variable rate that can be anything. I explained his account is commercial, small business and he needs to choose an alternate supplier or he will remain on the MVR with DEO. I am not sure if he was with an alternate supplier before being returned to DEO and being placed on the MVR. that usually happens if a contract ends or the customer has not chosen an alternate supplier. So, to get off the MVR he will need to choose a supplier and he can go to our website for that information. ICB if he has any questions. close case.	Highway Auto Center	Commercial	8410 East Washington Street	Chagrin Falls	44023
00261493	3/28/2019 12:57 PM	Enrollment Dispute	Direct Energy Services LLC	Caller wanted to get to his complaint b/4 providing demographics. He believes a supplier is over charging them. The rate has been high since Nov. Trying to figure out how he can obtain a list of the MVR's that are being charged. He wants to know what the established rates are for residential customers. Co. told him he signed on in 2016. He doesn't remember signing up w/ them, but the co. is saying they did in 2016. Co. is currently charging 10.20 mcf. Caller recalls being in a gov agg. Program, but never enrolling w/ this co. Asked caller if he asked the co. to provide proof that he enrolled w/ this co. and he said no. Advd puc can inv., advd co. timeline. Advd will have to establish when and how the acct was acquired and depending on info acquired thru the invt., would determine the outcome as there so much unknown. He understood.	Richard Moran	Residential	4650 Dover Center Road	North Olmsted	44070

					Co response: Customer's account was assigned to Verde from the Utility Co. under the Monthly Variable Rate program. Co has no means to block the switch to another supplier. Co notes customer should contact the Utility. Co notes no adjustments will be given as not warranted. Called customer/ advised of follow up response.	Consolidated Investment Corp	Commercial	7353 Lakeshore Blvd	Mentor	44060
00261626	3/29/2019 9:14 AM	Cancellation Issues	Verde Energy USA Ohio LLC		Customer's account was assigned to Verde from the Utility Co. under the Monthly Variable Rate program. Co has no means to block the switch to another supplier. Co notes customer should contact the Utility. Co notes no adjustments will be given as not warranted.	Consolidated Investment Corp	Commercial	7353 Lakeshore Blvd	Mentor	44060
	3/29/2019 9:14 AM	Cancellation Issues	Verde Energy USA Ohio LLC		Co notes no adjustments will be given as not warranted.	Consolidated Investment Corp	Commercial	7353 Lakeshore Blvd	Mentor	44060
00261781	3/29/2019 3:32 PM	Enrollment Dispute	US Gas & Electric Inc		I read the company response and they are now stating they acquired the customer through CGO's MVR program. CGO does not have the MVR program. will send back to the company for another answer.	Reva Alfrey	Residential	365 West Cook Road unit 3	Mansfield	44907
	3/29/2019 3:32 PM	Enrollment Dispute	US Gas & Electric Inc		I read the company response and according to OHG&E the customer was enrolled with them through DEO's MVR program. I contacted DEO about this and they do not service the Mansfield area. They did not service either of the customers address's. I called CGO and spoke to DI and she was able to confirm they service the Mansfield area and both of the customers address's. I thanked for the help. I sent OGH&E another e-mail asking again how they acquired the customer as the customer was not with DEO and was not on the MVR. Waiting on response from company.,	Reva Alfrey	Residential	365 West Cook Road unit 3	Mansfield	44907
00262433	4/3/2019 9:39 AM	Billing Dispute	United Energy Trading LLC		Caller states that he thinks he was enrolled in Jan, went into affect in Feb. Was in a low intro rate. He said the co. didn't explain anything about a contract. His understanding was that the acct would change the supplier. He said that he thought he'd be charged a fair market rate and not such a drastic difference. He said this co. is charging double of what DE is charging. The co. started charging the MVR w/this bill he just rc'd. The co. is charging 6.35/mcf. Caller says that he never rc'd a copy of his terms and conditions. Caller thinks he did process a TPV. Caller did call Kratos and all they said it was a variable rate, first mth was low and reverted thereafter. They said that is will come down in the summer time just because the over all demand is lower and the rate will drop. Confirmed CB #, provided case number. Advd time frame. ICB	Corners Berg Pizza Poland	Commercial	1 North Main Street	Poland	44514
00262724	4/4/2019 12:37 PM	Competition Issues / Inquiries	United Energy Trading LLC		Caller has Dominion. Caller was with Direct Energy and was changed to Kratos. Caller questions this. Caller states in the past someone came to her door, but she has since cancelled that. Caller states her bill shows Sco- Advised caller Sco is a mvr and fluctuates based on the market. Advised of SCO rate at \$2.9250/MCF. Advised caller of option to choose her own supplier via A2A chart website or chart mailed. Caller requests chart- Advised would send chart. (Advised to use chart for educational info only). Advised to call supplier for most current info. Caller called stated he received VM Caller would like to verify that he will go to Nopec as of June due to choosing not to opt out of aggregation Caller stated he requested the MVR until then Caller wants to know how he got Snyder brothers as a supplier Advised that yes if he did not opt out Nopec would default as his supplier Advised if he requested the MVR with Dominion then he was placed with Snyder Bros who provide a variable rate	Linda Westenfelder	Residential	4514 West Prospect Street	Mantua	44255
00262843	4/5/2019 8:15 AM	Government Aggregation	Northeast Ohio Public Energy Council		ICB I advised customer that during the SSO period he has 2 months to switch to SCO. Since he did not, he was assigned to MVR. Referred to DEO to request to part of the SCO.	Darryl Rosenberg	Residential	4230 Bushnell Road	University Heights	44118
00263298	4/8/2019 3:48 PM	Enrollment Dispute	Shipley Choice, LLC		**Closed case	James Prochazka	Residential	24001 Aurora Road Unit A	Bedford Heights	44146

		00265302	4/18/2019 3:04 PM	Enrollment Dispute	DTE Energy Trading Inc	His usage has gone down, but the cost has gone up. DTE is on his bill and he never authorized enrollment in DTE energy or Kratos. DEO told him that suppliers have been on his bill since January and he moved to the premises in November. DEO did not advise if this was due to MVR assignment. I advised I will send up for investigation to find out how companies enrolled his account.	Samuel Hayes	Residential	1606 Cleveland Avenue Apt B	Kenton	43326
		00265304	4/18/2019 3:05 PM	Enrollment Dispute	United Energy Trading LLC	His usage has gone down, but the cost has gone up. DTE is on his bill and he never authorized enrollment in DTE energy or Kratos. DEO told him that suppliers have been on his bill since January and he moved to the premises in November. DEO did not advise if this was due to MVR assignment. I advised I will send up for investigation to find out how companies enrolled his account.	Samuel Hayes	Residential	1606 Cleveland Avenue Apt B	Kenton	43326
		00265774	4/22/2019 3:50 PM	Misleading Information / Materials	Provision Power & Gas LLC	Caller states that Quake Energy is being deceptive by not calling the first month rate price for the variable rate plan an "introductory rate." Also, all of the negative remarks about the supplier he found on-line have been "wiped clean" therefore he believes someone is trying to protect the supplier. Advised caller I can note his concerns, advised under the "offer details" it does state that the price for the first month currently is \$0.349 then monthly variable rate. Caller states that is not the price that would have been billed if someone enrolled with the supplier last month, therefore it is an "introductory rate." *****Asked caller if he has enrolled with Quake to verify this is not a rate dispute he has, he states no, he hasn't enrolled with the supplier. ***** Advised again I can note his concerns that he believes that Quake should be calling the current first month price per CCF an "introductory rate." ICB and provided my name.	Randy Waldron	Residential	1920 Dunham Street	Toledo	43609
		00265921	4/23/2019 12:02 PM	Enrollment Dispute	Verde Energy USA Ohio LLC	The account was enrolled in Verde Energy through the DEO MVR. Since the customer did not call to state that she would like to be on the SCO rate with DEO after the cancellation with Xoom Energy, she was automatically assigned to the MVR at the auction rate. She will need to call DEO to get on the SCO rate or enroll with another supplier to cancel the MVR.	Leshonda Anderson	Residential	923 Nathaniel Road	Cleveland	44110
			4/23/2019 12:02 PM	Enrollment Dispute	Verde Energy USA Ohio LLC	I left voicemail advising that The account was enrolled in Verde Energy through the DEO MVR. Since the customer did not call to state that she would like to be on the SCO rate with DEO after the cancellation with Xoom Energy, she was automatically assigned to the MVR at the auction rate. She will need to call DEO to get on the SCO rate or enroll with another supplier to cancel the MVR. Advised of A2A website.	Leshonda Anderson	Residential	923 Nathaniel Road	Cleveland	44110
		00266141	4/24/2019 11:15 AM	Competition Issues / Inquiries	Vista Energy Marketing LP	Someone came to her door about a wk ago. Told her she was switched already and wanted to see her bills to make sure everything was ok.... She ignores the notices that she receives. Just bought this trailer. Wanting to know if it makes a difference who is supplying. Caller will ask a question and then make a statement. When trying to answer her question, she interrupts then asks another question...or moves onto making another statement. Caller is all over the place and I'm struggling to nail her down on just what she is needing or asking... Now caller is saying she enrolled gas and elect accts, she thinks she enrolled last Sat. I asked if she has specific concerns regarding the enrollments from last wk end? Saying she just rc'd letters yesterday...one for gas and one for elect. Advd that she has 7 bus. Days to rescind her decision for gas and 7 calendar days to rescind elect w/out any ramifications. During the this call it's impossible to answer any of her questions. Just as soon as I speak to answer, she's off onto something else. Finally, advd that if she wants to determine if this is a savings, she'll need to run the calculations. Advd to multiply her consumption from her last bill by the rate just offered, compare to what she was just charged and see if it's a savings. She said she knows how to do that, she knows this. She said she's just wanting to know is it worth it. Advd that I can't give her a specific answer on this and it depends on what she agreed to. I attempted to discuss w/her about being careful getting involved in MVR's. She indicated this was a fixed rate...she then said she didn't even intend to get involved in all of that, she just wanted to know if this is worth it. I've explained that I have to remain a natural party and the savings depends on the offer she's agreed to. She then jumped to, do they have to come to her door? I suggested posting no solicitation signs as they are to abide by these signs. In the end caller said ok then, thank you and terminated the call.	Penny J Smith	Residential	25021 Aurora Road trailer 162	Bedford Heights	44146

			4/24/2019 11:15 AM	Competition Issues / Inquiries	Vista Energy Marketing LP	<p>Someone came to her door about a wk ago. Told her she was switched already and wanted to see her bills to make sure everything was ok.... She ignores the notices that she receives. Just bought this trailer. Wanting to know if it makes a difference who is supplying. Caller will ask a question and then make a statement. When trying to answer her question, she interrupts then asks another question...or moves onto making another statement. Caller is all over the place and I'm struggling to nail her down on just what she is needing or asking...</p> <p>Now caller is saying she enrolled gas and elect accts, she thinks she enrolled last Sat. I asked if she has specific concerns regarding the enrollments from last wk end? Saying she just rc'd letters yesterday...one for gas and one for elect. Advd that she has 7 bus. Days to rescind her decision for gas and 7 calendar days to rescind elect w/out any ramifications.</p> <p>During the this call it's impossible to answer any of her questions. Just as soon as I speak to answer, she's off onto something else.</p> <p>Finally, advd that if she wants to determine if this is a savings, she'll need to run the calculations. Advd to multiply her consumption from her last bill by the rate just offered, compare to what she was just charged and see if it's a savings. She said she knows how to do that, she knows this. She said she's just wanting to know is it worth it. Advd they are all trying to get her business to make money. She said she realizes that. Advd that I can't give her a specific answer on this and it depends on what she agreed to.</p> <p>I attempted to discuss w/her about being careful getting involved in MVR's. She indicated this was a fixed rate....she then said she didn't even intend to get involved in all of that, she just wanted to know if this is worth it. I've explained that I have to remain a natural party and the savings depends on the offer she's agreed to.</p> <p>She then jumped to, do they have to come to her door? I suggested posting no solicitation signs as they are to abide by these signs. In the end caller said ok then, thank you and terminated the call. I called the customer and advised that NOPEC never requested that DEO place him in the aggregation because due to a customer initiated drop in May 2018 his account was not eligible for the aggregation. I advised that his account will be eligible in October or November 2019 when the new aggregation begins.</p> <p>He states that he called NOPEC six or seven times and no one ever told him that. He states that NOPEC told him that the enrollment was not completed because he was not on the SCO rate. He states DEO put him on the SCO rate when they were going to charge him \$7 on the MVR, so he is happy they resolved that. He is still unhappy with NOPEC's customer service and is not satisfied with the PUCO answer.</p> <p>I advised I can document his concerns regarding NOPEC's customer service, but there is no further action I can take on the complaint.</p> <p>He would like NOPEC to call him back.</p> <p>I advised that I will request NOPEC call him back.</p> <p>He would like to know what his next step is if he is unsatisfied with NOPEC's answer. He wants to know if he should call the AG office.</p>	Penny J Smith	Residential	25021 Aurora Road trailer 162	Bedford Heights	44146
00500997		5/3/2019 2:38 PM	Competition Issues / Inquiries	Northeast Ohio Public Energy Council	<p>I advised if he is still unsatisfied he can request a FC packet from the PUCO.</p>	Charles Faiman	Residential	11 Nantucket Court	Beachwood	44122	
		5/3/2019 2:38 PM	Competition Issues / Inquiries	Northeast Ohio Public Energy Council	<p>Customer was trying to get signed up with NOPEC, but instead was moved to a rate called MVR. He is upset that the rate he had with the SSO dramatically increased. The DEO rep was unable to assist him. NOPEC claimed that DEO would not allow them to be his provider.</p> <p>I advised that we could check with DEO to confirm that they sent him the proper notification from SCO to SSO to MVR. Also to verify with DEO why NOPEC was unable to switch him as he did not opt out of the aggregation program.</p>	Charles Faiman	Residential	11 Nantucket Court	Beachwood	44122	

				<p>I called customer and advised that during the DEO investigation it was discovered that she is enrolled with DES. I advised that the DES enrollment is not in compliance with the O.A.C. I advised that I am working on re-rating the customer's charges, but the enrollment has not been cancelled. I inquired if she would like to cancel or remain with DES.</p> <p>She states that she has been doing research and found some other rate offers, but she is not sure what she wants to do because some companies have monthly fees or ETFs.</p> <p>I advised that she does not have to choose a supplier rate and can go with the SCO rate. I explained that the SCO rate is based on NYMEX and changes monthly. I advised of historical highs and lows of SCO rate over the past 3 years. I advised that she can think about what she wants to do and just call back if she decides to cancel.</p> <p>She inquired how long it takes for the SCO rate to go into effect.</p> <p>I advised when customer's cancel with a supplier it usually takes about 2 billing cycles to see the changes reflected on the bill.</p> <p>I advised that I reached out to DEO regarding the customer service complaint and inquired about DEO's company policy for when a call drops. I advised that DEO states that when a call is dropped it is company policy to attempt a call back and document the call back. DEO has addressed the policy with the agents involved in the call. I advised that the late payment charge has been waived and DEO attempted to contact her after the late charge was waived, but they were unable to reach her.</p>						
00504907	5/16/2019 2:52 PM	Enrollment Dispute	Dominion Energy Solutions Inc	She states that she does not believe that she received the calls, but she works a lot and may have missed the calls. She is glad to have an answer about that because she was working really hard to get	Nicole Cravotta	Residential	361 Belvedere Avenue Northeast	Warren	44483	
				<p>Called and spoke with Ms. Shelton: Advised her that the company provided the TPV she completed when she enrolled in June 2017. Advised the agreement was for 12 months and a renewal notice was issued at the end of the initial term but she was not billed at the new rate. Advised Think Energy has rerated the billed charges to the DEO SCO in effect to make her whole.</p> <p>Ms. Shelton states she did not enroll with Think Energy because the middle initial on the account is incorrect and the phone number is an exchange she has never had. Further, she states Think Energy is still on the DEO bill. ***Advised I can send her a copy of the TPV and asked for her e-mail address. *****</p> <p>Advised her Think Energy states they haven't received a cancellation notice. Explained she would need to cancel the enrollment, which she indicates DEO was supposed to do, and then she would revert to the DEO SSO for two billing cycles. She states DEO told her she has to keep Think Energy or select a new supplier. *****Explained to her after she cancels and goes back to the SSO, she has two billing cycles to request the DEO SCO or select a new supplier. If she doesn't, she will be assigned to a supplier and then be billed at the MVR. *****Ms. Shelton states that is the same thing DEO told her.</p> <p>She then stated that what I'm telling her is that she is "stuck" with Think Energy. Advised her no, again she needs to cancel the enrollment and Think Energy has made her whole by rerating to the DEO SCO and issuing her the refund check of \$248.xx. Explained again after she cancels and goes back to the SSO, she has two billing cycles to request the DEO SCO or select a new supplier. If she doesn't, she will be assigned to a supplier and then be billed at the MVR.</p>						
00505202	5/17/2019 11:45 AM	Enrollment Dispute	ENGIE Retail LLC	Ms. Shelton thanked me for the call.	Doreen Shelton	Residential	3360 West 33rd Street DOWN	Cleveland	44109	
00508404	5/29/2019 10:44 AM	Cancellation Issues	Verde Energy USA Ohio LLC	Informed customer of drop timeframe which should be complete now. She said she's enrolled with Dominion Energy now. I informed her of the need to be acutely aware of her contract terms to avoid going variable rates. Discussed variable rates, SCO, MVR, etc. ICB if nec.	Kimberly Perrin	Residential	615 North Moening Street	Delphos	45833	
	5/29/2019 10:44 AM	Cancellation Issues	Verde Energy USA Ohio LLC	LM informing customer of how DEO's MVR rate works. Explained MVR and SCO, unregulated variable rates, the need to contact DEO ASAP to request SCO. Advised the switch typically takes 1-2 billing cycles. Once placed on SCO she will need to contact them again within two billing cycles to inform them she wants to remain on the SCO to avoid being placed on the MVR again. Explained this is not an error so we have no way of requiring any account adjustments.	Kimberly Perrin	Residential	615 North Moening Street	Delphos	45833	
	5/29/2019 10:44 AM	Cancellation Issues	Verde Energy USA Ohio LLC	LM informing customer of how DEO's MVR rate works. Explained MVR and SCO, unregulated variable rates, the need to contact DEO ASAP to request SCO. Advised the switch typically takes 1-2 billing cycles. Once placed on SCO she will need to contact them again within two billing cycles to inform them she wants to remain on the SCO to avoid being placed on the MVR again. Explained this is not an error so we have no way of requiring any account adjustments.	Kimberly Perrin	Residential	615 North Moening Street	Delphos	45833	

			5/29/2019 10:44 AM	Cancellation Issues	Verde Energy USA Ohio LLC	<p>customer called with a complaint against Verde Energy. she says that she was being charged by them, she had never enrolled with them before. she says that on 3/26/19 she called them to cancel their service and they told her she had already been automatically dropped by Verde Energy on 3/25/19 but they didn't tell her why. she never received any letter confirming the cancellation.</p> <p>she says that she's still being billed by Verde when she received her gas bill yesterday. she says that she called them again and the lady rep acted like they couldn't hear the customer. so the customer called DEO to terminate her gas service.</p> <p>i advised we can contact Verde for her about the cancellation request and to see if she's eligible for a credit. she says that Verde is charging her \$9/mcf.</p> <p>i advised her of the SSO, SCO, and the MVR. she says she believes she may have been placed on the MVR with Verde because she didn't choose her own supplier.</p> <p>i advised her of the inv time frame.</p>	Kimberly Perrin	Residential	615 North Moening Street	Delphos	45833
00509865		6/4/2019 9:44 AM	Contract Inquiry		North American Power and Gas LLC	<p>Called and left a message for the customer advising that the complaint was received and that most contracts roll over to a MVR once the initial period is over. Advised we can follow-up with the company just to ensure that they followed proper procedure. Advised of time frame for response.</p> <p>Left contact info.</p>	James Grabill	Residential	606 Nettie Drive	Miamisburg	45342
00511887		6/7/2019 1:04 PM	Enrollment Dispute		North American Power and Gas LLC	<p>Called customer/left vm- Advised of Co response</p> <p>Advised account was assigned to Co by dominion.</p> <p>Advised after Verde cancelled no supplier was selected so account was placed on Mvr.</p> <p>Dominion has cancelled the MVR and customer is back on the Sco rate</p> <p>Customer's account was assigned to supplier by Dominion.</p>	Kiara Bryant	Residential	134 Labelle Avenue	Youngstown	44507
		6/7/2019 1:04 PM	Enrollment Dispute		North American Power and Gas LLC	<p>Customer's previous account with Verde stopped on 03/27/19, and a supplier was not selected so the account was placed on the MVR at 6.59/mcf on 05/25/19.</p> <p>Customer cancelled the account on 06/07/19. Dominion has cancelled the MVR and placed the customer back on the SCO rate.</p>	Kiara Bryant	Residential	134 Labelle Avenue	Youngstown	44507
		6/7/2019 1:04 PM	Enrollment Dispute		North American Power and Gas LLC	<p>Dominion has left messages for the customer and sent a please call letter.</p>	Kiara Bryant	Residential	134 Labelle Avenue	Youngstown	44507
00513490		6/13/2019 12:03 PM	Cancellation Issues		Snyder Brothers Energy Marketing LLC	<p>Customer states that she received notification that she is being enrolled in the DEO choice program. The number provided to call is 888-796-4361.</p> <p>I looked up the number and the first contact that pulls up is CGO. I inquired if the customer has CGO or DEO. I advised that there is no company called DEO Choice, but it is most likely a supplier.</p> <p>She states she does not know what she has, but she thinks this is for a supplier. But she does not want to go with a supplier.</p> <p>After looking further, the number is for Snyder Brother's energy marketing.</p> <p>She states that she told DEO that she does not want a supplier, but it looks like they are making her get a supplier.</p> <p>I advised that depending on if the business is billed as large commercial or small commercial they could require a supplier. I advised that she also could have been assigned to an MVR if she previously had a supplier and cancelled. I advised of number for DEO to cancel supplier and call back if any other concerns or questions.</p>	Advanced Family Chiropractic LLC Second Pentecostal Church of God	Commercial	517 Main Street	Belpre	45714
00514383		6/17/2019 10:38 AM	Enrollment Dispute		North American Power and Gas LLC	<p>Co response:</p> <p>Customers account was assigned to Co via Dominion under MVR.</p>	Second Pentecostal Church of God	Commercial	4229 East 131 st	Cleveland	44105
		6/17/2019 10:38 AM	Enrollment Dispute		North American Power and Gas LLC	<p>Called customer/advised of co response:</p> <p>Customers account was assigned to Co via Dominion under MVR</p> <p>Customer disconnected the call.</p>	Second Pentecostal Church of God	Commercial	4229 East 131 st	Cleveland	44105

					<p>North American Power and Gas is a MVR. So once American Power and Gas ended, their bill moved to MVR because it is a commercial account and they didn't pick a supplier.</p> <p>From: Shanequa Jones [mailto:contactthepuco@puc.state.oh.us] Sent: Wednesday, June 26, 2019 2:03 PM To: Tamara P Davis (GasInfrastructure - 5) Subject:</p> <p>Good Afternoon,</p> <p>Thanks for the prompt response.</p> <p>The billing shows American Power and Gas. The company in question is North American Power and Gas.</p> <p>Please advise how North American Power and Gas was assigned to the customer's account. North American Power and Gas states that the account was assigned to them by Dominion on 06/05/19.</p> <p>Sincerely,</p> <p>Shanequa Jones Public Utilities Commission of Ohio Service Monitoring and Enforcement Department Customer Service Investigator (800) 686-PUCO (7826)</p>	Second Pentecostal Church of God	Commercial	4229 East 131 st	Cleveland	44105
	6/17/2019 10:38 AM	Enrollment Dispute		North American Power and Gas LLC						
00514433	6/17/2019 12:01 PM	Misleading Information / Materials		US Gas & Electric Inc	<p>LM informing Mr. Zemla that the supplier is on his bill via MVR. Advised of SCO and MVR, the need to contact the co to request placement on the SCO and once returned he'd need to call them back within two months of returning to the SCO to inform the co that he wants to remain on the SCO rate, otherwise he'd be returned to the MVR after two months on the SCO. Advised the MVR is not regulated and the information is on the bill so I have no authority to require a re-rate. Provided co # and ICB if nec.</p>	Tony Zemla	Residential	5221 Biddulph Avenue	Cleveland	44144
	6/17/2019 12:01 PM	Misleading Information / Materials		US Gas & Electric Inc	<p>Customer returned my call. He said he enrolled with a supplier and he cancelled because his rate increased. He got back to DEO then his bill went up again. Explained MVR and that he must contact DEO to request to be placed on their SCO rate. Stressed the importance of then calling back within 2 months of returning to DEO to requests to stay on the SCO in order to keep his rate regulated.</p> <p>He is going to call now to take care of this. He said he can't believe a young guy bamboozled him into signing up for something that cost him so much money and states he doesn't have his name because he never received any paperwork whatsoever from the co. He doesn't even know the name of the supplier.</p> <p>I suggested he ask DEO that name of the supplier he had for the past two years and contact us back with the information and we will look into his enrollment to ensure the supplier rules were followed. That would be a separate investigation. This investigation is regarding the MVR rate which no enrollment was required for because they were his MVR supplier</p> <p>ICB.</p>	Tony Zemla	Residential	5221 Biddulph Avenue	Cleveland	44144
00514950	6/18/2019 1:09 PM	Enrollment Dispute		Snyder Brothers Energy Marketing LLC	<p>vm customer that was switched to mvr after cancelling santanna's contract 3/19/19 and not either choosing the sco rate or another gas supplier. dominion shows a new contract with santanna set to become effective 7/10/19. leave hotline number as cbr.</p> <p>-caller says she cancelled/left her energy supplier on Jan 19, and on Mar 27 - she rec'd a postcard indicating that DEO assigned her acct to Centerpoint Energy at the MVR rate</p> <p>-caller was advised that when her relationship with the supplier ended, the acct will return to Dominion Energy Ohio's SSO rate for up to two billing periods, after which she is assigned to a retail supplier at the supplier's Monthly Variable Rate (MVR), unless she request to be placed on the DEO's SCO rate</p> <p>-caller says when she cancelled the supplier in Jan, she told DEO that she want to go back to the SCO rate</p> <p>-referred caller to EA hotline for furtherance >> contact info provided</p> <p>-invited call back, if necessary</p>	Mark Kmit	Residential	10823 Fortune Avenue	Cleveland	44111
00517035	6/24/2019 4:42 PM	Competition Issues / Inquiries		Centerpoint Energy Services Inc		Diana J Garno	Residential	2241 Woodward Avenue	Lakewood	44107
00517282	6/25/2019 10:36 AM	Competition Issues / Inquiries		SouthStar Energy Services LLC	<p>-caller rec'd a ltr from Ohio Natural Gas reminding her that the current 6-month contract expires July 9, and if she does not contact them, she will auto-renew into another fixed rate contract for 6 months</p> <p>-caller wants to know what she should do</p> <p>-caller was advised about Vectren's SCO rate being a monthly variable rate and currently \$0.36673 per ccf from June 1, 2019 through June 30, 2019 >> rate is subject to change on July 1</p> <p>-caller was advised that choosing her own supplier thru the Choice program is optional - not required</p> <p>-caller says she'll reconsider what she want to do >> whether go with SCO rate -or- stay with ONG -or- choose another supplier, etc...</p> <p>-invited call back, if necessary</p>	Nancy Norvell	Residential	822 Far Hills Avenue	Oakwood	45419

				<p>From: Brandon Flowers [mailto:brandon.flowers@elevationeg.com] Sent: Monday, July 1, 2019 2:12 PM To: PUCO ContactThePUCO <ContactThePUCO@puco.ohio.gov> Cc: compliance@elevationeg.com Subject: Re: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00517394 [ref:_00Dt0GzXt_500t0KDf28:ref]</p> <p>Hi Ms. Cassidy,</p> <p>After reviewing, this account was enrolled with Quake Energy by Jean M Young on June 26, 2019 via telephonic enrollment for a monthly variable rate of \$0.0539/kWh (AEP Ohio Power Energy Choice Program) for the first month and \$0.349/ccf (Columbia Gas Ohio) for the first month with no associated early termination fees (ETF's).</p> <p>The natural gas transfer was denied by the Columbia Gas of Ohio Utility due to the customer being a part of a public assistance program, so no terms and conditions were mailed to the customer regarding natural gas services.</p> <p>The AEP Ohio Power Energy Choice Program was authorized by the customer and Terms and Conditions were mailed (copy attached).</p> <p>We found no mention of a \$20 rebate on the initial sales call or associated TPV (attached), however we are happy to cancel services for the customer.</p>						
00517394	6/25/2019 2:34 PM	Posed as Utility	Provision Power & Gas LLC	We're committed to full compliance and customer satisfaction. We are deeply sorry for any potential confusion caused by this interaction.	Jean Young	Residential	828 Spencer Avenue	Steubenville	43952	
00517758	6/26/2019 11:06 AM	Enrollment Dispute	Titan Gas LLC	refer to 00517761, sent this case and above case to dominion to check on who serves customer on which rate, sco, mvr, other gas supplier than dominion, etc.	Jan Weimer	Residential	895 Bender Road	Marietta	45750	
				Ms. Weimer calling on behalf of her mother as POA, Ms. Foreshee.						
	6/26/2019 11:06 AM	Enrollment Dispute	Titan Gas LLC	She was assigned to Shipley Energy due to MVR. She states that recently she received a letter postmarked for June 20 from Titan Gas and Power that is thanking her for the enrollment. The letter was sent in her Dad's name, William R Foreshee, but he passed away three years ago. One year ago she closed his account [REDACTED] and opened the account in her mother's name. She would like to know how Titan Gas and Power enrolled her.						
				I advised that the letter may have been sent in error, but if it is an enrollment letter the PUCO can obtain the enrollment documentation. I advised of investigative process.	Jan Weimer	Residential	895 Bender Road	Marietta	45750	
				Ms. Weimer calling on behalf of her mother as POA, Ms. Foreshee.						
				She states that she was on Shipley Energy for the MVR rate, but DEO said that Kratos is her supplier. She states that she never requested to change and the representative at DEO could not tell her how long Kratos has been the supplier. She wants to know if they are her supplier for a MVR, SCO, or choice supplier and how.						
00517761	6/26/2019 11:08 AM	Enrollment Dispute	United Energy Trading LLC	I advised of investigative process.	Jan Weimer	Residential	895 Bender Road	Marietta	45750	
				Customer calling back, she states she just got out of the hospital and her gas has been turned on. She states she has a case. I found the case. I verified it was about DE and she states yes. I explained that the inv tried calling her back and did not reach her and was sending her a letter. She states he really does not have a good phone, her sister lets her use her trac phone. I told her that I could give her the case info as inv has noted as of 7/17/19. I read the following to the customer: On September 6, 2013, completed a TPV, Michael Conrad, stated he is the acct holder, at 38 Prospect St, Monroeville, OH 44847, he rc'd copy of signed Contract. -He accepted a fixed rate of \$0.579/CCF for 12 months with no cancellation fee. -Co. provided the T & C						
				The enrollment was submitted to the utility September 10, 2013 -start date of September 3, 2013.						
				The acct transitioned to MVR September 3, 2014, as disclosed with the initial enrollment and terms. ***A Renewal Notice was not a requirement by the State of Ohio at this time.						
				Mr. Conrad rc'd the contracted rate of \$0.0579/CCF from September 3, 2013 through September 3, 2014 -September 4, 2014 through July 9, 2019, Mr. Conrad was billed at the MVR						
				Jul 10, 2019, Co. rc'd we rc'd a cancellation notification from the utility with an effective date of July 9, 2019. Based on the details of the investigation, the gas account was billed as contracted.						
00521680	7/9/2019 4:27 PM	Enrollment Dispute	Direct Energy Services LLC	Co. attempted to contact her on July 11, 2019 and July 15, 2019 at (419) 681-0016; the line was not answered, and voicemail is not available to leave message for return call	Bonny Moore	Residential	38 Prospect Street	Monroeville	44847	

					In drafting letter to cust., I did verify w/M.S that in a renewal notification was not a requirement in for gas.					
		7/9/2019 4:27 PM	Enrollment Dispute	Direct Energy Services LLC	Additionally, needing to verify w/DES that the actual start date for this contract in 2013 and when the fixed rate ended and when did the MVR begin.	Bonny Moore	Residential	38 Prospect Street	Monroeville	44847
					On HL till 4:00. reviewed co. rsp., will contact cust and advise co. rsp. ***** On September 6, 2013, completed a TPV, Michael Conrad, stated he is the acct holder, at 38 Prospect St, Monroeville, OH 44847, he rc'd copy of signed Contract. -He accepted a fixed rate of \$0.579/CCF for 12 months with no cancellation fee. -Co. provided the T & C The enrollment was submitted to the utility September 10, 2013 -start date of September 3, 2013. The acct transitioned to MVR September 3, 2014, as disclosed with the initial enrollment and terms. ***A Renewal Notice was not a requirement by the State of Ohio at this time. Mr. Conrad rc'd the contracted rate of \$0.0579/CCF from September 3, 2013 through September 3, 2014 -September 4, 2014 through July 9, 2019, Mr. Conrad was billed at the MVR Jul 10, 2019, Co. rc'd we rc'd a cancellation notification from the utility with an effective date of July 9, 2019. Based on the details of the investigation, the gas account was billed as contracted.					
		7/9/2019 4:27 PM	Enrollment Dispute	Direct Energy Services LLC	Co. attempted to contact her on July 11, 2019 and July 15, 2019 at (419) 681-0016; the line was not answered, and voicemail is not available to leave message for return call. REVIEWED LIVE FOLLOWING INFO W/CS23: electric was to begin Aug 8 -Toledo Edison submitted a cancellation July 25 and provided an end of service date of July 25, 2019. gas was set to begin Jul 31 -Columbia Gas submitted a cancellation on July 25 -Median will not be servicing this account with gas or electricity supply. The individual marketer involved in the enrollment has been terminated and will not be permitted to market for Median Energy in the future. Co. added her address and ph number to their internal Do-Not-Call and Do-Not-Knock lists to prevent any future solicitation from Median Energy. The indiv on the TPV is not the customer's voice. She stated that she was told she'd receive a cb about the complaint, I confirmed for her that this is the cb she was promised. She said this really ticked her off. Advd that I can't blame her, but co. has assured me that neither acct was enrolled. Cust thanked me. ICB should she need to. ***** electric and gas accts were enrolled on July 18, 2019 -a woman identified herself as Anne James -completed a TPV -the telephone number provided by Ms. James in her complaint does not match the telephone number used to complete the TPV. -Thurs July 18, 2019 at 5:58 pm.	Bonny Moore	Residential	38 Prospect Street	Monroeville	44847
00526372		7/25/2019 3:17 PM	Enrollment Dispute	Median Energy Corp	Resolution Comments: Response letter mailed to consumer August 27, 2019. Per letter to consumer: Kratos' response was to provide a copy of the Third Party Verification (TPV) recorded with you on October 15, 2018. Upon review of the TPV, I found that you responded "Yes" when asked if you understood that you are enrolling with Kratos for a rate of \$2.85 per MCF for one month and that after the one-month period is up you will be placed on the monthly variable rate. Please find enclosed a copy of the terms and conditions of the supply agreement mailed to your attention on October 17, 2018. Upon review of the terms and conditions, I did not find that the variable rate was capped in any manner. Krato's states that it has spoken with you regarding this issue. The supplier advised that although you thought the offer was for a fixed rate, you have elected to remain enrolled in Krato's variable rate plan.	Anne James	Residential	2051 Balkan Place	Toledo	43613
00528132		7/31/2019 11:56 AM	Billing Dispute	United Energy Trading LLC		Tom Ennemoser	Residential	30235 Truman Avenue	Wickliffe	44092

00529887	8/6/2019 10:05 AM	Misleading Information / Materials	Statewise Energy Ohio, LLC	LM informing customer of valid enrollment, went over the contract terms, advised supplier contracts are legally binding, informed him the co has agreed to waive the ETF as a courtesy, went into detail about the need to contact DEO once Statewise is dropped to request placement on the SCO rate, otherwise they'll be placed with a supplier on a MVR which will be high and there will be absolutely nothing we can do to assist. Informed him he must contact Statewise to cancel and it will take 1-2 billing cycles. Informed them they do not have to be with a supplier at all. ICB with any questions or concerns. The customer is calling regarding just energy.	Wilma Post	Residential	654 Champion Avenue West	Warren	44483
00529974	8/6/2019 1:45 PM	Cancellation Issues	Just Energy Solutions Inc	CGO Account Number: [REDACTED] Just Energy Account Number: [REDACTED] Cancellation issues/ETF Dispute. 8/2018 - The customer enrolled with Just Energy for 1 year, contract expiration 7/28/2019. 8/2019 - The customer began calling around to different suppliers, he also contacted Just Energy to give them the opportunity to retain him as a customer, but their quotes didn't come close to the competitors. The customer selected a new supplier, effective 7/29/2019 The customer contacted Just Energy again, to inform that he would not be renewing the contract, as he had chosen a new supplier. The company informed of an ETF of \$50.00 The customer attempted to dispute the fee, as he spent time and effort to carefully coordinate his start date for the new supplier, so it did not interfere with his current contract. Just Energy responded, " CGO contacted us before your contract ended, so regardless of his efforts to coordinate a smooth transition, he is responsible for a \$50.00 fee, even if the contract did not end early.	Emil Ghattas	Residential	13760 Arrowhead Trail	Cleveland	44130
00530525	8/7/2019 4:01 PM	Contract Inquiry	North American Power and Gas LLC	Resolution Comments: Called to close, advised customer was placed on MVR, advised of SCO rate, caller found another co to go with. ICB Called cust., left vm, adv Kratos states that DE assigned her acct to them. Kratos said they spoke to her and that she wanted to be placed on the SCO. Advd this is something that she has to contact DE and specifically ask/request. Advd cls case, invtd cb	Dennis Tonn	Residential	3288 Pigeon Run Avenue Southwest	Massillon	44647
00531744	8/12/2019 3:44 PM	Billing Inquiry	United Energy Trading LLC	*****This customer was assigned to us by the utility, DEO on 8/8/2019 as an MVR customer. Kim called into our call center yesterday and she was explained that DEO assigned her to us. Kim told us she wanted to be on the SCO program. We then informed her she needed to contact DEO to sign up for the auction program.	Kim Simon	Residential	231 Mccarty Avenue	Dennison	44621
00533839	8/19/2019 3:46 PM	Competition Issues / Inquiries	Dominion Energy Solutions Inc	The customer is calling to discuss an offer received from DES for 8 months/2.99/mcf. The customer wanted to know if this was a good rate or not. I explained the choice program, we discussed SCO vs choosing a supplier, and what that means for him as the customer. I educated on MVR's vs Fixed. I educated on the 1-2 bill cycle turn around time when switching suppliers, as well as the meter reading that needs to take place before any supplier change is complete. I provided detailed instructions for the A2A website, and how to navigate to find offers for his gas company, Dominion. I explained the difference between Dominion Energy (East Ohio) vs. Dominion Energy Solutions. . I provided my name, lcb	Charles Brady	Residential	2057 Meadow Gate	Akron	44313
00534240	8/20/2019 3:11 PM	Enrollment Dispute	Direct Energy Services LLC	Customer calling to find out why she has two co's on bill. Explained choice program. Caller has Direct Energy and is being charged a rate of \$9.52 per mcf. Asked caller if she remembers enrolling with co, she does not, but she has just taken over the billing, account is in her husbands name, Holgar. Advised caller would open investigation to verify enrollment. provided case number and time frame. advised caller she can contact co as well if she would like to cancel, and verify no ETF's. explain sco and MVR.	Linda Stapleton	Residential	4556 Center Street	Willoughby	44094

					She states that she received an aggregation change letter. She called DEO and they told her that she currently has DTE at \$2.361/MCF. She states that she moved to this location in September 2018 and she was assigned a MVR. She was removed from the supplier in February 2019 and has been on the SCO rate since. She states that she would like to know how the aggregation works and how to choose what rate to go on. She would like to know the difference between aggregation and supplier and SCO rates. She would like to know if there is an ETF for the aggregation.					
00536423	8/27/2019 11:54 AM	Government Aggregation	Constellation NewEnergy-Gas Division LLC	I advised of historical rate chart. I advised of difference between supplier fixed and variable rates, SCO rate, SSO rate, and how aggregation rates work. I advised that according to the letter mailed August 22 there is no ETF for the aggregation.	Bonnie Hull	Residential	126 Riverview Drive	Marietta	45750	
00537554	8/29/2019 5:07 PM	Call Company First	Dominion Energy Solutions Inc	-caller says she rec'd a ltr that the current contract with Dom ES will be ending soon, and if she stays with them - they will charge her their monthly variable rate -caller is inquiring if Dom ES is allowed to do that? -caller was advised that the PUCO does not regulate supplier rates/offers, and that the norm is usually a variable rate after the 'fixed' rate expire -caller was advised to visit the EnergyChoice Ohio website to shop-n-compare rates/offers, and to see DEO's current SCO rate, etc... -invited call back, if necessary	Barbara Patterson	Residential	2481 Lawnsire Drive	Copley	44321	
00539079	9/4/2019 1:01 PM	Competition Issues / Inquiries	Snyder Brothers Energy Marketing LLC	Resolution Comments: Advise it sounds like the MVR rate and she needs to cal DEO ea office to advise she wants to be on the SCO rate. Although..she said her bill mentions SCO. She is to call back if it is a slamming choice issue, but I doubt it is due to the fact that the current rate she stated is DEO's current SCO rate.	Barbara Lemon	Residential	2903 18th Street Northwest	Canton	44708	
	9/4/2019 1:01 PM	Competition Issues / Inquiries	Snyder Brothers Energy Marketing LLC	The customer cancelled her supplier (Santana) in June. She is being billed 2.361 from the current supplier and she did not chose them. When she called Snyder Brother's, they told her that DEO chose them for her. Advise it sounds like the MVR rate and she needs to cal DEO ea office to advise she wants to be on the SCO rate. Although..she said her bill mentions SCO. She is to call back if it is a slamming choice issue, but I doubt it is due to the fact that the current rate she stated is DEO's current SCO rate. Customer previously called to cancel with ONG and was told she'd be penalized if she canceled then. Now she's ready to cancel because her contract expires 9/21/19. She wants to know DEO's rate because they offered a rate. I informed her of the DEO rate which is considerably less than ONGs rate. She is going to cancel with ONG to get the SCO rate. I informed her the drop will take 1-2 billing cycles then she'll be back with DEO but she has to contact them within two months to request to remain on the SCO rate or she'll go to a MVR rate which is typically higher. I stressed the importance of this and that the MVR is not regulated. Suggested marking her calendar for December or January. I also suggested getting the persons name or a cancellation number or something from ONG when she cancels to ensure she's dropped timely. Customer very appreciative of the information. ICB.	Barbara Lemon	Residential	2903 18th Street Northwest	Canton	44708	
00539601	9/5/2019 11:41 AM	Cancellation Issues	SouthStar Energy Services LLC	Resolution Comments: Advised the customer that he is on the MVR and he can call the company and asked for the SCO. Left message.	Toni Bascetta	Residential	905 16th Street Northwest	Canton	44703	
00544344	9/20/2019 12:35 PM	Enrollment Dispute	Interstate Gas Supply Inc		Michael Catheline	Residential	5237 Clement Avenue	Maple Heights	44137	
Total		251								

Case Number ↑	Contact Name ↑	Account in Question	Specific Code	Date/Time Opened	Case Comments	Service Address Street	Service Address City	Service Address Zip/Postal Code
00181691	Paulette Walker	East Ohio Gas Company T	Competition Issues / Inquiries	2018 10:20 AM	I attempted to explain to customer that DEO no longer provides gas supply, however she could have the SCO, which is a monthly variable rate similar to what DEO would charge. Advised that her use of 15.4 MCFs and the avg. temperature being in the 20's has more to do with her higher bill. Especially since the lowest rate on A2A is \$2.78/mcf, which is only .30 cents less.	1313 Wyley Ave	Akron	44306
Subtotal	Count	Count	1					
00184505	Shelly Trenkamp	East Ohio Gas Company T	Competition Issues / Inquiries	2018 11:36 AM	Advised caller of sso rate for up to 2 months and if no action taken will be randomly assigned to another energy marketer at the marketers monthly variable rate. Advised caller of option to pick supplier(advised of a2a chart website)/ advised of sco rate(advised to contact dominion if wants to sign up for that) Caller has dominion for gas Caller states she signed up with kratos as her supplier. Caller questions what happens if she does nothing Advised caller of sso rate for up to 2 months and if no action taken will be randomly assigned to another energy marketer at the marketers monthly variable rate. Advised caller of option to pick supplier(advised of a2a chart website)/ advised of sco rate(advised to contact dominion if wants to sign up for that)	8500 state rte	Celina	45822
Subtotal	Count	Count	2	2018 11:36 AM		8500 state rte	Celina	45822
Subtotal	Count	Count	2					
00185146	Richard Fitch	East Ohio Gas Company T	Competition Issues / Inquiries	9/2018 1:20 PM	caller's fixed rate expired and supplier is charging him a high monthly variable rate caller want to know the lowest fixed rate for 12 month -caller is looking for a fixed rate lower than 3.38/Mcf caller advised about Santanna's 2.99/Mcf ; 12 months offer	5180 Hickory Drive	Cleveland	44124
Subtotal	Count	Count	1					
00185810	Adina Fawcett	East Ohio Gas Company T	Call Company First	2018 11:36 AM	she received MVR letter. TWWC	850 Alhambra Road	Cleveland	44110
Subtotal	Count	Count	1					
00186995	Darla Gromley	East Ohio Gas Company T	Billing Dispute	5/2018 3:39 PM	cust stating back in September she called dominion to be placed on their SCO rate cust stating she started getting bills showing she was on their SSO rate cust called the company and they adv they will get that fixed cust stating she now shows shes with Quake and she called DEO again was adv someone marked MVR and not SCO and theyre not sure how that happened but will get that fixed and that was in November cust stating she just got another bill still showing Quake and she just wants this fixed and feel DEO just cant get it together and she is done calling them about the issue cust wants to be on the SCO rate and wants a credit from the difference shes been getting charged since September adv cust of investigation process invited call back	984 Sutherland Avenue	Akron	44314
Subtotal	Count	Count	1					
00187639	Ken Krivicke	East Ohio Gas Company T	Competition Issues / Inquiries	2018 10:25 AM	The customer is calling to discuss rather or not Dominion will price match an offer from a supplier. I educated the customer on his options of SCO mvr, or choosing a supplier. I provided contact information for the Dom per customer request. I provided my name, Icb.	15405 Fernway Drive	Maple Heights	44137
Subtotal	Count	Count	1					

00187819	Veronica Shero	East Ohio Gas Company T	Assistance Programs	0/2018 4:03 PM	Caller was looking to speak with KM regarding case. Got KM's vm. Caller was looking for a lower bill. Caller had received a letter from IGS advising that she had been cancelled out of their services. Caller had contacted IGS and was advised that whoever cancelled her from DEO would have to re-instate her. Spoke with Stephanie at EA of DEO who advised that caller was on MVR with IGS at \$4.84 and going to SCO. Stephanie did advise that caller will have to choose between MVR and SCO by 2/12. Advised caller of options to go with SCO, MVR or she can enroll with a supplier of her choice. Invited callback.	3809 Faith Lane	Richfield	44286
	Subtotal	Count	1					
	Subtotal	Count	1					
00187965	Jean Turrin	East Ohio Gas Company T	Call Company First	2018 10:53 AM	-caller is a senior citizen -caller says she want DEO's SCO rate -caller was referred to DEO for furtherance -caller says she contacted DEO and she was referred to the PUCO -Note: caller selected the wrong option -caller was advised that DEO's SCO rate is a monthly variable rate >> subject to change every 29-31 days -caller understands moving forward -contact info to reach EA hotline provided for furtherance -invited call back, if necessary	4818 Elizabeth Lane	Cleveland	44144
	Subtotal	Count	1					
00187985	Susan Caldwell	East Ohio Gas Company T	Billing Dispute	2018 11:29 AM	-per Vicki, EA hotline, new customer as of Oct 23, 2017 the first two (2) bills, she had a choice to choose a supplier - although, she didn't choose a supplier - so, the acct defaulted and went over to Shipley on the MVR rate by the 3rd bill there's not an option w/commercial accts >> must choose a supplier to come off the MVR rate -caller advised by Vicki, but caller is not satisfied caller is still upset about the bill amt -caller says she has never chose a supplier since she's been in business (2014) -caller says its wrong for DEO to switch the acct to the highest rate it does not seem fair -caller says she does not understand -caller was offered to send complaint to investigations - although, caller declined the offer -caller does not want the PUCO to further investigate the matter -invited call back, if necessary	1507 Copley Road	Akron	44320

					<p>Caller called Dominion and spoke with Ea Caller states Ea could not help. Caller states last year her bills were high. They put her on a \$300plan and she was disconnected. She turned it back on in October and was given 90 days by company to pick a supplier and she stated she wanted to stay on the standard choice offer rate and she was not placed on that. (Callers states she was advised that they do not do that) (Advised caller of rule that sco rate is not available for Deo commercial customers. Caller states they chose someone for her and it was Shipley. She was charged 8.20/mcf Caller got a bill for 30days for \$896 Caller questioned why she was sent to the highest supplier that they could. (advised caller that if she did not select a supplier-(the rule states customer will be randomly assigned to another marketer at the marketers monthly variable rate).(Caller questions why it was that high)- advised of random selection. Caller made arrangements to pay the bill. Caller tried to cancel Shipley and go to direct energy Caller states dominion has to approve it. Caller states that she called Shipley and they advised that they can change but it will take one bill cycle. (Advised caller cancel can take 1-2 bill cycles) Caller states she only received a letter that advised her to pick a supplier and did not advise her that the sco rate is not available Caller states she will not do an investigation. Caller states it will not change anything. Caller states she just wants the info noted.</p>			
		East Ohio Gas Company TI	Billing Dispute	2018 11:29 AM	Advised would note info	1507 Copley Road	Akron	44320
		East Ohio Gas Company TI	Billing Dispute	2018 11:29 AM	<p>DEO: -caller is a small business owner -caller says that DEO switched her supplier to a supplier: Shipley with the highest gas rates -DEO randomly selected the highest rate - which is \$7 dollars and something /Mcf -caller says she recv'd a bill for \$896 for one (1) month usage >> this is too high</p> <p>-per Vicki, EA hotline, new customer as of Oct 23, 2017 the first two (2) bills, she had a choice to choose a supplier - although, she didn't choose a supplier - so, the acct defaulted and went over to Shipley on the MVR rate by the 3rd bill there's not an option w/commercial accts >> must choose a supplier to come off the MVR rate</p> <p>-caller advised by Vicki</p> <p>-caller says she never chose a supplier since she's been in business -caller says its wrong for DEO to switch the acct to the highest rate it does not seem fair -caller does not understand -caller does not want the PUCO to further investigate the matter</p> <p>-invited call back, if necessary</p>	1507 Copley Road	Akron	44320
	Subtotal	Count	3					
Subtotal	Count	3						
00188586	Alexander Carlucci	East Ohio Gas Company TI	Competition Issues / Inquiries	2018 11:09 AM	<p>t: Customer is calling because he got a CHOICE letter . He doesn't know who he currently has a a supplier though he mentioned MVR. Called Vickie at DEO. Customer has North American Power & Gas, not an MVR, not SCO either. He was paying \$3.99 per mcf on his last bill. The bill before that is \$3.19 and before that \$3.19 as well. I so advised the customer and discussed the SCO and two offers on the apples-to-apples chart. Suggested that he contact NAP&G to verify that there would be no ETF. Explained how to change to the SCO and provided ea number for that purpose. Invited a call back.</p> <p>View All</p>	749 Broad St	Conneaut	44030

			Competition Issues /		Customer is calling because he got a CHOICE letter . He doesn't know who he currently has a supplier though he mentioned MVR. Called Vickie at DEO. Customer has North American Power & Gas, not an MVR, not SCO either. He was paying \$3.99 per mcf on his last bill. The bill before that is \$3.19 and before that \$3.19 as well. I so advised the customer and discussed the SCO and two offers on the apples-to-apples chart. Suggested that he contact NAP&G to verify that there would be no ETF. Explained how to change to the SCO and provided ea number for that purpose.			
	Subtotal	Count	East Ohio Gas Company TI Inquiries	2018 11:09 AM	Invited a call back.	749 Broad St	Conneaut	44030
Subtotal		Count	2					
00188683	Ethel Mohn		Competition Issues /		Caller Has Dominion for gas Caller states that she was on an aggregation and it switched to Nopec Caller states she received no notice Caller States her bills increased and she was advised by Dominion that she was on the sso rate with Spark energy. Caller states she has cancelled Spark Energy. Caller questions why she was not told she was being signed up with sso rate Advised caller of rule (if contract with with supplier expires and you does not autorenew or if you choose to end the contract --you are billed at the sco rate for up to 2 months. Advised caller if no action taken after that then you are randomly set up with a supplier at their monthly variable rate) Caller wants to voice concerns about			
	Subtotal	Count	East Ohio Gas Company TI Inquiries	2/2018 2:10 PM	Advised of ea(dominion)	3374 Overlook Dr	Akron	44312
Subtotal		Count	1					
00188912	Robert Brubaker		Competition Issues /		Caller wanted to compare SCO rate and switch from IGS. I referred her to IGS to cancel. verify any ETF, then after she is placed on the MVR she can request the SCO rate from DEO.	2218 Stone Creek Trail	Cuyahoga Falls	44223
	Subtotal	Count	East Ohio Gas Company TI Inquiries	2018 10:02 AM				
Subtotal		Count	1					
00189039	Marion Catazaro		Billing Inquiry	5/2018 1:06 PM	Caller received a letter from DEO about choice to review her options - she had IGS and now has DEO - she is just going to stay with DEO - adv that if she wants the SCO, then she has to call DEO and request the DEO SCO rate - adv that if she did not tell DEO and request that - then after 2 bill cycles at the DEO SCO rate - she will have the MVR rate - she wants the DEO SCO rate - provided cust svc number for DEO so she can request the DEO SCO rate - invited call back.	1408 Ellwood Avenue Southwest	Canton	44710
	Subtotal	Count	1					
Subtotal		Count	1					
00189341	Florence Dennison		Billing Inquiry	2018 11:15 AM	Caller states that she found out that DEO rate is cheaper than hers with a supplier - she wants to know what she has to do to return to DEO - adv that she would need to call DEO - adv the cust that if she wants the DEO SCO rate - then she would have to tell DEO to place her on the DEO SCO rate - if not and after she cancels with her supplier - she would only have the DEO SCO rate for 2 bill cycles then it would be a MVR rate - she is not sure if she has to pay to cancel with her supplier - adv the caller to contact her supplier to inquire - invited call back.	5217 Chickadee Ln	Cleveland	44124
	Subtotal	Count	1					
Subtotal		Count	1					
00189697	Jerome Howard		Government Aggregation	2018 10:45 AM	dvised caller must either pick supplier or call dominion to go to sco rate. Advised caller if does nothing he will be randomly assigned a supplier at their mvr Caller has Dominion Caller received a letter from nopec to opt out. Caller has questions on letter Advised if does not opt out will be auto included(gov agg letter) Caller states he is on the sso rate now	3584 Brinkmore Road	Cleveland	44121
			Government Aggregation		advised caller must either pick supplier or call dominion to go to sco rate.			
			East Ohio Gas Company TI Aggregation	2018 10:45 AM	Advised caller if does nothing he will be randomly assigned a supplier at their mvr	3584 Brinkmore Road	Cleveland	44121
	Subtotal	Count	2					
Subtotal		Count	2					

00189788	Janet Biggs	East Ohio Gas Company T	Call Company First	7/2018 1:19 PM	cust wanting to see about getting on the mvr or sco referred cust to company	119 Laurie Lane	Northfield	44067
	Subtotal	Count	1					
Subtotal		Count	1					
00190269	Shannon Goard	East Ohio Gas Company T	Billing Inquiry	9/2018 4:51 AM	Contacted Dominion. This was not an MVR. Customer cancelled with Just Energy on Jan. 18 and will go to standard offer on april 7th. Contacting Just energy for validation of enrollment.		east cleveland	
	Subtotal	Count	1					
Subtotal		Count	1					
00190812	Peter Spadafino	East Ohio Gas Company T	Rates & Tariffs	9/2018 9:31 AM	I purchased a building in Barberton and my gas bills were SSO. Dominion notified me that I would be assigned a supplier at the MVR. The next bill had Spark Energy Gas LLC as a provider and my supply rate went from \$3.074 to \$8.79 so my bill is \$597. This was all done without my consent.	556 5th St NE	Barberton	44203
					I feel this is a disgrace and just a way providers can rip people off.			
					called and spoke with the customer. Advised him of the MVR rate and how this is done. He is made that the PUCO allowed Spark to work within the state of Ohio due to charging him such a high rate. Advised cust supplier rates are not regulated by the PUCO and as a commercial account would need to go into contract with a supplier or continue to be charged an MVR rate. He stated SPark should be out of business and we should not allow them to price gouge anyone else.	556 5th St NE	Barberton	44203
	Subtotal	Count	2	9/2018 9:31 AM				
Subtotal		Count	2					
00190957	Akeyasha Jones	East Ohio Gas Company T	Billing Dispute	9/2018 12:22 PM	Spoke with Ms. Jones on the escalation line. She is upset that SB did not give her a call back on Feb 20, 2018. She states that Intake promised her this would all be resolved in three days and that she would not have to pay any charges to Spark if Spark couldn't show proof that she enrolled with the supplier. ***** Reviewed Intake notes and Spark response with Ms. Jones. Advised Intake notes are that the PUCO would investigate to see if the enrollment was illegal and if it was, if a rerate will be done. Advised Spark response was that the acct was received from DEO on the MVR plan instead of the SCO. Confirmed caller is residential service customer. Advised SB will need to contact DEO to find out why the account was enrolled in the MVR instead of the SCO. Ms. Jones states that the DEO CSR she spoke with told her that "they" picked the highest rate supplier out there to put her with and the DEO CSR didn't know why and told her to call the PUCO about it. Ms. Jones states she isn't receiving any assistance from the PUCO because she isn't being told she doesn't have to pay the bill. Explained to Ms. Jones that the PUCO won't have any answers for her until DEO responds. Advised her of investigation timeline for the distribution utility, advised once SB has more info for her, including a response from DEO, she will contact her. Ms. Jones thanked me for the information and ended the call.	4800 Edsal Drive	Cleveland	44124
					Called cust and left vm. Advised when she was dropped from her supplier on 11/1/17. At that time she needed to take action and either pick another supplier or contact DEO to go on the SCO rate. After 2 month she was then placed onto the MVR rate with spark energy. DEO stated they spoke with her and was placed on the 1/3rd payment plan.	4800 Edsal Drive	Cleveland	44124
	Subtotal	Count	2	9/2018 12:22 PM				
Subtotal		Count	2					
00191060	John Barnhart	East Ohio Gas Company T	Call Company First	9/2018 2:41 PM	Customer states that he wants on the SCO rate. he states he got a card that he is going to be placed on the MVR. He states he called them last August or September about the SCO rate and he gets this card. I told him he would need to call them. for some reason it sounds like he was not placed on the SCO rate. he states he called them and they told him to call us. I gave him the EA # to the co and he thanked for help.	211 Charles SE	Massillon	44647
	Subtotal	Count	1					
Subtotal		Count	1					

00191111	Enid	East Ohio Gas Company T	Rates & Tariffs	2/2018 3:45 PM	Caller states that this is a new account but had received a welcome letter from Quake regarding switch. Caller states that she had never enrolled and had contacted Quake. Quake advised that these were assigned to her. Found from caller that this was MVR. Advised caller of how a customer gets onto MVR from SSO. Strongly advised caller to contact DEO to be put on SCO. Caller voiced her strong concern over not being notified of MVR	10421 Lorain Ave	Unit A	Cleveland	44111
	Subtotal	Count	1						
	Subtotal	Count	1						
00191143	Pascual Mongelluzzo	East Ohio Gas Company T	Rates & Tariffs	2/2018 4:30 PM	Caller states that he had received his most recent bill had Spark on it at a rate of \$8.79. Caller states that he had contacted Spark to cancel out and was advised that this was MVR. Advised caller of MVR (Caller did state thta he had let contract with ONG expire several months ago). Advised caller of number for EA of DEO to confirm he has been switched to SCO. Invited callback.	3211 W 98th St		Cleveland	44102
	Subtotal	Count	1						
	Subtotal	Count	1						
00193580	Justin Blumetti	East Ohio Gas Company T	Competition Issues / Inquiries	2/2018 11:25 AM	Caller has Dominion Caller calling about aggregation Advised no info showing on chart Caller calling about sso rate (advised if no action taken- will be randomly assigned to another marketer at that monthly variable rate. Caller questions how to sign up for sco rate- Advised to contact Dominion. Caller questions info on agg for a different address. Advised of nopec and phone number. Caller questions details- Advised to contact nopec Caller has Dominion Caller calling about aggregation Advised no info showing on chart Caller calling about sso rate (advised if no action taken- will be randomly assigned to another marketer at that monthly variable rate. Caller questions how to sign up for sco rate- Advised to contact Dominion. Caller questions info on aggregation for a different address. Advised of nopec and phone number. Caller questions details- Advised to contact nopec			Canfield	44406
	Subtotal	Count	1						
	Subtotal	Count	1						
00193781	Shirley Rhodes	East Ohio Gas Company T	Matrix Request	1/2018 3:52 PM	Caller states that she was looking to pick a new supplier after having Spark on her account. Caller was unsure how long she has had Spark. Spoke to Angie at the EA of DEO and advised that caller has had Spark at a rate of \$9.25 as an MVR. Advised caller to contact DEO to be put on SCO. Caller is requesting an a2a chart to view. Invited callback if caller has any questions or concerns.	2402 Morris Aver NE		Canton	44705
	Subtotal	Count	1						
	Subtotal	Count	1						
00193796	Tony Vanleer	East Ohio Gas Company T	Competition Issues / Inquiries	1/2018 4:09 PM	Advised Sco is a monthly variable rate (based on market and to sign up you have to call Company) Advised of info on Gov Agg and advised if you do not opt out you are auto included. Advised of Nopec number	3916 Strandhill Road		Cleveland	44128
					Caller calling for Mom Mom has Dominion Caller questions Sco and government Aggregation Advised Sco is a monthly variable rate (based on market and to sign up you have to call Company)				
					Advised of info on Gov Agg and advised if you do not opt out you are auto included. Advised of Nopec number	3916 Strandhill Road		Cleveland	44128
	Subtotal	Count	2						
	Subtotal	Count	2						

00194249	Clifford Wyatt	East Ohio Gas Company T	Competition Issues / Inquiries	2/2018 3:46 PM	<p>Caller would like to know the lowest fixed rate. Customer would like to know why DEO automatically enrolled his new service on the SSO rate without initially giving him the option to choose a supplier.</p> <p>Caller states DEO separated his \$85 into 3 monthly payments and will not allow him to make the deposit in 1 full payment.</p> <p>Advised customer of lowest 6 & 12 month fixed rate. I advised it takes 2 months for a supplier to take affect on the bill and DEO will automatically place customers on the SSO rate until a supplier is chosen or customer is placed on a MVR. I advised according to regulations DEO can charge a deposit, whether the deposit is required to be paid in full or in monthly payments is dependent on company policy.</p>			
Subtotal	Count	1						
00195425	Dennis Sumerix	East Ohio Gas Company T	Matrix Request	7/2018 3:36 PM	<p>Caller is requesting an a2a to view. Advised caller of SCO rates vs fixed and variable rates and MVR. Invited callback if caller has any questions or concerns</p>	18592 Edwards Road	Box 171	Doylestown 44230
Subtotal	Count	1						
00195568	Merle Goodman	East Ohio Gas Company T	Matrix Request	7/2018 10:41 AM	<p>Caller would like a chart to compare other offers - adv of the A2A chart - he would like that mailed to his address - he is reading all of his different choices on the Energy Choice Program - such as govt aggr, SCO, MVR - or a supplier confirmed mailing address - invited call back.</p>	2544 Edgewood Rd		Beachwood 44122
Subtotal	Count	1						
00195626	Jim Wensink	East Ohio Gas Company T	Competition Issues / Inquiries	7/2018 12:22 PM	<p>Caller states that he currently has NAP as a supplier under MVR at \$7.99 per mcf and was looking for a new supplier. Advised caller of a2a website and went over fixed and variable rates. Also advised caller of what happens when contract runs out on a fixed rate. Invited callback.</p>	331 West Liberty Street		Wooster 44691
Subtotal	Count	1						
00195803	Yoriline Delice	East Ohio Gas Company T	Billing Dispute	2018 10:21 AM	<p>Educated about Choice and MVR. LM advising I did leave the customer a message to call me back if they would like to discuss their options. This is a large commercial account and they will need to choose a supplier to remove themselves from the MVR.</p>	1120 Oak Hill Ave		Youngstown 44502
		East Ohio Gas Company T	Billing Dispute	2018 10:21 AM	<p>I also called back and spoke directly with Ms. Delice who confirmed this has been explained and taken care of.</p>	1120 Oak Hill Ave		Youngstown 44502
Subtotal	Count	2						
00196297	Jake Ezell	East Ohio Gas Company T	Billing Dispute	2018 10:12 AM	<p>Hello- We recently had a terrible experience with Dominion and feel helpless. In November, we were notified on our billing statement's last page that our previous supplier had dropped our coverage. We did not miss any payments or give them any cause to drop us. We missed this notification because we have electronic statements and it was the very last page and not easily noticed. This resulted in us being placed on the monthly variable rate, the highest rate at the time. Therefore, our bills for our most expensive months of the year were at the highest possible rate. We called and complained and were to be placed on the monthly standard rate (which should be the default), but were billed at that monthly variable rate again after being assured we would not pay that rate! I was outraged. When I called to talk to them again, they insisted they told us that we would have 2 months of the MVR before the standard choice would take effect. We would have selected another provider at that time if we had known this. The policy that we default to the most expensive option at the most expensive time of the year is utterly outrageous and a classic example of business taking advantage of a consumer.</p>	1812 Middlehurst Road		Cleveland Heights 44118
Subtotal	Count	1						
00196762	Jamie Ortiz	East Ohio Gas Company T	Competition Issues / Inquiries	2018 11:06 AM	<p>cust just wants to know if deo can place commercial accounts on sco adv no thats mvr cust said nopec told her in order to be her supplier she has to get on sco adv cust to call nopec back and let them know they dont offer sco to commercial accounts to see how else they can become her supplier</p>			Geneva 44041
Subtotal	Count	1						

Subtotal		Count	1						
00196875	Joanne Fuller		East Ohio Gas Company T	Competition Issues / Inquiries	5/2018 2:11 PM	Customer states she received her bill and has Quake Energy. Customer states she never enrolled with Quake Energy. Customer states Several months ago she received an opt out notice and responded to the opt out notice, so she does not know why it would be changing now. Customer called DEO and was told she was assigned to Quake. Customer states she was on the SSO rate 2 months ago. Customer would like to know why she was assigned to Quake, how to cancel and go back on the SSO rate, and how to find supplier rates. I advised DEO only places customers on the SSO for 2 months and automatically assigns customers to MVR after the 2 months is over. Customer can contact DEO and request to be back on SCO rate. I advised of A2A. I advised the opt out was for a government aggregation, not for Quake.	4051 Montecello Blvd	Cleveland Heights	44121
Subtotal		Count	1						
00197265	Barbara Constanzo		East Ohio Gas Company T	Billing Dispute	3/2018 8:54 AM	Caller has Dominion Caller calling about supplier rate increase Caller states she had Constellation through an aggregation and then she was assigned spark energy. Caller states her rates increased. Caller states did not know Constellation term was over. Caller states she was placed with a supplier she did not choose (Advised caller after contract expires billed at sso rate for 2 months and if nothing done after that will be randomly assigned a supplier at their mvr) Caller states she received no notice Advised of Ea (Dominion)/invited call back	1511 Compton Road	Cleveland Heights	44118
Subtotal		Count	1						
00197456	Mark Sayre		East Ohio Gas Company T	Competition Issues / Inquiries	3/2018 4:03 PM	Customer states he called the EA. DEO stated that DES and DEO are not the same company. When the locked in rate ended in Sept 2017 the customer called DES to be placed on the SCO rate and they said he would need to call back in December after his contract ended in November, but DES cannot do that because only DEO can. The bill he got he is stuck with because it is his responsibility to call the correct place to be on the SCO rate. Customer did not know until today that DES and DEO are 2 different companies. Customer states DES cancelled his contract at the expiration and for 2 bills he was put on the SSO rate and then suddenly he was placed on Shipley. I explained DEO's SSO to MVR after contracts end. Concern will be documented.	15261 Oak Grove Drive	Doylestown	44230
Subtotal		Count	1						
00197463	Ursula Baltitas		East Ohio Gas Company T	Billing Inquiry	3/2018 4:11 PM	Caller states that this address is being renovated and had taken over account for the past three years. Caller states that her sone had been living there up until this past winter and is looking to move back again. Caller states that the bills during the winter were only three dollars less than where she was residing. Caller had contacted DEO to inquire and was advised that because she did not choose a supplier after the Cleveland Hts. aggregate program ended in Nov., she was switched to NAP as an MVR and paying a rate of \$7.99. Advised caller of SSO to MVR. Advised caller of number to EA of DEO to go over more detail.	1036 Oxford Road	Cleveland Heights	44121
Subtotal		Count	1						

					12/15/17 2:13 pm Mike Yonkura			
00197557	Cheryl Barnett	East Ohio Gas Company T	Contract Inquiry	3/2018 9:16 AM	Caller states that she received a letter from Direct dated 12/6 regarding her switching to Direct at a variable rate as approved by PUCO with her utility. Spoke with Cindy at EA of DEO who advised that caller was being switched to MVR. Advised caller to contact DEO to cancel out of MVR and switch to SCO. Invited callback.	599 Stetler Avenue	Akron	44312
Subtotal	Count	1						
	Count	1						
00198122	Sandra Serbin	East Ohio Gas Company T	Billing Inquiry	2/2018 3:45 PM	<p>-caller is complaining about CenStar and the rate \$8.79/Mcf</p> <p>-caller says she don't know how CenStar became her supplier, etc...</p> <p>-caller says she contacted the supplier and they won't tell her anything</p> <p>-caller provided CenStar her DEO acct # - which is why the supplier couldn't tell her anything</p> <p>-caller blames the PUCO</p> <p>-per Angela, via EA hotline - customer fail to contact DEO, which put her on the MVR on Feb 3 spoke with customer on Mar 6 acct will be switching to SCO in April</p> <p>-caller dropped off call, while on the phone with Angela</p> <p>shows a three way to DEO was being performed and she dropped off the call before the PUCO Intake person completed the three way.</p> <p>*****</p> <p>Caller is upset about the MVR she was put on, she states that she had been with a Choice provider previously and that when she moved, she had the supplier contact transferred to her new address. She assumed the billing at the old address, which she is selling, would revert to DEO. Instead, she was assigned to CenStar who billed \$8 plus per MCF.</p> <p>*****</p> <p>Reviewed Intake notes, confirmed caller spoke with DEO on March 6, 2018 and asked to be put on SCO and was told the SCO would take effect in April. She wants to know why its not instantaneous. *****Advised her DEO has not supplied gas for years. Advised how switch works, that its dependent on DEO's process and that it can take up to two months for the supplier change to be reflected on the bill. ***** (Verified that per A2A info, customer who were previously enrolled with a Choice provider, as this customer was, and do not select a new Choice provider, which she states she didn't, will be placed on the MVR.)</p> <p>Caller wants to know which will be immediate - a switch to the SCO or enrollment with a supplier. Advised again what the switch entails and is dependent on when it is received in relationship to the meter reading. Referred to DEO for info regarding meter reading date. Referred to Energy Choice website for list of Choice offers.</p> <p>*****</p> <p>Caller complained that the PUCO does not appear to care that consumers are being "gouged" by suppliers. Advised caller PUCO does not have the authority to set supplier offers or rates.</p> <p>Caller thanked me for the info.</p>	4866 Woodrow Ave, NW	Warren	44483
	Count	2						
Subtotal	Count	2						
00198219	David Drennen	East Ohio Gas Company T	Competition Issues / Inquiries	3/2018 9:37 AM	<p>Customer states his contract with Direct Energy ends on 4/1/18. Customer would like to know if he needs to cancel this before he enrolls with another supplier. Customer would like to know if he cancels if he will go on SCO rate.</p> <p>I advised it usually takes 2 billing cycles for a company to be removed from bill. Since the customer contract ends on 4/1 recommends contacting company to see if cancellation can occur when contract expires. Customer can contact the company he would like to enroll with now, but again will take approximately 2 billing cycles to see enrollment on account. I advised if customer cancels without enrollment into another company, he will be placed on the SSO rate for 2 months. After 2 months the customer will need to enroll in a supplier or request to be placed on the SCO rate or he will automatically be enrolled in a MVR.</p>	845 Goose Run Road	Marietta	45750
	Count	1						

Subtotal	Count	1						
00198690	Lionel Weber	East Ohio Gas Company TI	Contract Inquiry	5/2018 9:45 AM	vm customer at 216-321-4875 that met with deog directer and customer service supervisor 1/11/19 and 1/18/19, discussed mvr issues, agreed to adjust \$351.45 of theft/fraud investigation fees and discussed issues from 12/18 letter to company and puco. company and customer also agreed to payment arrangments of \$92 per month plus current charges for 24months and service for the synagogue is on. leave hotline number as cbr.	1970 South Taylor Road	Cleveland Heights	44112
		East Ohio Gas Company TI	Contract Inquiry	5/2018 9:45 AM	vm customer that per 3/23 discussion with company, adjustments will not be done since was placed on mvr for multiple meters at synagogue. going forward, could switch to sco rate or shop for competitive suppliers. leave hotline number as cbr. vm customer that synagogue acct transferred to dominion energy solutions 4/2/18, the accts for lower, main and hall did not transfer to des untill 6/1/18 since request for service from aggraggation provider nextera came through 4/2/18 at the same time the des requests came through and the des requests for service were rejected. to reconnect the synagogue, \$3107.80 arears needs to be paid, company can bill the \$261 deposit and reconnect fee. leave hotline number as cbr. vm customer at 216-321-4875 that deog directer and customer service supervisor met with customer 1/11/19 and 1/18/19. issues from 12/3/18 letter to puco and the company were discussed, focusing on mvr issues. the company agreed to waive \$351.45 in theft/fraud investigation fees and company agreed to \$92 per month plus current charges payment plan for 24months. leave hotline number as cbr.	1970 South Taylor Road	Cleveland Heights	44112
		East Ohio Gas Company TI	Contract Inquiry	5/2018 9:45 AM	vbvictor@oztrs.com. customer returns message, still disputes \$9.25/mcf rate charged by spark energy. advise customer that dominion will not adjust the \$9.25/mcf rate charged when customer was on mvr, explain that when a customer goes off a gas supplier or a rate with dominion as gas supplier and does not choose a supplier in two months or billing cycles, the customer is automatically placed on the mvr. customer that a rate three times the going rate through dominion or a gas supplier like ohio natural gas or verde with rates of \$2.30-3/mcf is price gouging. advise customer that can't say what is or what is not price gouging, but dominion will not adjust gas priced at \$9.25/mcf when synagogue was on the mvr. customer wants to know who approved a company like spark energy to charge above prices, advise customer that dominion charged this price when customer was on mvr, that puco approved dominion to charge the mvr. offer fc packet, explain formal complaint process and since synagogue is a nonresidential customer, would need to engage legal council. customer says can do that and to email fc packet to above email. advise customer will do so, customer thanks me for information.	1970 South Taylor Road	Cleveland Heights	44112
		East Ohio Gas Company TI	Contract Inquiry	5/2018 9:45 AM	vm customer that per 3/23 discussion with company, adjustments will not be done since was placed on mvr for multiple meters at synagogue. going forward, could switch to sco rate or shop for competitive suppliers. leave hotline number as cbr. vm customer that synagogue acct transferred to dominion energy solutions 4/2/18, the accts for lower, main and hall did not transfer to des untill 6/1/18 since request for service from aggraggation provider nextera came through 4/2/18 at the same time the des requests came through and the des requests for service were rejected. to reconnect the synagogue, \$3107.80 arears needs to be paid, company can bill the \$261 deposit and reconnect fee. leave hotline number as cbr. vm customer at 216-321-4875 that deog directer and customer service supervisor met with customer 1/11/19 and 1/18/19. issues from 12/3/18 letter to puco and the company were discussed, focusing on mvr issues. the company agreed to waive \$351.45 in theft/fraud investigation fees and company agreed to \$92 per month plus current charges payment plan for 24months. leave hotline number as cbr. em formal complaint packet to customer at email vbvictor@oztrs.com. close case. vm customer that apologize for sending the 911 cover letter and not the fc cover letter, ask if customer received the fc attachment, invite callback if has questions on filing the fc packet or if did not receive the fc packet attachment. leave hotline number as cbr.	1970 South Taylor Road	Cleveland Heights	44112

		East Ohio Gas Company TI	Contract Inquiry	5/2018 9:45 AM	<p>vm customer that per 3/23 discussion with company, adjustments will not be done since was placed on mvr for multiple meters at synagogue. going forward, could switch to sco rate or shop for competitive suppliers. leave hotline number as cbr. vm customer that synagogue acct transferred to dominion energy solutions 4/2/18, the accts for lower, main and hall did not transfer to des untill 6/1/18 since request for service from aggraggation provider nextera came through 4/2/18 at the same time the des requests came through and the des requests for service were rejected. to reconnect the synagogue, \$3107.80 arears needs to be paid, company can bill the \$261 deposit and reconnect fee. leave hotline number as cbr. vm customer at 216-321-4875 that deog directer and customer service supervisor met with customer 1/11/19 and 1/18/19. issues from 12/3/18 letter to puco and the company were discussed, focusing on mvr issues. the company agreed to waive \$351.45 in theft/fraud investigation fees and company agreed to \$92 per month plus current charges payment plan for 24months. leave hotline number as cbr. em formal complaint packet to customer at email vbvictor@oztrs.com. close case.</p>	1970 South Taylor Road	Cleveland Heights	44112
		East Ohio Gas Company TI	Contract Inquiry	5/2018 9:45 AM	<p>vm customer that per 3/23 discussion with company, adjustments will not be done since was placed on mvr for multiple meters at synagogue. going forward, could switch to sco rate or shop for competitive suppliers. leave hotline number as cbr. vm customer that synagogue acct transferred to dominion energy solutions 4/2/18, the accts for lower, main and hall did not transfer to des untill 6/1/18 since request for service from aggraggation provider nextera came through 4/2/18 at the same time the des requests came through and the des requests for service were rejected. to reconnect the synagogue, \$3107.80 arears needs to be paid, company can bill the \$261 deposit and reconnect fee. leave hotline number as cbr. vm customer at 216-321-4875 that deog directer and customer service supervisor met with customer 1/11/19 and 1/18/19. issues from 12/3/18 letter to puco and the company were discussed, focusing on mvr issues. the company agreed to waive \$351.45 in theft/fraud investigation fees and company agreed to \$92 per month plus current charges payment plan for 24months. leave hotline number as cbr. em formal complaint packet to customer at email vbvictor@oztrs.com. close case. vm customer that apologize for sending the 911 cover letter and not the fc cover letter, ask if customer received the fc attachment, invite callback if has questions on filing the fc packet or if did not receive the fc packet attachment. leave hotline number as cbr. resend fc cover letter and advise in vm that puco requires original signature and not a electronic signature, can't accept emailed fc documents. provide puco address to mail fc to docketing dep, docketing dept phone number for further questions on filing fc and hotline number as cbr. mr. victor physically mails formal complaint to puco docketing dept. close case.</p>	1970 South Taylor Road	Cleveland Heights	44112
		East Ohio Gas Company TI	Contract Inquiry	5/2018 9:45 AM	<p>vm customer that per 3/23 discussion with company, adjustments will not be done since was placed on mvr for multiple meters at synagogue. going forward, could switch to sco rate or shop for competitive suppliers. leave hotline number as cbr. vm customer that synagogue acct transferred to dominion energy solutions 4/2/18, the accts for lower, main and hall did not transfer to des untill 6/1/18 since request for service from aggraggation provider nextera came through 4/2/18 at the same time the des requests came through and the des requests for service were rejected. to reconnect the synagogue, \$3107.80 arears needs to be paid, company can bill the \$261 deposit and reconnect fee. leave hotline number as cbr. vm customer at 216-321-4875 that deog directer and customer service supervisor met with customer 1/11/19 and 1/18/19. issues from 12/3/18 letter to puco and the company were discussed, focusing on mvr issues. the company agreed to waive \$351.45 in theft/fraud investigation fees and company agreed to \$92 per month plus current charges payment plan for 24months. leave hotline number as cbr. em formal complaint packet to customer at email vbvictor@oztrs.com. close case. vm customer that apologize for sending the 911 cover letter and not the fc cover letter, ask if customer received the fc attachment, invite callback if has questions on filing the fc packet or if did not receive the fc packet attachment. leave hotline number as cbr. resend fc cover letter and advise in vm that puco requires original signature and not a electronic signature, can't accept emailed fc documents. provide puco address to mail fc to docketing dep, docketing dept phone number for further questions on filing fc and hotline number as cbr.</p>	1970 South Taylor Road	Cleveland Heights	44112

		East Ohio Gas Company T	Contract Inquiry	5/2018 9:45 AM	vm customer that per 3/23 discussion with the company, deog will not do adjustments on disputed bills after multiple meters were installed at synagogue. the synagogue was placed on the mvr after did not choose suppliers, advise this would occur if a supplier is not chosen in two months or billing cycles after starting accounts. advise going forward that could go on the sco rate or shop for different providers for the multiple meters. leave hotline number as cbr.	1970 South Taylor Road	Cleveland Heights	44112
		East Ohio Gas Company T	Contract Inquiry	5/2018 9:45 AM	synagogue disconnected 6/1 for \$3107.80. 4/13/18 disconnect notice for ten days placed on the door. bill prepared 5/2/18 due 5/21 for \$3322.75 that included current charges. margaret that company would bill reconnect fee on first month's bill and \$261 deposit would be split up over three months once synagogue is reconnected. lower acct was disconnected 7/13/18, but acct was paid \$332.98 on 8/6/18. upper disconnected 7/13/18 and \$232.48 paid 8/6/18. neither the upper or lower accts have been requested for reconnect yet. hall acct has \$53.89 due 8/16/18. gym on bank draft and is current, will draft in a couple of days, is in different name now. 5/3/18, a technician was out to check on revenue protection issues at 1972 s. taylor ave. and the rabbi started speaking to the technician saying he was not happy with the rates. technician said the rabbi needed to call the company office if had rate questions. rabbi also said had a different supplier, again the technician said couldn't discuss rate or supplier issues, advised rabbi to call the company office to discuss rate issues.deog_margaret callahan asks what customer's main issue is now, advise margaret that per current letter, wants to know why the suppliers that switched to in march or april 2018 do not show on the 7/2/18 bill. advise margaret will discuss issues with bb and might need more information. ask margaret if customer could switch to sco from mvr rates, she says the synagogue could not do this since is a business acct.	1970 South Taylor Road	Cleveland Heights	44112
	Subtotal	Count	9					
Subtotal	Count		9					
00198813	Karen Robinson	East Ohio Gas Company T	Rates & Tariffs	5/2018 2:42 PM	DEO- Has been on PIPP and received enough credit so was removed form PIPP. State she has been on SCO for a year and half and now DEO is trying to take her off of SCO. Cust then stated she is on the MVR rate and she is very confused and cannot see. Stated DEO accounting department is contacting her and advising she needs to go with a supplier. Vickie- is on SCO since Dec 2015. Advised cust she is on SCO and does not have to go with a supplier.	9213 Yale Avenue	Cleveland	44108
	Subtotal	Count	1					
Subtotal	Count		1					
00198855	Leslie Sloan	East Ohio Gas Company T	Competition Issues / Inquiries	5/2018 3:56 PM	Customer states the building has and upstairs until and a downstairs unit. The 2 units have different suppliers that DEO assigned to customer. Customer states she was told there is no etf because she was assigned to them. DEO told customer to call PUCO to cancel and go on DEO'S rate. I advised if customer was assigned a MVR she would need to contact DEO to cancel and request to be placed on the SCO rate.	3911 Memphis Ave	Cleveland	44109
	Subtotal	Count	1					
Subtotal	Count		1					
00199050	Calvin Singleton	East Ohio Gas Company T	Billing Dispute	5/2018 2:24 PM	I returned the cust's call and spoke with Calvin Singleton - he states that because his govt aggr took 4 months to find a new co - he ended up with the high rate from Censtar - adv that is correct on how he has Censtar - adv that the MVR rate is unregulated by the PUCO - he states that his govt aggr is back now but he could not get Censtar to return his call or emails - he would like someone from Censtar to contact him - adv that I can send Censtar an email that he would like to be contacted - adv that the MVR is unregulated - cust states, ok but he would like to speak w Censtar.	13426 Cedar Road	Cleveland Heights	44118
		East Ohio Gas Company T	Billing Dispute	5/2018 2:24 PM	I called the cust and left a message - adv how he had the MVR - that here was a lapse in time during the transition from the old aggregation supplier to the new - adv that he had to take action and choose a supplier during the lapse in time to avoid being placed on the MVR - adv that DEO records show that there is a pending supplier change for NOPEC that will go into effect on/around 3/29/18 - invited call back if he had any further questions.	13426 Cedar Road	Cleveland Heights	44118

	Subtotal	Count	2						
Subtotal		Count	2						
00199343	Theresa Holden	Count	1	Competition Issues / Inquiries	9/2018 1:12 PM	States she has two commercial buildings that are billed under the MVR rate. She states she wants them both billed by the same supplier. States she called NOPEC, which is who she has for her residential gas supply, and was told that within the next two months NOPEC will be reviewing to see if there will be an offer for non-residential customers in Akron. ***** Advised caller I don't see a natural gas agg program for the City of Akron but there is one for Summit County but Constellation is the supplier for that program. Asked caller if she is sure its her gas that is with the aggregate, since she states its NextEra that is the supplier. She states that the letter from DEO says she is enrolled with in a gov agg program. Suggested caller review the AZA for small commercial on the Energy Choice website, since the aggregate program told her they would consider in reviewing in two months whether or not natural gas aggregation will be offered.	204 Palmyra Ave	Akron	44311
Subtotal	Subtotal	Count	1						
Subtotal		Count	1						
00200034	Tony Seabolt	Count	1	Competition Issues / Inquiries	2018 10:20 AM	caller states he put an inquiry in to the state of colorado PUC, and was told no such co exists. advised caller kratos is a legit co, who is cert with the puco. caller arguing they are not. asked caller if he has sco or kratos listed as supplier. caller state he has the sco. tried to explain to caller per a2a; The SCO rate is a regulated rate charged by participating suppliers assigned to residential customers who have not selected a competitive supplier themselves. Residential customers must contact DEO to request to be put on the SCO rate. Customers who have requested to be placed on the SCO rate will receive their natural gas from one of four suppliers: Constellation Energy, Energy 95, DTE Energy or United Energy Trading (dba Kratos). The supplier MVR (Monthly Variable Rate) rate offers that appears in the chart is an unregulated rate that former Energy Choice or municipal aggregation opt-in customers pay for their natural gas consumption. Customers that were previously with an Energy Choice supplier or participated in a municipal aggregation opt-in program whose contracts expire return to Dominion Energy Ohio's SSO rate for up to two billing periods, after which they are assigned to a retail supplier at the supplier's Monthly Variable Rate (MVR), unless they have requested to be placed on the SCO rate. Eligible non-residential and large volume customers who don't choose an Energy Choice supplier will also be placed on a MVR commodity service. Customers on a MVR rate purchase their natural gas from a designated MVR retail supplier.	511 5th St SW, apt south side	Massillon	44647
Subtotal	Subtotal	Count	1						
Subtotal		Count	1						
00200119	Douglas Soeder	Count	1	Billing Dispute	2/2018 1:50 PM	MVR/SCO/SSO explained.	7957 North Gannett Road	Northfield	44067
		Count	1	Billing Dispute	2/2018 1:50 PM	Confirmed customer educated on SSO/SCCO/MVR.	7957 North Gannett Road	Northfield	44067
Subtotal	Subtotal	Count	2						
Subtotal		Count	2						
00200536	Shirlee Gleeson	Count	1	Competition Issues / Inquiries	5/2018 9:39 AM	Advised caller if contract with supplier expires and does not auto renew or if customer ends the contract-billed at sso rate for up to 2 months.)(Advised if does not select supplier then will be randomly assigned a supplier at their mvr.) Advised of 6 and 12 month fixed rates (Shipley at 1.99 and New wave at 3.15) Advised cannot participate in customer choice and pip at same time) Advised caller of Sco	1092 East 67th Street Upper	Cleveland	44103

			Competition Issues / Inquiries	5/2018 9:39 AM	Customer has Dominion Customer is on the sso rate and being charged 3.05. Caller bill was \$63.53. Customer questions why she is on the sso rate (Advised caller if contract with supplier expires and does not auto renew or if customer ends the contract-billed at sso rate for up to 2 months.)(Advised if does not select supplier then will be randomly assigned a supplier at their mvr.) Caller requests rates for other suppliers. Advised of 6 and 12 month fixed rates (Shipley at 1.99 and New wave at 3.15) Caller states may sign up for pip- (Advised cannot participate in customer choice and pip at same time) Advised caller of Sco	1092 East 67th Street Upper	Cleveland	44103	
	Subtotal	Count	2						
Subtotal		Count	2						
00200651	Janet Forbes		East Ohio Gas Company TI	Billing Inquiry	5/2018 1:22 PM	-caller was advised that if she is on DEO's SCO rate >> her rate will be a monthly variable rate >> DEO is just letting her know that her SCO supplier will be changing soon -call routed back over to DEO to learn if she is on the SCO rate -or- not	6151 Center Street, Apt. 107	Mentor	44060
						-caller says her DEO bill has a msg stating that her gas supplier will be changing soon - next meter reading -caller was advised that if she is on DEO's SCO rate >> her rate will be a monthly variable rate >> DEO is just letting her know that her SCO supplier will be changing soon -call routed back over to DEO to learn if she is on the SCO rate -or- not	6151 Center Street, Apt. 107	Mentor	44060
	Subtotal	Count	2						
Subtotal		Count	2						
00201837	James Marino		East Ohio Gas Company TI	Competition Issues / Inquiries	5/2018 12:05 PM	Caller is on commercial mvr rate, wanted to know if legal, advised yes, caller wanted to know if he did the a2a if there were certain time frames, advised yes went over info. icb	1153 Whipple Avenue Northw	Canton	44708
	Subtotal	Count	1						
Subtotal		Count	1						
00201935	Regis Maley		East Ohio Gas Company TI	Billing Inquiry	5/2018 3:26 PM	Explained SCO is only for two billing cycles, then MVR if previous Choice customer. Caller states he is currently enrolled with Dominion Energy Solutions and read in the Akron Beacon Journal that he can enroll with a gov agg program or with DEO in the SCO. He states he called DEO to ask about the SCO and was "transferred" to the PUCO. Caller refused to provide any demographic info, including his address and phone number. Pulled phone number from Cisco. ***** Advised caller if he is already enrolled with a Choice provider and cancels that enrollment to return to DEO, he would be billed at the SCO rate for two billing cycles then moved to the MVR. Caller states "its up to me if I want to cancel with my supplier." Then he stated again the Akron Beacon Journal stated he can be placed on the SCO. *****Advised again yes, but only for two billing cycles, then because he was previously with a Choice provider, he would move to the MVR. He asked what rate would be billed under the MVR, advised its dependent on what the market is doing. Offered EA # to DEO since DEO customer service could not explain what happens when a customer cancels a Choice provider enrollment and moves to the SCO and then the MVR. Caller refused offer, states he is going to call the news paper and ended the call.			
	Subtotal	Count	2						
Subtotal		Count	2						
00202531	s Williams		East Ohio Gas Company TI	Competition Issues / Inquiries	5/2018 12:07 PM	explained choice, sco, mvr.		Wooster	44691

		East Ohio Gas Company TI	Competition Issues / Inquiries	2/2018 12:07 PM	She had questions about choice. They have a parsonage that is with the SCO and she thinks she is going to leave that. I explained SCO. for the church which is commercial I told her she would want to probably chose a supplier or she is placed on the MVR which can be very high. she found that out. she thinks she will leave parsonage alone and try and find one for the church. she thanked for the info.		Wooster	44691
	Subtotal	Count	2					
Subtotal		Count	2					
00203247	Pam Sprosty	East Ohio Gas Company TI	Competition Issues / Inquiries	3/2018 9:21 AM	-caller says she is inquiring about DEO's gas rates -caller was advised that DEO only has the monthly variable rate -caller was already aware of the variable rate >> caller is inquiring about fixed rates -caller was advised that DEO does not have fixed gas rates -referred caller to the EnergyChoice Ohio website to shop-n-compare current gas rates/offers posted by suppliers -caller already has the web address -invited call back, if necessary	1457 West 117th Street	Cleveland	44107
	Subtotal	Count	1					
Subtotal		Count	1					
00203417	Robin Cale	East Ohio Gas Company TI	Call Company First	3/2018 4:49 PM	Advised Sco is standard choice offer/ mvr/ and is based on market Advised of Dominion number Caller has Dominion Supplier is Constellation new energy Caller states received letter of sco rate at 0.07 Caller questions sco Advised Sco is standard choice offer/ mvr/ and is based on market Customer has questions about info on what dominion sent her	24 Maple Avenue Southeast	Massillon	44646
		East Ohio Gas Company TI	Call Company First	3/2018 4:49 PM	Advised of dominion number	24 Maple Avenue Southeast	Massillon	44646
	Subtotal	Count	2					
Subtotal		Count	2					
00204552	Rita Hart	East Ohio Gas Company TI	Matrix Request	3/2018 12:10 PM	Caller states that she dropped Vista and was told she has to pick a new supplier - adv that she is not required to pick a new supplier - however, adv of her options and exp the scenario of what will happen if she does not choose a supplier - adv that she will return to DEO and for 2 bill cycles she will have the standard choice offer rate - adv that after the 2 cycles she will be assigned a supplier and billed the monthly variable rate (adv that is unregulated by the PUCO) adv that she can choose a supplier, call DEO and request the SCO rate - or do nothing and after 2 bill cycles with the DEO SCO she will have the MVR - she would like the A2A chart mailed to her - she does not have access to the internet - invited call back.	4014 Trowbridge Avenue, up	Cleveland	44109
	Subtotal	Count	1					
Subtotal		Count	1					
00205042	Thomas Bata	East Ohio Gas Company TI	Competition Issues / Inquiries	3/2018 11:45 AM	Caller states that he is currently paying \$6.50 per mcf under MVR. Advised caller how MVR come onto his bill and said that he can either go with SCO or another supplier. Advised caller of a2a website. Invited callback.	935 North State Street	Girard	44420
	Subtotal	Count	1					
Subtotal		Count	1					
00205744	Tom Harvey	East Ohio Gas Company TI	Competition Issues / Inquiries	3/2018 10:27 AM	Caller, Tom Harvey - states that he has called the PUCO twice today - adv that the record show one contact today - caller states that he called twice today and spoke with the same person - adv that I show that he was referred to DEO's hotline - caller states that the person at the PUCO told him look for rates at Dominion Energy - he states that he could not find it under Dominion Energy - and DEO told him to call the PUCO - provided him the Energy Choice website - exp how to locate the info - caller states that no one told him that he had to pick someone and now he is paying 9.25 comm rate - adv that he is not required to pick a supplier - however, if he does not, he will be assigned a supplier and billed a MVR (comm acct) - provided the high and low price on the A2A - invited call back.	N/A	Ashtabula	44004
	Subtotal	Count	1					
Subtotal		Count	1					

00206375	James Kalbes	East Ohio Gas Company TI	Competition Issues / Inquiries	7/2018 9:38 AM	customer called, received letter that he's switched to the MVR rate with Constellation New Energy through DEO and he says he did not choose this. i explained the MVR rate to him and that he's not been entered into a contract and that DEO goes through the supplier for a variable rate for customers. i advised he will pay for generation and distribution regardless. i gave him the EA# for more info.	1452 East County Line Road	Mineral Ridge	44440
	Subtotal	Count	1					
Subtotal		Count	1					
00206659	Anthony Comeione	East Ohio Gas Company TI	Competition Issues / Inquiries	7/2018 12:15 PM	Caller would like the lowest rate possible - adv of the A2A - inquired if he has access to internet or if he would like a chart - caller states that his internet is on his phone - he would like to pick one now on the phone - adv the caller that there are several variables to make the decision - adv that he should consider the early termination fee, monthly charge and the length of term - caller states that he just wants the lowest fixed - provided the info based on the A2A chart for the lowest fixed rate as the caller requested - caller states that he doesn't want to pick anyone after he was paying Censtar - adv the caller what happens when he returns to DEO - that he is billed the DEO SCO for 2 bill cycles then if he does not choose a supplier to request to DEO to be placed on the DEO SCO - then he will be assigned to a supplier and pay their MVR (monthly variable rate) - caller states that he is just going to stay with DEO - adv that he would need to call them if he wants the DEO SCO rate - invited call back.	3647 Briardale Drive Northwest	Massillon	44646
	Subtotal	Count	1					
Subtotal		Count	1					
00207528	Genevieve Miller	East Ohio Gas Company TI	Competition Issues / Inquiries	4/2018 2:45 PM	Called DEO the other day. Wanting to go with a lower rate. Received letter from DEO that she was being changed from MVR to SCO. Stated last month was over \$4. Spoke with cust about the different options she has with choice from the SCO rate to going with a supplier. cust asked if supplier call to sell. Advised cust they do and provided number to the DNC list	529 Noble West	East Canton	44730
	Subtotal	Count	1					
Subtotal		Count	1					
00207904	Barbara Thornton	East Ohio Gas Company TI	Competition Issues / Inquiries	3/2018 9:52 AM	-caller was advised that DEO only has a monthly variable rate - whereas suppliers can have both variable & 'fixed' rates for 3; 6; 12; 24; & 36 months or longer -caller wants to compare DEO's rate vs. supplier rates	16704 Walden Avenue	Cleveland	44128
		East Ohio Gas Company TI	Competition Issues / Inquiries	3/2018 9:52 AM	-caller was advised that DEO only has a monthly variable rate - whereas suppliers can have both variable & 'fixed' rates for 3; 6; 12; 24; & 36 months or longer -invited call back, if necessary	16704 Walden Avenue	Cleveland	44128
	Subtotal	Count	2					
Subtotal		Count	2					
00208112	Elaine Buck	East Ohio Gas Company TI	Call Company First	2018 10:30 AM	-calling about DEO's SCO rate -caller was advised that the SCO rate is DEO's monthly variable rate -caller says she knows this and she want to get on the SCO rate -caller was advised to call DEO -caller says she did - and she was transferred (?) -referred back to company for furtherance -invited call back, if necessary	2761 6th Street	Cuyahoga Falls	44221
	Subtotal	Count	1					
Subtotal		Count	1					
00209041	Stephen Benyo	East Ohio Gas Company TI	Competition Issues / Inquiries	5/2018 9:39 AM	Advised of New Wave Energy Corp @ 3.15/mcf and phone number Advised of Dominion sco rate/ advised it is a mvr Advised of Dominion energy solutions rate and number Advised of a2a chart website Caller has Dominion Caller has North American Power and Gas for supplier Caller looking for lowest 12 month fixed rate Advised of New Wave Energy Corp @ 3.15/mcf and phone number Advised of Dominion sco rate/ advised it is a mvr Advised of Dominion energy solutions rate and number Advised of a2a chart website	552 Orchard Ave	Niles	44446
		East Ohio Gas Company TI	Competition Issues / Inquiries	5/2018 9:39 AM		552 Orchard Ave	Niles	44446
	Subtotal	Count	2					
Subtotal		Count	2					
00209939	Charles Turner	East Ohio Gas Company TI	Government Aggregation	7/2018 12:54 PM	wanted info for the Austintown govt agg supplier. IGS. provided their # 1-877-353-0162 rate \$3.489/Mcf through Oct 2018. also discuss SCO is monthly variable rate.	1281 Mulberry Run	Mineral Ridge	44440

	Subtotal	Count	1						
Subtotal		Count	1						
00210832	Karen Page		East Ohio Gas Company TI	Disconnect Issues	5/2018 4:49 PM	Called the customer to introduce myself, to get what information I could about her enrollment with Titan and explain that one of the requirements to be placed back on PIPP may be to cancel Titan, which may or may not trigger an ETF. She says that she never spoke with anyone from Titan. Advised that I would be calling DEO to find out whether Titan is an SCO, MVR or CHOICE supplier. Advised that as soon as I head from the companies, I would get back in touch with her.	1504 Preston Avenue	Akron	44305
	Subtotal	Count	1						
Subtotal		Count	1						
00212912	Donald Barker		East Ohio Gas Company TI	Competition Issues / Inquiries	1/2018 9:37 AM	caller states wants to switch from MVR to SCO, advised caller would want to speak with DEO to get on SCO, explained sco is a variable rate. made sure caller was res not business. provided caller with HL number and icb	3241 boyne rd	Barberton	44203
	Subtotal	Count	1						
Subtotal		Count	1						
00214729	Letitia Harris		East Ohio Gas Company TI	Billing Inquiry	2/2018 11:08 AM	I spoke with MC at DEO - cust has DE at the MVR rate.	549 Baltimore Ave	Akron	44306
						I called the cust and left a message - adv that her acct with Direct Energy is thru or due to DEO MVR - provided the date that occurred - adv that she is not in a contract with the MVR - adv of her options if she does not want the MVR rate - choose a supplier and enter into a contract or contact DEO and request the SCO (standard choice offer) rate - invited call back if she has any further questions.			
			East Ohio Gas Company TI	Billing Inquiry	2/2018 11:08 AM		549 Baltimore Ave	Akron	44306
	Subtotal	Count	2						
Subtotal		Count	2						
00214797	Peggy Kelly		East Ohio Gas Company TI	Competition Issues / Inquiries	2/2018 2:56 PM	customer calling about several different accounts for her business, says she is trying to ensure that a switch takes place promptly to a supplier whenever she establishes service in her name and switches to a supplier. she says that when a tenant moves out she has to put the service in her name and the wait a period before she can choose a supplier like NOPEC. she says that when that's happened before, she was billed for a rate of 0.09/kwh before when the electric utility automatically chose a supply for her through the MVR. she says she wants to avoid that. i advised her of the 1-2 billing cycle period and that she can attempt to get confirmation numbers from the supplier when she requests the switch.	4756 Beidler Road	Willoughby	44094
	Subtotal	Count	1						
Subtotal		Count	1						
00215976	David Marshall		East Ohio Gas Company TI	Competition Issues / Inquiries	2/2018 11:37 AM	Customer is calling about DEO and ONG. His ONG contract is soon to expire. Discussed two-three offers on the apples-to-apples chart and the SCO. Explained how the SCO works and also the MVR. Explained how to move to the SCO after his ONG contract expires and he cancels with ONG. Provided ea number. Invited a call back.	605 Eleanora Drive	Cuyahoga Falls	44223
	Subtotal	Count	1						
Subtotal		Count	1						
00216541	Jan Starr		East Ohio Gas Company TI	Matrix Request	2/2018 10:45 AM	Caller states that she currently has Dominion Solutions and it is getting ready to go to a monthly variable rate - she does not have a computer and is trying to find out rates - she wanted to know if there are fixed rates lower than what she has for 12 months - provided the high and low range - she then inquired on variable rates - provided the high and low range - she then inquired what is the rate for the SCO - provided the DEO SCO rate - adv of options - adv that if she wants the DEO SCO rate, that she has to call DEO and request the SCO - she would like an A2A chart - invited call back.	608 Lindell Street	Akron	44305
	Subtotal	Count	1						
Subtotal		Count	1						
00217534	William Sorboro		East Ohio Gas Company TI	Competition Issues / Inquiries	3/2018 9:36 AM	Customer would like to know if he needs to renew the SCO rate once a year. I advised as long as customer has requested to be on the SCO rate he should remain on the SCO rate until he chooses a supplier. I advised if he chooses a supplier, he will need to request to be on the SCO rate after cancellation or he will be placed on a MVR after 2 months.	1313 Jefferson Avenue	Cuyahoga Falls	44223
	Subtotal	Count	1						
Subtotal		Count	1						

00218366	Lois Esmile	East Ohio Gas Company TI	Non-Jurisdictional Matter	3/2018 5:00 PM	-caller says she want to be on the Standard Choice Offer rate -caller was advised that she'll have to contact DEO b/c the SCO rate is DEO's monthly variable rate -caller says she was referred to the PUCO by an outside source >> in addition, she has questions/concerns about the 3rd party insurance she pays thru DEO -referred caller to DEO for furtherance >> contact info provided	3549 Kent Road	Stow	44224
Subtotal	Count	1						
00219641	Wayne Fortlage	East Ohio Gas Company TI	Competition Issues / Inquiries	2/2018 11:46 AM	Wonders what the SCO rate is for DEO and if it's available as a fixed rate? I advised caller t hat the SCO is a monthly variable rate. Discussed current A2A rates.	9314 Behrwald Avenue	Brooklyn	44144
Subtotal	Count	1						
00219725	Mike Pippin	East Ohio Gas Company TI	Billing Inquiry	7/2018 3:35 PM	Caller states that he just moved in a couple of months ago - caller states that he was told that if he does not pick a supplier - one will be selected for him (Titan) - exp SCO - provided Energy Choice web address - exp how to locate the A2A for the DEO area - exp that he is not required to pick a supplier - however, if he does not - then a supplier will be chosen for him at the SCO rate - exp that after 2 bill cycles that if he does not call DEO and request the SCO or pick a supplier - then he would be billed at the MVR (monthly variable rate) - adv that the MVR is an unregulated rate - invited call back.	5496 Berkshire Drive	North Olmsted	44070
Subtotal	Count	1						
00220910	Diane Stallman	East Ohio Gas Company TI	Competition Issues / Inquiries	5/2018 1:23 PM	Caller states she would like to put their business on SCO rate. advised customer per a2a "Eligible non-residential and large volume customers who don't choose an Energy Choice supplier will also be placed on a MVR commodity service. Customers on a MVR rate purchase their natural gas from a designated MVR retail supplier." offered caller HL to see about account, b/c not 100% sure, caller said no thanks. ICB	5260 Fulton Drive Northwest	Canton	44718
Subtotal	Count	1						
00220912	William 'Bill' Broadhurst	East Ohio Gas Company TI	Call Company First	5/2018 1:27 PM	-caller says he just dropped ONG, and want to go back to SCO rate -caller was advised that the SCO rate is DEO's monthly variable rate -caller says he understands that -caller referred to DEO for furtherance	4069 Stonebridge Boulevard	Copley	44321
Subtotal	Count	1						
00221656	Diane Catanese	East Ohio Gas Company TI	Competition Issues / Inquiries	2/2018 10:02 AM	-caller wanted to know if DEO had the gas rates -caller was advised that DEO only has a monthly variable rate >> DEO's rate varies month-to-month -caller wants to know who has the 'best' rate? -caller has Internet access -caller was referred to EnergyChoice Ohio website to shop-n-compare supplier gas rates/offers -invited call back, if necessary	2535 9th Court	Cuyahoga Falls	44221
Subtotal	Count	1						
00223141	Cindy Stuttler	East Ohio Gas Company TI	Competition Issues / Inquiries	2/2018 10:10 AM	Advised S.CO is a mvr . Advised of a2a chart website for supplier rates Caller has Dominion Caller has Aep energy for supplier. Customer questions Dominion rate-Advised of Sco rate @2.8920/mcf. (Advised rate good through Sept 12,2018). Advised it is a mvr/based on the market.	1124 Terrell Dr	Akron	44313
		East Ohio Gas Company TI	Competition Issues / Inquiries	2/2018 10:10 AM	Advised caller of apples to apples chart website for list of suppliers/rates.	1124 Terrell Dr	Akron	44313
Subtotal	Count	2						
Subtotal	Count	2						

00223286	Maria Zellars	East Ohio Gas Company TI	Competition Issues / Inquiries	1/2018 4:12 PM	Advised of Dominion energy solutions-3.60/ mcf Advised of New Wave Energy at 3.25/mcf Advised of a2a chart website/ helped navigate Advised of Sco rate- Advised mvr Caller has Dominion Caller is looking for a lower rate for her supplier Advised of Dominion energy solutions-3.60/ mcf Advised of New Wave Energy at 3.25/mcf Advised of a2a chart website/ helped navigate Advised caller of Sco rate -Advised mvr	10910 Dale Avenue	Cleveland	44111
	Subtotal	Count	2			10910 Dale Avenue	Cleveland	44111
Subtotal		Count	2					
00224219	Joanne Dannemiller	East Ohio Gas Company TI	Billing Inquiry	2/2018 10:51 AM	-calling about DEO's SCO rate -caller seemed a bit confused, but when Intake Rep explained that the SCO is a monthly variable rate >> caller says she now understands	333 North Portage Path, Unit 3	Akron	44303
	Subtotal	Count	1					
Subtotal		Count	1					
00227719	Jill McGuigan	East Ohio Gas Company TI	Competition Issues / Inquiries	3/2018 8:59 PM	Called the customer to discuss her concerns. Reached voice mail. Left message advising that she does not have to choose a supplier. Advised that she would need to contact her current supplier to cancel and make sure there would be no ETF. Advised that then she would need to contact DEO and ask to be placed on the Standard Choice Offer. Advised that this step is important because she could be placed on the MVR otherwise. Explained the difference. Also discussed the aggregation with NOPEC. Advised that opt-out date had passed and explained that program. Advised that she would need to contact NOPEC if she was interested in that option. Provided NOPEC number. Invited a call back. Left hotline number.	1873 Oakmount Road	South Euclid	44121
	Subtotal	Count	1					
Subtotal		Count	1					
00228518	Virginia Detour	East Ohio Gas Company TI	Competition Issues / Inquiries	2/2018 10:38 AM	Caller has Dominion Caller states a rep from Ohio Natural gas came to her door with a rate. Caller questioned if Sco was lower-Advised of Sco rate @2.9650/mcf Advised is a monthly variable rate. Advised of a2a chart website	819 East 11th Street	Ashtabula	44004
	Subtotal	Count	1					
Subtotal		Count	1					
00228685	Bernard Hines	East Ohio Gas Company TI	Competition Issues / Inquiries	4/2018 3:13 PM	Advised of 2.9650/mcf. Advised mvr. Advised rate is good through October 11,2018. Advised of 12 month fixed –Santanna Energy Services @2.780/mcf Caller has Dominion Caller calling about Dominion rate- Advised of 2.9650/mcf. Advised mvr. Advised rate is good through October 11,2018. Advised of 12 month fixed –Santanna Energy Services @2.780/mcf Advised of a2a chart website	1255 Cole Coffman Road	Marietta	45750
	Subtotal	Count	2			1255 Cole Coffman Road	Marietta	45750
Subtotal		Count	2					
00228707	Rosemary Brett	East Ohio Gas Company TI	Call Company First	4/2018 3:52 PM	-caller says she recv'd a notice from DEO about the SCO rate, etc... -caller was advised that the SCO is the monthly variable rate with DEO -caller says she want to stay on the SCO rate -caller was referred to DEO for furtherance	502 Crossings Circle	Tallmadge	44278
	Subtotal	Count	1					
Subtotal		Count	1					

00230387	Robert S McIntyre	East Ohio Gas Company TI	Competition Issues / Inquiries	3/2018 1:45 PM	-caller is calling about the EnergyChoice program -caller's recent fixed rate expired Sept 30 and he just enrolled with a different supplier on another 3-month fixed rate -caller is inquiring about the 2/3 billing cycle timeframe to remove supplier, etc... -caller was advised that his local utility company requires up to 3 billing cycles to add/remove supplier -caller has concerns about the supplier's monthly variable rate -Note: caller has Internet access, and is familiar with EnergyChoice Ohio's website -caller was advised to research the supplier's variable rate against DEO's SCO rate each month to see if it is a competitive rate, etc... -caller was advised to review the contract's terms & conditions, etc... -invited call back, if necessary	5925 Silver Creek Road	New Middletown	44442
Subtotal	Count	1						
00231264	Linda Brown	East Ohio Gas Company TI	Competition Issues / Inquiries	3/2018 4:15 PM	Advised of lowest 12 month fixed-Santanna Energy Services @3.29/mcf. Advised Sco- it is a mvr. (Advised rate is 2.965/mcf through Oct.11,2018) Caller has Dominion and is on the Sco Caller questions what the Sco rate is- Advised it is a mvr. (Advised rate is 2.965/mcf through Oct.11,2018)	315 Taylor Avenue	Cuyahoga Falls	44221
		East Ohio Gas Company TI	Competition Issues / Inquiries	3/2018 4:15 PM	Advised of lowest 12 month fixed-Santanna Energy Services @3.29/mcf No access to internet.	315 Taylor Avenue	Cuyahoga Falls	44221
Subtotal	Count	2						
Subtotal	Count	2						
00232047	Desiree Williams	East Ohio Gas Company TI	Call Company First	2/2018 4:37 PM	-caller says she want to be on the SCO rate, but DEO referred her to the PUCO for furtherance (?) -caller was advised that the SCO rate is DEO's monthly variable rate >> the monthly market rate -caller says she knew this, but DEO referred her to the PUCO -caller was referred back to DEO for furtherance -invited call back, if necessary	1526 Bennett Road	Madison	44057
Subtotal	Count	1						
00232836	Paul Poldergotch	East Ohio Gas Company TI	Competition Issues / Inquiries	7/2018 12:10 PM	Caller has Dominion Caller calling for lowest 12 month fixed and lowest 24 month fixed. Advised of 12-Santanna Energy @3.29/mcf Advised of 24-Centerpoint Energy Service @3.45/mcf Caller questions what Sco rate is-Advised Mvr	Refused	Refused	Refused
Subtotal	Count	1						
00232903	Eloise Garman	East Ohio Gas Company TI	Competition Issues / Inquiries	7/2018 2:20 PM	-caller is calling about lowering her current gas rate -caller says she is currently paying \$3.55/Mcf thru DES -Note: caller does not know when the rate will expire >> caller does not know if the rate is a 'fixed' -or- variable rate -caller was referred to DES to find out more about the rate she's currently paying and then decide what she want to do from there -caller inquired about the SCO rate -caller was advised about DEO's monthly variable rate - SCO, etc... -invited call back, if necessary	867 South Washington Street	Van Wert	45891
Subtotal	Count	1						
00232907	RS Jordan	East Ohio Gas Company TI	Billing Inquiry	7/2018 2:27 PM	discuss response with customer, that company will adjust two bills when was on mvr to sco rate. customer understands information.	4825 Pine Ridge Oval	Independence	44131
		East Ohio Gas Company TI	Billing Inquiry	7/2018 2:27 PM	discuss response with customer, advise that company will adjust the two disputed bills after came off supplier contract with santanna from \$9.75 per mcf mvr rate to the sco rate. customer understands information.	4825 Pine Ridge Oval	Independence	44131
		East Ohio Gas Company TI	Billing Inquiry	7/2018 2:27 PM	Sent follow up to BB. requesting info on whether they are supposed to place customers on SCO for two months, before they change to the MVR.	4825 Pine Ridge Oval	Independence	44131

					RS Jordan 4825 Pine Ridge Oval Independence, Oh 44131 <
--	--	--	--	--	--

Subtotal		Count	1						
00237331	Aaron Reed		East Ohio Gas Company T	Competition Issues / Inquiries	4/2018 1:57 PM	Caller has Dominion Caller states last bill cycle he had Kratos on the bill. He received notices about opting out and he did. He saw them on his bill and was advised by Kratos that Dominion picked them. Dominion advised him that he was set up with the supplier for a few months and then he needed to select a supplier or go the next suppliers mvr. Caller states he does not want to pick a supplier but he does not like the Co rate. Advised caller of option for Sco or pick own supplier. Advised of a2a website Advised of Ea as caller upset of rate with supplier Co picked. Caller states he did not get notice of the need to make a decision.	4401 oak park av	Cleveland	44109
Subtotal		Count	1						
00238069	Edwin Dieringer		East Ohio Gas Company T	Competition Issues / Inquiries	2018 11:22 AM	Caller has Dominion Calling requests the Sco rate Advised of 3.255/mcf. Advised it is a mvr (Advised good through Dec 12, 2018.) Advised of a2a chart website.	2711 Sheraton Point Dr	Akron	44319
Subtotal		Count	1						
00239354	Richard Mccandless		East Ohio Gas Company T	Billing Inquiry	2018 11:23 AM	1106 Bell Ridge Rd., Akron OH 44303. On 9/12/2013 I called IGS, then my supplier, and asked to be switched to the SCO rate; the IGS confirmation number of that request is DEO646646. I have contemporaneous notes of that call which specify my request for the SCO. I believe I also called DEO on or about that date to make the same request, but have no confirmation number for that call and DEO tells me they do not use such confirmation numbers. When auditing bills recently I noticed that DEO's bills showed my rate as "MVR" rather than "SCO," with gas still supplied from IGS. This is not the rate I had requested in 2013. I believe either IGS or DEO made a mistake in 9/2013 by assigning me to the MVR instead of the SCO. I may be due a correction for the difference between the MVR rate and the SCO rate from 9/2013 to 9/2018, a 5 year period. When our bill review uncovered this issue I telephoned DEO on 10/19/18 and again requested to be put on the SCO rate. On that call I explained that my contemporaneous notes from 2013 did record my request to be on the SCO, that I clearly was on the MVR instead, and was told by the DEO agent that this was an error on the part of IGS, not DEO. I telephoned IGS whose agents (first Maria, then Heidi) offered to research the issue. On 11/9/18, an IGS supervisor named Andy told me the issue was being handled by their agent Shaun Bowers (888-330-8361 x 5769). Shaun Bowers and I spoke by telephone several times. He explained that IGS had correctly contacted DEO in 9/2013. He and I together attempted called DEO customer service on 11/15/18 and spoke with "T.C." who ofered to connect us with the Energy Choice Department; after 20 minutes on hold we abandoned this call and agreed to try again on the morning of 11/28/18, after the Thanksgiving holidays. On 11/28/2018 Sahun Bowers and I did reach DEO customer service by phone. The first agent we reached helped us speak to supervisor Lincoln (badge number 0539). Lincoln told us DEO's records in his computer system only go back 36 months and he is unable to access my original SCO request from 9/12/13 so cannot offer any redress. Lincoln did explain that DEO has audio	1106 Bell Ridge Rd	Akron	44303
Subtotal		Count	1						

00239825	Tracy A Cunningham	East Ohio Gas Company T	Competition Issues / Inquiries	3/2018 2:19 PM	-caller says he is currently with Ohio Gas & Electric, who is charging him a very high monthly rate -caller says he want DEO's SCO rate -referred caller to DEO for furtherance -caller says he just called DEO via 800/362-7557 and requested to be on the SCO rate and he was referred to another phone # which somehow ended up connecting him to the PUCO instead (?) -Note: caller was advised that the SCO rate is DEO's Standard Choice Offer rate, which is based on the New York Mercantile Exchange month-end settlement price. The SCO is a monthly variable rate >> the monthly market rate. -caller says he is aware of all that, and that is what he want going forward! -referred caller to EA hotline for furtherance >> contact info provided -invited call back, if necessary	2455 Pickle Road	Akron	44312
Subtotal	Count	1						
00240231	Martin Brett	East Ohio Gas Company T	Rates & Tariffs	3/2018 8:23 PM	Caller had requested to go with NOPEC in August and had been switched to SSO and then to an MVR with the most recent bill. Advised caller that DEO cannot enroll customers with NOPEC, but that DEO should have advised caller of SCO option once he began with the SSO. Advised caller to contact NOPEC to enroll with them. ICB	2139 Glenbury Avenue	Lakewood	44107
Subtotal	Count	1						
00241226	Nadia Ianiro	East Ohio Gas Company T	Competition Issues / Inquiries	3/2018 9:28 AM	-caller's current rate with ONG is expiring today -caller says she want DEO's SCO rate -caller was advised that DEO's SCO rate is DEO's monthly variable rate -caller says she is aware of that -referred caller to DEO for furtherance	n/a	Highland Heights	00000
Subtotal	Count	1						
00241804	Susan Harris	East Ohio Gas Company T	Competition Issues / Inquiries	3/2018 10:47 AM	Advised of 3.25/mcf. Advised it is a mvr and this rate is good through Dec 12,2018 Advised to contact Co to sign up for Sco////she states she called earlier. I found the notes. she states she was told that if she wanted the SCO rate of 3.25 she would need to call DEO today. I told her she can not lock into a SCO rate. I explained the SCO rate and hot it is determined and it changes monthly. I explained suppliers can change their rates on a daily basis. I explained how CHOICE works and the SCO rate and she can view the info on the a2a chart. she thanked for the info and will look at the chart. Thanked for help. ICB and gave my name. Advised of a2a chart website. Caller has Dominion Caller calling for the Sco rate- Advised of 3.25/mcf. Advised it is a mvr and this rate is good through Dec 12,2018 Advised to contact Co to sign up for Sco	822 Sherman Avenue Northwe	New Philadelphia	44663
Subtotal	Count	2						
00242815	Rick Rosler	East Ohio Gas Company T	Competition Issues / Inquiries	3/2018 4:57 PM	-caller inquiring about the SCO rate & the lowest 'fixed' gas rate/offer via A2A chart -Note: caller does not have Internet access -caller was advised that the SCO rate is DEO's monthly variable rate >> current SCO rate & fixed rate info provided via A2A chart -invited call back, if necessary	refused	North Canton	00000
Subtotal	Count	1						
00244464	Irma Bailey	East Ohio Gas Company T	Competition Issues / Inquiries	3/2018 12:59 PM	Caller asked for Choice info. Gave directions to web site. She asked about what happened at the end of contract term. Advised to check terms of contract as most contracts role over to a MVR after it ends. She is going to follow-up with web site and contact old supplier. ICB.			
Subtotal	Count	1						

00244983	Kevin Claus	East Ohio Gas Company TI	Rates & Tariffs	2019 10:44 AM	cust calling in upset that he was placed on MVR after his contract expired adv cust that is what happens when a contract expires for 2 billing cycles will be placed on sso unless request the sco rate started speaking on how he feels DES and DEO are affiliated and they chose them because they are pocketing money for it and he has a high rate of 8.something because of this adv cust I can get his complaint noted icb	636 Ardella Ave	Akron	44306
	Subtotal	Count	1					
Subtotal		Count	1					
00245151	Gary Harloff	East Ohio Gas Company TI	Competition Issues / Inquiries	3/2019 3:58 PM	Caller has Dominion Caller questions the lowest and highest variable rates- Advised 3.49 and 4.420. Caller questions Constellation energy rate. Caller read from bill that he is on the Sco rate and questioned . Advised Sco is a mvr. Advised can choose supplier or go with the Sco rate . Advised lowest and highest variable rates are 3.49 and 4.420. Advised Sco is a mvr. Advised can choose supplier or go with the Sco rate .	26106 Tallwood Drive	North Olmsted	44070
	Subtotal	Count	2	3/2019 3:58 PM		26106 Tallwood Drive	North Olmsted	44070
Subtotal		Count	2					
00245204	Fredrick Travis	East Ohio Gas Company TI	Competition Issues / Inquiries	1/2019 9:05 AM	Customer currently has a MVR that was assigned by DEO and it is high. Customer would like to know what the lowest 12 month fixed rate is. I advised of lowest 12 month fixed rate. I advised customer will need to contact the supplier he would like to enroll with. The company will then submit an enrollment request to DEO, which will automatically cancel the MVR. It is recommended to contact the supplier 2 months prior to the contract ending or he may be switched to a variable rate.	3978 Orchard Rd	Cleveland Heights	44121
	Subtotal	Count	1					
Subtotal		Count	1					
00245307	Paula Kosar	East Ohio Gas Company TI	Matrix Request	2019 12:15 PM	Customer would like an A2A comparison chart I advised A2A will be sent. Customer states Titan is currently supplying her gas and she never enrolled with them. Customer wants to know why they would just show up on her bill. I advised she could have an aggregation, the company could have purchased the supplier she had previously, she could have been on SSO rate and placed on an MVR. Customer would like to know the lowest fixed rates. I advised of lowest fixed rates. Customer states she has Titan at the SCO rate. I advised the SCO rate means she is getting a variable rate based on the NY mercantile exchange. No matter what supplier is listed, she has the same rate as everyone else on the SCO rate.	542 North Revere Road	Akron	44333
	Subtotal	Count	1					
Subtotal		Count	1					
00245944	Bonnie Clark	East Ohio Gas Company TI	Competition Issues / Inquiries	2019 11:26 AM	-caller says her current 'fixed' rate (2.65/Mcf) with ONG expired on Jan 7, and now she is at a monthly variable rate of five (5) point something -caller is looking for a lowest 'fixed' rate offer for 12 months -when asked, caller says no Internet access -per A2A chart, in for provided -invited call back, if necessary	1751 7th Street	Cuyahoga Falls	44221

	Subtotal	Count	1						
Subtotal		Count	1						
00245953	Amanda Bruck		East Ohio Gas Company T	Competition Issues / Inquiries	2019 11:44 AM	-caller says DEO's SCO rate is too high -caller was advised that DEO's SCO rate is the monthly market rate >> monthly variable rate -caller says she's currently has Snyder Brothers, and she can move to another supplier without any charge -caller wants to lower her current gas rate /Mcf -caller has Internet access >> was referred to EnergyChoice Ohio website to shop-n-compare current rate offers >> web address provided for furtherance -invited call back, if necessary	16674 Cynthia Drive	Brook Park	44142
	Subtotal	Count	1						
Subtotal		Count	1						
00246001	Husam Jabareen		East Ohio Gas Company T	Billing Dispute	3/2019 1:45 PM	Caller states that he is calling about his high gas bill - inquired if he is billed for actual mtr readings - caller states, yes - inquired if he has the DEO SCO, MVR or a supplier - he is not sure and can not locate the info on his bill - refer to co - av that DEO can look up his acct and answer how he is billed - invited call back.	5851 Revere Drive	North Olmsted	44070
	Subtotal	Count	1						
Subtotal		Count	1						
00246181	Lionel Langford		East Ohio Gas Company T	Competition Issues / Inquiries	3/2019 9:20 AM	-caller is currently with Dominion Energy Solutions at a rate of 7.715/Mcf -caller was referred to the PUCO by DEO to get a rate -Note: after explaining the Choice program to the caller, he decided that he want a monthly variable rate >> DEO's SCO rate -caller was advised that Dominion's SCO rate is currently \$4.7850 per Mcf until January 15, 2019 -referred caller to DEO to request the SCO rate -caller asked how did DES get on his acct? -caller was advised that DEO can provide him the info -caller dropped the call	3863 East 112th Street	Cleveland	44105
	Subtotal	Count	1						
Subtotal		Count	1						
00246233	Despina Kaps		East Ohio Gas Company T	Competition Issues / Inquiries	2019 10:51 AM	Caller states the service address belongs to her deceased mother. When she contacted DEO in Aug 2018 to request service transfer into her name until the address is sold, DEO processed the new service order but did not tell her anything about the SSO, SCO, or Choice or that if she didn't select SCO or Choice after two months she would be moved to the MVR. Now caller has a high rate per MCF for almost no usage. States she called DEO and DEO told her to call the PUCO. Caller wants to know what the PUCO can do about this. ***** Explained to caller the SSO, SCO, MVR and Choice. Advised notices should have been going out with the DEO bills advising her to select a Choice provider or enroll in the SCO to avoid being moved to the MVR and assigned a supplier. Caller states the messages may have been on the bill but she didn't see them. Caller wants to know why DEO didn't tell her this when she ordered service, she states she has never had service in her name in Ohio before. *****Advised caller I can't answer why she wasn't told this when she ordered service or why DEO customer service told her to call the PUCO because she wasn't told this. ***** Gave caller direction to the A2A on line and advised her of the current SCO and what is based on and that it is variable from month to month. Also gave her EA # to DEO to report actions of the two CSRs she spoke with. Gave caller my name and invited call back if she has other issues or questions.	6706 Hogan Way NW	Canton	44718
	Subtotal	Count	1						
Subtotal		Count	1						

00246356	Eugene Pate	East Ohio Gas Company T	Competition Issues /	9/2019 2:58 PM	Caller has Dominion Caller states that he cannot get in touch with anyone at Dominion Caller states that he requested the Sco rate and questions why he is being charged \$4.7850 Advised caller that is the Sco rate. Caller questions why the rate changes- Advised this is a mvr. Advised that It fluctuates based on the market. Advised caller of a2a chart website to look at lower supplier rates Advised caller would note concern but there has been no violation of a rule	3234 W 43rd St	Cleveland	44109
			Inquiries		Advised of ea Advised of Sco rate and that it is a mvr Advised of a2a chart website			
			Competition Issues /		Advised of ea			
		East Ohio Gas Company T	Inquiries	9/2019 2:58 PM		3234 W 43rd St	Cleveland	44109
	Subtotal	Count	2					
Subtotal	Count	2						
00246715	Betty Moorman	East Ohio Gas Company T	Competition Issues /	0/2019 4:18 PM	-caller is currently on DEO's SCO rate -caller says her current rate is \$4.7850 >> that's is too high!! >> caller wants the rate to be changed -caller was advised that the SCO rate \$4.7850 is the monthly market rate >> the monthly variable rate until Jan 16 -caller inquired about lower gas rates -caller was advised about fixed vs. variable -caller says she want a list of the rates now to set it up for next year -caller was advised about that when she commit to a fixed rate offer it will tend to start with 2/3 billing cycles until the end of the term -caller was advised to wait until later in the year to set up a fixed rate, if she don't want to commit now -invited call back, if necessary	1021 Cleveland Ave	Saint Marys	45885
			Inquiries					
			Competition Issues /					
	Subtotal	Count	1					
Subtotal	Count	1						
00246778	Whitney Wilcoxson	East Ohio Gas Company T	Competition Issues /	1/2019 9:39 AM	Caller has Dominion Calling about the Sco rate. Advised it is 4.78. Caller questions why it changed. Advised it is a mvr and fluctuates based on the market. Advised the 4.78 rate is good through Jan.15,2009.	16009 Shirley Avenue	Maple Heights	44137
			Inquiries		Advised caller of A2A chart website Advised it is 4.78. Caller questions why it changed. Advised it is a mvr and fluctuates based on the market. Advised the 4.78 rate is good through Jan.15,2009.			
			Competition Issues /		Advised caller of A2A chart website			
	Subtotal	Count	2			16009 Shirley Avenue	Maple Heights	44137
Subtotal	Count	2						
00247140	Pamela Stackhouse	East Ohio Gas Company T	Competition Issues /	2019 10:59 AM	Caller states that she is looking for a low rate - she cancelled with her supplier and is back with DEO - inquired what she is looking for - she wants a rate that doesn't change - inquired for how long - she states for a couple of yrs - caller then inquired if she has to pick anyone - adv that she is not required to pick a supplier - adv that after she cancelled her supplier and went back to DEO - if she did not request to be placed on the DEO SCO then she will be billed the MVR after 2 bill cycles on the DEO SCO - adv that if she does not want to pick a supplier, to call DEO and ask that they place her on the DEO SCO - adv if she does not and it goes to the MVR - adv that the MVR is not regulated by the PUCO - provided number to DEO.	877 11th Street Northeast	Massillon	44646
			Inquiries					
			Competition Issues /					
	Subtotal	Count	1					
Subtotal	Count	1						

00247371	Marilyn Harkness	East Ohio Gas Company T	Competition Issues / Inquiries	4/2019 3:57 PM	<p>Caller states DEO told her they sent her the notices advising her that at the end of the initial two months of service she would be moved from the SSO to the MVR and assigned a supplier. States she was moving and didn't have the time to read the notice.</p> <p>States she called the PUCO on January 15, 2019 and told the PUCO she can not read any on-line documents like the A2A because all she has is a Smart Phone. States the PUCO representative told her to call Santanna for a low fixed rate. States she called the supplier who told her they don't provide service to the Lima area.</p> <p>*****</p> <p>Caller wants me to select a supplier for her, advised PUCO can not advocate for one supplier offer over another. Advised I can mail a hard copy of the A2A which will show all of the current supplier offers and have the supplier contact numbers, which she will need to call to verify the supplier provides service in her area. Caller agreed to have the A2A chart for DEO territory mailed to her.</p>	976 Brice Avenue	Lima	45805
	Subtotal	Count	1					
	Subtotal	Count	1					
00247431	Laraine Taylor	East Ohio Gas Company T	Competition Issues / Inquiries	5/2019 8:28 AM	<p>-caller was referred to the PUCO by DEO to choose a different supplier</p> <p>-caller says Titan is the supplier and she want a lower gas rate, etc...</p> <p>-caller says Titan is charging 3x her gas bill (?)</p> <p>-caller was advised to contact Titan first to find out if she is currently under contract and if fees will be charged if she had them removed from the acct / choose another supplier, etc...</p> <p>-caller says the rep at DEO told her she on the SCO</p> <p>-caller was advised that if she is on the SCO, she is paying DEO's monthly variable (market) rate which is currently 4.7850/Mcf and will expire after today >> a new monthly variable rate will began tomorrow, Jan 16</p> <p>-caller was advised about variable vs. fixed rates, etc...</p> <p>-caller seem a bit confused b/c she could not locate the info on her bill to determine if she's paying a variable rate -or- not</p> <p>-referred caller to DEO to have them to explain to her where she can locate the info on her bill</p> <p>-caller has Internet access >> referred caller to EnergyChoice Ohio website to shop-n-compare gas rate offers, etc... >> web address provided for furtherance</p> <p>-invited call back, if necessary</p>	880 East 105th Street, Apt. 3	Cleveland	44108
	Subtotal	Count	1					
	Subtotal	Count	1					
00247801	Chris Grimaldi	East Ohio Gas Company T	Competition Issues / Inquiries	2019 10:24 AM	<p>Customer is calling about DEO. He has two identical properties with similar usage but different suppliers and very different charges for the gas supply. Suggested that he may be on the MVR if he has never selected his own supplier. Referred to DEO for the details and his classifications. Provided A2A url. Provided ea number, invited a call back and transferred to ea at DEO.</p>	15301 &15400 Maple Park Dri	Maple Heights	44137
	Subtotal	Count	1					
	Subtotal	Count	1					

					Customer handles her sister's bill and would like to know if there is an aggregation in the area. Customer states she would like to know if there is an ETF with the aggregation and what the aggregation rate is.			
					I advised there is an aggregation with NOPEC Nextera. I advised there are two options: 3 months at \$4.75 followed by a variable rate or \$0.02 off the SCO rate.			
					She called the city and was told that her rate is \$3.09/MCF. Customer states she lives in Tallmadge and their aggregation is with Constellation. Customer states she was not with the aggregation previously because she had a supplier. Customer states she was told that she can opt in with the aggregation and leave and come back again. Customer states she did not realize that the rate stop and start date is set with her meter reading.			
					I advised DEO sets the start and stop dates for the suppliers.			
					Customer would like to know if she enrolls with Santanna if that will be with her current meter reading or next month's meter reading.			
					I advised usually the start date begins with the next meter reading.			
					Customer states she was told that she will be assigned to the SSO rate when she cancels her supplier. Customer would like to know if she will remain with the SSO rate.			
00247853	Ann Pramik	East Ohio Gas Company TI	Competition Issues / Inquiries	/2019 12:12 PM	I advised DEO will place customer on SSO rate for 3 months. DEO will send the customer a notification stating that she can call to remain on SSO rate, which is the same as the SCO rate, but	4215 Spring Crest Drive	Brooklyn	44144
	Subtotal	Count	1					
	Subtotal	Count	1					
					Caller has Dominion Caller states her gas bill is high. Caller has looked on the A2A chart and is having issues.			
					Advised of 12 month fixed @ 3.29 - Santanna Energy Services. Advised of 6 month fixed @ 3.89 -Santanna Energy Services.			
					Advised caller of the option to be on the Sco rate. Advised it is a MVR Advised SCO rate is 3.71/mcf and is good through February 13,2019.			
					Caller questions if Dominion will give her the lowest rate- Advised caller SCO may not be the lowest.			
00248132	Renee Collins	East Ohio Gas Company TI	Competition Issues / Inquiries	/2019 12:40 PM	Caller questions her current supplier Ohio Natural Gas and terms- Advised to contact supplier. Advised of 12 month fixed @ 3.29 - Santanna Energy Services. Advised of 6 month fixed @ 3.89 -Santanna Energy Services.	401 Eddy Road	Cleveland	44108
					Advised caller of the option to be on the Sco rate. Advised it is a MVR Advised SCO rate is 3.71/mcf and is good through February 13,2019.			
					Advised to contact ONG for term info	401 Eddy Road	Cleveland	44108
	Subtotal	Count	2					
	Subtotal	Count	2					

00248135	Patricia Lyons	East Ohio Gas Company TI	Regarding PUCO	7/2019 12:43 PM	Caller states that she called a few days ago - she is wanting to know a good supplier to go with – she has NOPEC right now with Nextra - does not want to get stuck with a long term commitment – does not want to do an offer longer than 6 mos - she is on the website on the A2A - adv how to filter her search - adv that currently there are 46 records for fixed offers - caller states that she had the SCO then it became NOPEC - exp govt aggr - exp Choice - she inquired if she is able to go back to DEO - exp the timeline for the switch and adv of the DEO SCO vs the MVR - adv that she has to request to be placed on the DEO SCO - adv that if she does not, then she would be billed the DEO SCO for 2 bill cycles then she would have the unregulated MVR - invited call back.	5149 Catherine St	Maple Heights	44137
Subtotal	Count	1						
00248194	Dave Jacoby	East Ohio Gas Company TI	Matrix Request	7/2019 2:45 PM	* HL call on 1/17/19 - call ended approx 215 pm * Caller states that he started svc with DEO around the end of Oct - has Quake now - he states that his price was 3.6 then 4.78 - was told by DEO that after 2 mos on the SCO if he didn't choose a co then his rate increased - he does not want to provide his phone number - adv how the SCO rate is determined - adv of the historic range from 2018 - provided current SCO rate - adv that the MVR is not a regulated rate - he inquired on other offers - he would like the A2A sent to his email address - confirmed email address - he then requested the web address for the energy choice - provided info and exp how to locate the A2A for the DEO svc area - he then inquired what exactly does he pay the supplier - adv that the suppliers charge for the actual gas - adv of ETF and monthly fees that suppliers can charge - refer to co hotline to inquire on his acct questions - what happened after the SCO rate - adv that he can inquire if he is now billed at the MVR - invited call back.	435 Margaret Street	Akron	44306
Subtotal	Count	1						
00249046	Betty Linn	East Ohio Gas Company TI	Rates & Tariffs	3/2019 2:54 PM	-caller says she contacted DEO who advised her that she is not on DEO's SCO rate -caller then said that her rate is high >> 4.758/Mcf and its b/c Titan Gas is her supplier -caller was advised that the rate is DEO's monthly variable rate which expired on Jan 15 >> the new rate as of Jan 16 is 3.7120 per Mcf thru Feb 13 -caller was advised about variable vs. fixed rate and the deregulation of regulated gas utility companies in Ohio -caller still insist that Titan is her supplier and she is not on the SCO rate -per Betty, via EA hotline, customer's acct is on the SCO rate since 2013 -caller was advised by Betty -invited call back, if necessary	365 Stanford Street	Akron	44314
Subtotal	Count	1						
00249259	April Buchanan	East Ohio Gas Company TI	Competition Issues / Inquiries	7/2019 12:25 PM	Caller has Dominion. Caller called about a lower rate with her supplier Advised of 24 month @3.45 Centerpoint energy Advised of 12 month @3.59 Santanna Energy Advised of 6 month @4.49 Santanna Energy Caller questions if she is in a contract currently with Dominion Advised Co has Sco rate which is a mvr . Advised to call Dominion to see how her account is set up.	6069 Peach Street Northeast	Louisville	44641
Subtotal	Count	1						
00249591	Mike Papalis	East Ohio Gas Company TI	Billing Dispute	5/2019 3:13 PM	Left voicemail for customer advising that being assigned to MVR is allowed if he made no attempt to select a supplier. ICB.	2492 Youngstown Road South	Warren	44484
	Subtotal	Count	East Ohio Gas Company TI Billing Dispute	5/2019 3:13 PM	**Closing case Left voicemail advising about his being placed on MVR>	2492 Youngstown Road South	Warren	44484
Subtotal	Count	2						
00249838	Jerry Rose	East Ohio Gas Company TI	Competition Issues / Inquiries	3/2019 1:43 PM	Customer states he wants to know who his supplier is. Called DEO and told not supplier, shows dominion energy solutions, but does not say choice program. sounds like MVR. referred caller to HL to get more account info. ICB.	424 Eastern Avenue	Woodsfield	43793

	Subtotal	Count	1						
Subtotal		Count	1						
00249878	Antoinette Nardo			Competition Issues / Inquiries	3/2019 3:09 PM	<p>Caller has Dominion Caller states that she is on a Sco rate and questions this.</p> <p>Advised this is a MVR. Advised of 3.7120/mcf. Advised rate is good through Feb 13, 2019. Caller states that she is being offered 4.08 for 12 months through her Gov Agg. Caller wants to know the best one to choose.- Advised caller she must decide if she wants a variable or a fixed.</p> <p>Advised caller of lowest 12 month fixed- Santanna Energy Services @ 3.59/mcf</p>	1619 Clark Street	Niles	44446
				Competition Issues / Inquiries	3/2019 3:09 PM	<p>Advised this is a MVR. Advised of 3.7120/mcf. Advised rate is good through Feb 13, 2019. Advised caller of lowest 12 month fixed- Santanna Energy Services @ 3.59/mcf</p>	1619 Clark Street	Niles	44446
	Subtotal	Count	2						
Subtotal		Count	2						
00250382	Gerald Hammerhofer			Competition Issues / Inquiries	3/2019 2:55 PM	<p>Caller states he was with Volunteer Energy for the last several years and decided to switch. States he called NOPEC and was told to call DEO and be put on the SSO for two months and then NOPEC could enroll him. States he did this and called DEO today and was told he didn't respond to a post card and/or letter and is now with DTE and to call the PUCO for a number to DTE. Caller states he just wants to cancel the DTE enrollment and be enrolled with NOPEC. ***** Explained to caller DTE is one of the SCO suppliers for DEO. Advised further enrollments with NOPEC can only be done during the open enrollment period. Advised I'm not sure why DEO customer service told him to call the PUCO. Advised caller what SCO rate is, misunderstood him when he said the NOPEC rate was \$6. Asked why he would want to enroll at a rate twice as much as the DEO SCO, he states he doesn't, then he stated the rate for NOPEC is \$3.66 MCF. ***** Caller thought NOPEC was a supplier, advised him it is a gov agg program. He also said he wanted to stay on the SCO and that he imagined the rate would change at the end of year. *****Explained its a monthly variable rate. ****</p> <p>Suggested caller contact DEO to verify that his account is on the SCO. Gave caller # to DEO EA and my name and invited call back.</p>	8342 Villa Marina Ct	Mentor	44060
	Subtotal	Count	1						
Subtotal		Count	1						
00250614	Debbie Borelli			Competition Issues / Inquiries	3/2019 2:00 PM	<p>Caller states that she didn't pay attention – just had moved in a couple of mos ago and pays her bills (2 bills) - she has a card from DEO that since she didn't pick a co, she will have one assigned to her as of the 2/1 mtr read - exp SCO and MVR - she has looked at the A2A and had seen that OH Natural Gas has the lowest fixed rate but they have a \$150 ETF - adv that is correct on the A2A chart - she states that she was looking at her company on the SCO rate but did not see them on the chart - adv that regardless of which co she was assigned of the 4 for the SCO - the rate is the same because the 4 suppliers that bills for the SCO, does not control that rate - she states that some time ago, someone from IGS came to her door and told her that the previous person had IGS - she states that the person came back and told her that if she didn't pick anyone, she would end up on the higher rate - caller then inquired if she could just stay on the SCO to give her more time to decide on what to do - adv that she would need to call DEO and request to be placed on the SCO - provided co hotline number - invited call back.</p>	6715 Farmingdale Lane	Mentor	44060
	Subtotal	Count	1						
Subtotal		Count	1						
00250834	Donna Childs			Call Company First	3/2019 1:41 PM	<p>Caller had cancelled her energy choice (Dom. ES) and had contacted DEO on 9/4 to go to SCO. Caller then discovered that she actually been switched to the MVR from Quake at a rate of \$6.99 per mcf. Caller has gone to a new supplier as of 2/1 but wanted to voice her concern over the process of switching to SCO. .</p>	1476 Roycroft Avenue	Lakewood	44107
	Subtotal	Count	1						

Subtotal		Count	1					
00250864	Paul Schmidt	East Ohio Gas Company TI	Competition Issues / Inquiries	1/2019 2:44 PM	CALL BACK > -caller says he want to get a new lower SCO rate (?) -caller was advised that the SCO rate - Standard Choice Offer rate is DEO's monthly variable rate -caller says he's on a permanent rate -when asked, caller did not know who the supplier is, and if its a 'fixed rate - will there be a fee assessed to him if he dropped the rate, etc... -referred caller to the supplier he currently has the fixed rate for furtherance -caller has Internet access, and already is familiar with EnergyChoice Ohio website' -invited call back, if necessary	4225 Castle Ridge	Akron	44321
Subtotal		Count	1					
Subtotal		Count	1					
00251101	Debra Martinson	East Ohio Gas Company TI	Cancellation Issues	7/2019 12:58 PM	t: I called the customer and explained I received a response from ONG. She was placed with ONG per DEO. I explained that customer who are with a supplier and then returned to DEO are billed on the SSO (MVR) for up to two billing cycles and if they have not called back to be placed on the SCO rate or with another supplier they are assigned a supplier for the MVR and she was assigned to ONG. She needs to call DEO and asked to be placed on the SCO rate or sign up with another supplier. The MVR is extremely high and she needs to contact DEO to get off of it. I gave her the EA # to DEO to get off the SSO (MVR). left call back info if she has questions. close case.	2357 Echo Valley Drive	Stow	44224
Subtotal		Count	2		I called the customer and explained I received a response from ONG. She was placed with ONG per DEO. I explained that customer who are with a supplier and then returned to DEO are billed on the SSO (MVR) for up to two billing cycles and if they have not called back to be placed on the SCO rate or with another supplier they are assigned a supplier for the MVR and she was assigned to ONG. She needs to call DEO and asked to be placed on the SCO rate or sign up with another supplier. The MVR is extremely high and she needs to contact DEO to get off of it. I gave her the EA # to DEO to get off the SSO (MVR). left call back info if she has questions. close case.	2357 Echo Valley Drive	Stow	44224
Subtotal		Count	2					
00251146	ANONYMOUS CONSUMER	East Ohio Gas Company TI	Competition Issues / Inquiries	4/2019 2:32 PM	customer Bob called about customer choice. i advised him of the program and how to choose a supplier and enroll. advised he has to request the SCO after two months or he will autocratically be assigned to an MVR. ICB.			
Subtotal		Count	1					
Subtotal		Count	1					
00251384	Daniel Hallock	East Ohio Gas Company TI	Competition Issues / Inquiries	5/2019 1:52 PM	Caller stated he has ONG and received notice that his contract was expiring. He wants to sign up for DEO fixed rate for life. I explained DEO does not have a fixed rate. explained SCO rate and assigned supplier. explained SCO is monthly variable rate. Caller then wanted supplier that always has the lowest rate. I explained the rates change based on the Nymex so the lowest rate today may not be lowest rate tomorrow. Caller then wanted to know what happens to his ONG rate if he does nothing. I referred him to the T&Cs of his agreement since I do not have access to his contract. Caller became upset saying he should not have to consult an attorney to get the best price and requested a supervisor. caller hung up before transfer was completed.	4151 Sabin Drive	Rootstown	44272
Subtotal		Count	1					
Subtotal		Count	1					
00251953	Chauncey Bell	East Ohio Gas Company TI	Competition Issues / Inquiries	7/2019 2:35 PM	customer called, stated that he has questions about the retail price adjustment and the SCO/SSO. his mother is currently enrolled with NextEra and she is paying \$4.40/mcf. i advised him of the SCO, SSO, MVR, and the aggregation program. advised him of next month adder price. advised he can call DEO directly or call NextEra to cancel. ICB.	15302 Harvard Avenue	Cleveland	44128
Subtotal		Count	1					
Subtotal		Count	1					

00251986	Patrcia Hammond	East Ohio Gas Company TI	Competition Issues / Inquiries	7/2019 3:44 PM	Caller has Dominion. Wants to know the Sco- Advised of 3.7120/mcf. Advised it is a mvr Caller looking for rates for Dominion solutions energy- Advised of 3.65 for 12 month and 3.99 for 24 months. Advised of lowest 12 months fixed @3.59/mcf Advised of A2A chart website Advised of 3.7120/mcf. Advised it is a mvr	780 East 258th Street	Euclid	44132
		East Ohio Gas Company TI	Competition Issues / Inquiries	7/2019 3:44 PM	- Advised of Dominion energy solution rates 3.65 for 12 month and 3.99 for 24 months. Advised of lowest 12 months fixed @3.59/mcf Advised of A2A chart website	780 East 258th Street	Euclid	44132
		Subtotal	Count	2				
	Subtotal	Count	2					
00253372	Alan Ferguson	East Ohio Gas Company TI	Matrix Request	7/2019 12:51 PM	cust calling stating his bill went from \$221.72 to \$279.66 asked cust if he has a supplier said yes indra and the rate is 7.98 adv cust that may be why his bill went up due to supplier cost gave cust lowest rate on the chart adv cust of sco and different suppliers also explained MVR cust wants a2a chart mailed icb	1238 East 146th Street unit d	East Cleveland	44112
	Subtotal	Count	1					
Subtotal	Count	1						
00253662	Samantha Dolak	East Ohio Gas Company TI	Competition Issues / Inquiries	5/2019 3:00 PM	customer called, stated that she wants to return to the SCO with DTE Energy. she had been enrolled with IGS Energy for the Stark County aggregation and cancelled it a month or two. she says that her bill now says she has the SSO rate. i advised her of the SSO, MVR, and the SCO, advised she can request the SCO after two months of being on the SSO. advised her of the DEO auction process. i gave her the EA# to request the SCO. ICB	4074 Broadway Avenue North	Louisville	44641
	Subtotal	Count	1					
	Subtotal	Count	1					
00255983	James Finch	East Ohio Gas Company TI	Billing Inquiry	3/2019 1:05 PM	DEO/ was told to call here. A couple of summers ago someone came to home and they signed up. they charged to much. Said would take the company off in November. He states he just wanted to go back to DEO but they placed with an aggregation and he did not want that. I asked if he is on the SSO and he states it just Monthly Variable Rate. I asked for account # and he gave me [REDACTED]. I called co and spoke to Diane. She explained the customer is currently on the MVR and if they want to be placed on SCO they need to call them. She pulled up recent bill and they were charged 9.25. I thanked for help. I explained to the customer that when they were returned to DEO they are placed MVR and on the bill it should have told them if they wanted on the SCO to call them. he needs to call the company and get on the SCO . I explained it is a variable rate but nothing like the MVR. I explained he needs to call them. I gave him the EA #. thanked for help. gave my name ICB.	772 Westview Drive	Akron	44312
		East Ohio Gas Company TI	Billing Inquiry	3/2019 1:05 PM	DEO/ was told to call here. A couple of summers ago someone came to home and they signed up. they charged to much. Said would take the company off in November. He states he just wanted to go back to DEO but they placed with an aggregation and he did not want that. I asked if he is on the SSO and he states it just Monthly Variable Rate. I asked for account # and he gave me [REDACTED]. I called co and spoke to Diane. She explained the customer is currently on the MVR and if they want to be placed on SCO they need to call them. She pulled up recent bill and they were charged 9.25. I thanked for help. I explained to the customer that when they were returned to DEO they are placed MVR and on the bill it should have told them if they wanted on the SCO to call them. he needs to call the company and get on the SCO . I explained it is a variable rate but nothing like the MVR. I explained he needs to call them. I gave him the EA #. thanked for help. gave my name ICB.	772 Westview Drive	Akron	44312

					The customer called back and states that she is still on the MVR. I told her I would have to call the company and I verified the account number and the last two digits are [REDACTED] I corrected the information. I told her I would call the company and see what I can find out. placed customer on hold. I called co and spoke to Crystal. She states that the on 11/28/18 they received a drop to cancel Ohio Gas & Electric. on 11/28/18 pending switch to MVR-Verde, then the customer called on 11/28/19 and advised wanted the SCO rate and the SCO was added but not effective until 3/19. she pulled up the billing and explained November was billed with supplier December and January were billed at the SSO and then February billed at MVR and she looked at the billing and the customer called on 2/28/19 and customer was already in billing cycle and the date for the MVR to drop was 3/19/19. The most recent bill is the last bill with the MVR. The next bill the customer will bill at the SCO.....I explained this information to the customer and she thanked for help. she states I have been a big help to her. I told her to call back if she has any other questions. close case.	772 Westview Drive	Akron	44312	
	Subtotal	Count	3						
Subtotal		Count	3						
00256539	Helen Novak		East Ohio Gas Company TI	Call Company First	2019 10:46 AM	Caller questions how her account is currently set up for her supplier-States her bills have been high. Caller not sure if she was billed under Sco . Advised caller Sco rate is a monthly variable rate. Advised to contact Dominion to get info on her previous bills and if on the SCO.	35 Forestwood Drive	Northfield	44067
	Subtotal	Count	1						
Subtotal		Count	1						
00256583	Jeremy Harding		East Ohio Gas Company TI	Competition Issues / Inquiries	2019 12:04 PM	Customer received a letter stating he is on an MVR with a company of DEO's choosing. He would like to know if he can cancel this through the PUCO and he would like to know of supplier rates. I advised customer to go to A2A website for a list of rates. I advised he would need to contact DEO to go on SCO rate or choose a supplier to cancel MVR. I advised supplier rates come in fixed or variable and are deregulated. I advised SCO rate is variable and based off of NYMEX.	3297 West 94th St	Cleveland	44102
	Subtotal	Count	1						
Subtotal		Count	1						
00256659	Jeff Birr		East Ohio Gas Company TI	Competition Issues / Inquiries	4/2019 2:24 PM	From Queue Message Customer states he would like to verify what the terms SSO and SCO rate mean. I advised SSO is the term DEO uses for the SCO rate for two months before switching customer to a MVR. I advised SCO rate is what DEO uses as the long term SCO rate.	36 Daisy Lane	Chagrin Falls	44022
	Subtotal	Count	1						
Subtotal		Count	1						
00256828	Taylor Cera		East Ohio Gas Company TI	Competition Issues / Inquiries	2019 10:57 AM	customer called, was trying to reach DEO. has questions about her bill. she says it's \$100 and she's on the SSO rate. she just moved here in Dec 2018. i advised her of the SSO rate and the MVR and SCO. gave her the EA# to find out why she's paying \$3.65/mcf.	124 North Park Avenue	Warren	44481
	Subtotal	Count	1						
Subtotal		Count	1						

					<p>Patricia Blackburn states she received a letter stating that her gas supplier will be transferred to an MVR. Customer called DEO and spoke to a representative but the representative told her several times that she had to call PUCO for an A2A chart, but all she wanted was to go on SCO.</p> <p>I advised of EA number.</p> <p>Customer states these suppliers always charge a high rate. She states her mother was getting charged \$17/MCF.</p> <p>I advised customer's mother should call in for an investigation.</p> <p>Customer states the company already issued an adjustment and the issue has been resolved, but she wanted to make PUCO aware that this happens.</p>			
00256905	Melvin Blackburn	East Ohio Gas Company T	Competition Issues / Inquiries	5/2019 1:37 PM	ICB	151 Willard Avenue Southeast	Warren	44483
	Subtotal	Count	1					
	Subtotal	Count	1					
					<p>Caller would like to know the rate for DEO SCO - provided info - caller states that he has that rate on the DEO SCO but his bill shows DTE - adv that is one of the supplier assigned for the DEO SCO - cust states that is what he wants to stay on - he would like to know the rate for his busn, Wares Automotive - provided info - he states that he is paying 7.19 MVR - adv that the MVR rate is not regulated by the PUCO - 906 South Ave, Youngstown 44502 - adv that he would have the MVR until he picks a supplier - provided energy choice website and exp how to locate the chart - he does not know which rate code he is - refer to co to inquire - twwc - invited call back.</p>			
00256953	Randy Ware	East Ohio Gas Company T	Billing Inquiry	5/2019 3:10 PM		1105 Park Hill Drive	Youngstown	44502
	Subtotal	Count	1					
	Subtotal	Count	1					
					<p>Caller states that she has a letter that states that she has the sso - and that she can shop around - provided energy choice web address and exp how to locate the A2A chart for DEO - adv that the rates are subject to change any time - exp that she can choose her own supplier or contact DEO and ask to be placed on the SCO rate - adv adv if she does not select anyone after 2 bill cycles, then she would have the MVR, monthly variable rate (which is unregulated) - invited call back.</p>			
00257104	Laura Perez-Fernandez	East Ohio Gas Company T	Regarding PUCO	2019 10:39 AM		101 Oakwood Avenue	Marietta	45750
	Subtotal	Count	1					
	Subtotal	Count	1					
					<p>Caller wanted to know if she had to choose supplier, advised she could go with sco, advised to let deo know, so to not go on MVR.</p>			
00257273	Sharon Floyd	East Ohio Gas Company T	Competition Issues / Inquiries	5/2019 4:18 PM	ICB	7612 Denison Avenue	Cleveland	44102
	Subtotal	Count	1					
	Subtotal	Count	1					
					<p>Caller has Dominion.</p> <p>Caller calling about supplier rates</p> <p>Advised of A2A chart website.</p> <p>Caller questions if can give rates over phone- Advised cannot. Advised of website or option to mail chart.</p> <p>Caller questions the cancelling of who she has and if there will be a fee.</p> <p>Advised if on SCO no fee as this is a mvr. Advised if with another supplier to reach out to that supplier to get info on terms.</p>			
00257587	Shanelle Weeks	East Ohio Gas Company T	Competition Issues / Inquiries	3/2019 9:46 AM	Advised to call Dominion to check	13 Greencliff Drive	Bedford	44146
	Subtotal	Count	1					
	Subtotal	Count	1					

00257966	Melissa Riedl	East Ohio Gas Company T	Competition Issues / Inquiries	2019 12:38 PM	The customer is calling to find out how to select a supplier from the A2A chart. She is not familiar on how to use it. Explained to the customer that she will not be billed the SCO rate, but the MVR rate. She can call DEO to get a better understanding as to why her rates differ on two commercial accounts. Gave number to ea office.	1214 Smith Court	Rocky River	44116
Subtotal	Count	Count	1					
00259934	Larry E. Clark	East Ohio Gas Company T	Matrix Request	2019 10:09 AM	-caller says DEO referred him to the PUCO to discuss gas rates -caller was advised that the PUCO cannot discuss supplier's gas rates >> will have to contact supplier(s) in question >> EnergyChoice suppliers are optional - not required -caller has a concern about the rate he's currently being charged -caller was advised about DEO's SCO rate >> monthly variable rate vs. supplier fixed rate/offers -caller says his rate increases every month -caller was referred to the supplier to discuss his relationship with them -invited call back, if necessary	3561 Denver Drive	Youngstown	44505
Subtotal	Count	Count	1					
00260650	Jean Thompson	East Ohio Gas Company T	Competition Issues / Inquiries	2019 10:12 AM	Advised caller the SCO is a mvr and fluctuates based on the market. Advised of Dominion number. Called Co and attempted to reach rep. Advised call volume high/ transferred. Caller has Dominion She received notice about City/Aggregation. Caller states that she is with Shipley at 4. and the offer is 3.1 fixed Caller questions what to do. Caller read from bill that she is on the SCO rate. Advised caller the SCO is a mvr and fluctuates based on the market. She questions if she should do variable or fixed. Advised cannot give recommendations.-Advised of A2A chart website as well. Advised of Dominion number as customer states that she was trying to reach them, but cannot reach anyone. She states that she gets to the end and the call d/c.	1150 Indiana Avenue E 25	Saint Marys	45885
Subtotal	Count	Count	2	2019 10:12 AM	Dialed number for customer/attempted to reach rep) (Call volume high- Advised caller/transferred.)	1150 Indiana Avenue E 25	Saint Marys	45885
00261132	Laureen Grund	East Ohio Gas Company T	Competition Issues / Inquiries	5/2019 4:51 PM	customer called, says she is very confused. she says she has always chosen and wanted to be on the SCO and not have a supplier. she says she received this letter from Titan Gas and Power thanking her for being a customer and telling her that her contract has ended effective 3/20/19 and she will return back to DEO. the letter says she was under a contract, but she's never been under a contract. she says Titan has been on her bill since April 2018 as the SCO supplier, but she's never been under a contract. she says she's called DEO and Ttian and has gotten the runaround. someone told her to call DTE to re-sign with them. she says that she is very confused. i advised her of the SCO and the MVR. i gave her the EA# to make sure she's on the SCO. she says that the rep told her that the state of ohio assigns her to Titan. i advised the PUCO approves the auction results. ICB.	3596 Elmhurst Court	Kent	44240
Subtotal	Count	Count	1					
00262030	Morton Sobel	East Ohio Gas Company T	Call Company First	1/2019 1:31 PM	Wanted to enroll with SCO rate. explained to call DEO. His stated he is under current contract with DES. Advised caller he needs to cancel with DES 1st and be switched to DEO MVR then can request SCO. Caller unsure of details of DES current contract. stated he would call DES to see about renewal or cancelling and getting on SCO. ICB	850 Lenhaven Ln	Akron	44313
Subtotal	Count	Count	1					

00262239	Vicky Burnhouse	East Ohio Gas Company T	Competition Issues / Inquiries	2019 10:40 AM	DEO since 2007 has been with GA, called today to see if still with GA and was told no. DEO agents giving conflicting info, and was told to call PUCO. went over customers bill, verified no GA in area. Caller has Constellation @3.18 per mcf. advised caller sounds like she is on MVR and explained. advised of sco. explained choice program. provided caller with HL number, advised if not mvr to call back and provided case number.	1017 Kelly Street Northwest	New Philadelphia	44663
Subtotal	Count	1						
00262309	Joyce Henning	East Ohio Gas Company T	Competition Issues / Inquiries	2/2019 1:21 PM	Customer is calling about DEO. She wants to switch to the SCO but got confused at customer service for DEO. Explained that since she just cancelled Volunteer, she would be placed on the SSO for a couple of months and then could be moved to the MVR or the SCO. Explained that she needed to communicate to DEO that she will want to go to the SCO. Referred to ea, provided number invited a call back and transferred to ea at DEO.	1105 Maple Drive	Wadsworth	44281
Subtotal	Count	1						
00262370	Richard Silva	East Ohio Gas Company T	Competition Issues / Inquiries	2/2019 3:45 PM	Caller has Dominion. Caller was with a supplier and he cancelled. He was on the SSO rate for 2 months He called the company and advised that he wanted to go with the SCO rate. He received a postcard about Ohio Natural Gas Mvr is 5.57 with the supplier. He states that he is not on the SCO Caller questions why he was not on the SCO rate. He has contacted Dominion and state has not received help. Advised of Ea	16306 Edgecliff Ave	Cleveland	44111
Subtotal	Count	1						
00262839	Edna Torrey	East Ohio Gas Company T	Matrix Request	5/2019 8:12 AM	cust calling to see about suppliers because she got a letter about being on mvr cust doesn't want that referred cust to energy choice site and explained sco gave number to deo because she just wants the sco icb	3418 Montrose Avenue	Akron	44333
Subtotal	Count	1						
00262959	Cori Lewis	East Ohio Gas Company T	Billing Inquiry	5/2019 1:41 PM	customer called, stated that she moved to her current address from 135 Eden Ave NW in Massillon Ohio 44646 on 3/2/18 and had gas service transferred to the new residence. she says that months later she received a bill from DEO for charges at her previous address, even though she had already moved months ago and had service transferred. i asked if she had the service stopped at the previous address and did a tech come out to shut off the service, and she said no because a new tenant may have moved right in right after she moved out. she got charges from Just Energy on her account in the summer of 2018 and she then cancelled. she says Just Energy scammed her. she also wants to go with the SCO rate. she is currently paying the MVR. i advised she can request that from DEO. gave her the EA#, completed transfer.	5018 14th Street Southwest	Canton	44710
Subtotal	Count	1						
00263312	Andrew Bowers	East Ohio Gas Company T	Competition Issues / Inquiries	3/2019 4:06 PM	The customer is calling to discuss the process for choosing a supplier for his commercial property. The customer neglected to pick a supplier, so he was switched by Dominion to the MVR with IGS Energy \$4.99/MCF. I educated the customer on his options, we discussed the energy choice website and how to navigate. I provided my name, lcb.	2241 Benden Drive	Wooster	44691
Subtotal	Count	1						

00263392	Vito Cella	East Ohio Gas Company T	Competition Issues / Inquiries	9/2019 9:12 AM	Caller has Dominion Calling about Dominion's Sco rate Advised of \$2.9250/mcf through 04-14/19. Advised it is as mvr. Caller questions rate after - Advised no info as of yet. Advised of \$2.9250/mcf through 04-14/19. Advised it is a mvr Advised no info as to rates after as of yet.	349 McEvoy Court	Niles	44446
	Subtotal	Count	2			349 McEvoy Court	Niles	44446
Subtotal		Count	2					
00263554	Jerilyn Turcotte	East Ohio Gas Company T	Billing Inquiry	9/2019 3:41 PM	Left vm: Centerpoint energy was placed as DEO supplier on an MVR rate. If cust wants to be in her local aggregation she would need to contact that company directly Centerpoint energy was placed as DEO supplier on an MVR rate. If cust wants to be in her local aggregation she would need to contact that company directly	87 Christy Drive	Cuyahoga Falls	44223
	Subtotal	Count	2			87 Christy Drive	Cuyahoga Falls	44223
Subtotal		Count	2					
00263933	Ronald Bills	East Ohio Gas Company T	Billing Dispute	9/2019 12:27 PM	Caller states that he had established account in Nov and had not enrolled with a supplier. Caller states that his first few bills had a rate \$5.51. Caller then received a letter dated 1/10 from NAP advising of switch to their services for a rate of \$7.19. Caller did switch to Centerpoint on 1/29 and had cancelled with NAP (1-2 billing cycles was advised). Caller's most recent bill under MVR rate was \$325.10. Caller is looking to see why he was moved to MVR or if he was advised when establishing service about going with SCO rate vs MVR. Advised caller of investigative process.	1709 Lincoln Way East Suite E	Massillon	44646
	Subtotal	Count	2		I called the cust and spoke with Ronald Bills - he states that DEO did call him and said that it was okay for them to do it - within their legal rights - cust states that he did not read the last page on the disclosure (gas bills) - cust states that he was told that he had 60 days to pick someone - caller states that he will never get gas at the location - he is an electrician and will change it to all electric - adv of the notification listed on his bills dated 12/4/18 and 1/7/19 - adv the cust that it tells him what would happen if he did not choose a supplier - cust states that he knows, that he had 60 days - cust states that he is not going to argue but they put him on the highest most expensive rate out there - adv that the PUCO does not regulate the MVR (monthly variable rate) - cust states that we are in cahoots - cust states that he is not paying and they can garnish his wages - he will take it to the senate - working class citizen - adv that his comments have been noted.	1709 Lincoln Way East Suite E	Massillon	44646
Subtotal		Count	2					
00263970	Marchelle Thomas	East Ohio Gas Company T	Competition Issues / Inquiries	11/2019 1:40 PM	Customer was referred to PUCO by DEO when she called re: a message on her bill that her rate could be changing in 2 months. The DEO rep said that "Energy Choice" (PUCO) could help her decide on her gas supplier. I explained that we offer the A2A chart if she has access to the internet. Since she is an SSO customer, she has 2 mos. before she is switched to a higher rate at the monthly variable rate. RT DEO to request to be on the SCO rate. Provided customer with a current list of the SCO providers. ICB.	934 East 216th Street	Euclid	44119
	Subtotal	Count	1					
Subtotal		Count	1					
00264448	Robert Hall	East Ohio Gas Company T	Billing Inquiry	5/2019 2:02 PM	Customer calling for clarification of his supplier charges. He's being billed over \$6 MCF but doesn't know if he's with a supplier. Informed him that isn't DEO's rate so its a supplier but I can't see his account to know if its a self selected supplier or if he's on the MVR or if he's just being billed a variable rate from a self selected supplier. RTC for account details and ICB for an investigation if he has any remaining questions or concerns.	110 East Central Avenue	Ravenna	44266
	Subtotal	Count	1					
Subtotal		Count	1					

00264813	Charles Cornell Subtotal	Count	East Ohio Gas Company T	Call Company First	5/2019 3:38 PM	-caller says he's trying to get on the SCO rate -when asked, caller says DEO -referred caller to DEO for furtherance >> SCO is DEO's monthly variable rate -caller says that's what he want	n/a	unknown	00000
Subtotal	Count	1							
00265053	Justin Crasi Subtotal	Count	East Ohio Gas Company T	Competition Issues / Inquiries	7/2019 2:45 PM	customer called, stated that he was on the SSO rate with DEO, he wanted to go on the NOPEC rate and he called them. a NOPEC rep told him that he had to first wait to be switched from the SSO to the SCO before they could put him on the NOPEC rate. he says that he waited, and then he received a bill with charges from North American Power and Gas at a price of \$8/mcf. he says that this wasn't supposed to happen and that they are now threatening to charge him for two more cycles after he contacted DEO to cancel with this NAP&G. he says he will cancel his gas service for the summer months since they will not waive the charges by this supplier. i advised NOPEC gave him the wrong info and he would have had to request the SCO or be automatically assigned the MVR. i advised there may be nothing he can do to dispute those charges.	6002 Ellen Avenue	Cleveland	44102
Subtotal	Count	1							
00265213	Michael Kaleal Subtotal	Count	East Ohio Gas Company T	Competition Issues / Inquiries	2019 10:47 AM	cust stating he had constellation but his account expired so he was placed on mvr with direct energy cust called de they said they cant cancel it to call deo cust called deo they adv he needs to call the supplier hes wanting to go with cust called constellation they signed him up cust wanted to know if there was anything else he needed to do adv cust may take 1-2 billing cycles to start icb	3474 West 150th Street	Cleveland	44111
Subtotal	Count	1							
00266007	Brian Moore		East Ohio Gas Company T	Contract Inquiry	3/2019 2:53 PM	contacted DE and requested to be placed on their standard rate. I'm not understanding that if this was the case, why did they move him to a MVR, ***** On 02/06/2019, Verde rc'd an inbound enrollment transaction from the utility. On 03/20/2019, he contacted Verde wanting to know who authorized the enrollment and requested to cancel. -The agent submitted the cancellation to the utility. On 03/25/2019, he contacted Verde via email disputing the enrollment. -At this time it was explained that the enrollment was through the utility. On 04/05/2019, the gas account became inactive with Verde. Outcome: After careful review, Verde would like to confirm that his gas service enrolled through the DEO MVR program solely by the utility. This program allows the utility to enroll current customers onto flexible, variable month-to-month plans with participating suppliers in the immediate area. -For this reason, the enrollment does not have a TPV as it was authorized through the utility. Because of this, Verde agrees the enrollment is valid and warrants no credits or adjustments. -Lastly, as it stands, Mr. Moore's gas service terminated with Verde on 04/05/2019,a date solely determined by the utility and not by Verde. The SCO rate is a regulated rate charged by participating suppliers assigned to residential customers who have not selected a competitive supplier themselves. -Residential customers must contact DEO to request to be put on the SCO rate.	18600 West Valley Lane	Fairview Park	44126

						Per phone w/mary at DE, she provided a contact number for cust. 216-573-0830			
						Called cust., left vm that he reached out to M.S w/the puco. I looked into his concerns. DE pulled and listened to the recorded call w/him calling the c. on August 3, 2018:			
						The Agent advised him that New Wave Energy went effective 3/7/2018. The Agent advised that he was not aware of how long the contract was with this supplier, that he would need to contact the supplier for any contract information. Nothing else was discussed.			
						The next time he spoke w/the co. on the phone was 3/20/2019. He did ask the Agent to cancel his supplier and to set him on the SCO, however, the agent failed to follow through which meant that he was billed the MVR rate for the April 2nd bill.			
						Co. called him and advised him what had happened. Co told him they would re-bill his acct. for Apr 2nd w/ the SCO rate. Co. provided a copy of the original bill and rebill			
			East Ohio Gas Company TI	Contract Inquiry	3/2019 2:53 PM	Advd cls case, icb, RTHL#	18600 West Valley Lane	Fairview Park	44126
	Subtotal	Count		2					
Subtotal		Count		2					
00266155	Doreen Riebe		East Ohio Gas Company TI	Contract Inquiry	2/2019 11:41 AM	Caller is contacting about her residence and a business (2167 Mentor Ave, Painesville 44077) where she has Kratos listed as her supplier at a rate of \$5.99 for both. Caller had contacted NOPEC and was advised that another property she has a rate of \$3.99. Caller was also advised by NOPEC that she cannot switch these two addresses to them because DEO has some sort of block on them. Advised caller of number for EA of DEO to see if Kratos is Energy Choice or MVR and to see why block is on both addresses. ICB	10210 Ilsley Square	Concord Twp	44060
	Subtotal	Count		1					
Subtotal		Count		1					
00266228	Jackie Hunter		East Ohio Gas Company TI	Competition Issues / Inquiries	4/2019 2:55 PM	Caller wanted to know if the business would be able to get a SCO rate or its equivalent. Explained no SCO rate for businesses, but they can do MVR but no guarantee it will be the best offer. Talked with the customer regarding choosing a supplier and things to look for when choosing a rate. Explained MVR rates and not regulated and can get extremely high and to make sure she understands the T&C. She was not sure of their rate class. Referred to company for the proper rate class as she did not see it on the bill. She asked about GA offer. Stated they are with a GA but is free to leave. Advised they can always as a supplier how their rate would stack-up against their current GA rate. ICB if any other questions came up.	1540 Corporate Woods Pkwy.	Uniontown	44685
	Subtotal	Count		1					
Subtotal		Count		1					
00499845	Paul Caynor		East Ohio Gas Company TI	Competition Issues / Inquiries	2/2019 11:20 AM	DEO- since Jan has been trying to get to the aggregation. Received a card in the mail that she would be switched to Snyder brothers. Called DEO and was informed she would need to cancel with Snyder Brothers. If not done by May 1 they are stuck with Snyder on the MVR. Informed the customer if she does not have a supplier DEO will choice one for her which was Snyder. Due to being on the MVR it is not regulated. She can contact DEO and asked to be placed on the SCO regulated rate until she is on with the aggregation.	4101 Tapper Road	Norton	44203
	Subtotal	Count		1					
Subtotal		Count		1					
00500653	Shelia M Lorince		East Ohio Gas Company TI	Matrix Request	2/2019 9:06 AM	Cust is calling back. Said that DE offers an SCO rate and she is inquiring about this. I expld the process. Said that she is now on a MVR and shopping for a cheaper rate. Discussed questions to ask suppliers and what she might consider as far as questions to ask the suppliers. Said its a hard decision. Caller was asking specifics advd that I have to remain neutral. Directed caller to a2a chart and how to bring the cheapest rates to the top. Reviewed the historical sco rate w/caller. I tried to assist in her making the best possible decision for herself. She said that it was a lot of help. She decided to go on the SCO. RTC to request the sco. 800-362-7557, ICB	7478 Holzhauer Road	Northfield	44067
	Subtotal	Count		1					
Subtotal		Count		1					

					<p>enrolled with DES. I advised that the DES enrollment is not in compliance with the O.A.C. I advised that I am working on re-rating the customer's charges, but the enrollment has not been cancelled. I inquired if she would like to cancel or remain with DES.</p> <p>She states that she has been doing research and found some other rate offers, but she is not sure what she wants to do because some companies have monthly fees or ETFs.</p> <p>I advised that she does not have to choose a supplier rate and can go with the SCO rate. I explained that the SCO rate is based on NYMEX and changes monthly. I advised of historical highs and lows of SCO rate over the past 3 years. I advised that she can think about what she wants to do and just call back if she decides to cancel.</p> <p>She inquired how long it takes for the SCO rate to go into effect.</p> <p>I advised when customer's cancel with a supplier it usually takes about 2 billing cycles to see the changes reflected on the bill.</p> <p>I advised that I reached out to DEO regarding the customer service complaint and inquired about DEO's company policy for when a call drops. I advised that DEO states that when a call is dropped it is company policy to attempt a call back and document the call back. DEO has addressed the policy with the agents involved in the call. I advised that the late payment charge has been waived and DEO attempted to contact her after the late charge was waived, but they were unable to reach her.</p>			
00502900	Nicole Cravotta	East Ohio Gas Company T	Billing Inquiry	9/2019 6:50 PM	She states that she does not believe that she received the calls, but she works a lot and may have	361 Belvedere Avenue Northe	Warren	44483
	Subtotal	Count	1					
	Subtotal	Count	1					
00503692	Katherine Lenonhardt	East Ohio Gas Company T	Competition Issues / Inquiries	3/2019 1:02 PM	Discussed SSO and SCO, Choice program, etc and the need to request the SCO to prevent going to the MVR which is higher. ICB.	4755 Brookhigh Drive	Brooklyn	44144
	Subtotal	Count	1					
	Subtotal	Count	1					
00506057	Lori Difranco	East Ohio Gas Company T	Competition Issues / Inquiries	1/2019 9:57 AM	Educated customer on how and when to cancel her supplier, suggested requesting a cancellation number, explained SCO vs MVR, the requirement that she contact DEO within two months of returning to them to request the SCO to avoid the MVR. ICB with any questions or concerns.	155 Chatham Way	Mayfield Heights	44124
		East Ohio Gas Company T	Competition Issues / Inquiries	1/2019 9:57 AM	Educated customer on how and when to cancel her supplier, suggested requesting a cancellation number, explained SCO vs MVR, the requirement that she contact DEO within two months of returning to them to request the SCO to avoid the MVR.	155 Chatham Way	Mayfield Heights	44124
	Subtotal	Count	2					
	Subtotal	Count	2					
00508375	Evelyn Skopos	East Ohio Gas Company T	Matrix Request	9/2019 9:35 AM	Caller got post card that Ohio gas and ele becoming supplier through the MVR, wants to know why and rates. explained MVR vs SCO and SSO. advised we could mail A2A. ICB	1330 Elm Road Northeast	Warren	44483
	Subtotal	Count	1					
	Subtotal	Count	1					
00508545	Chris Thayer	East Ohio Gas Company T	Competition Issues / Inquiries	9/2019 3:12 PM	Customer called for rates. Informed him we can not provide rate information over the phone anymore. Offered to send chart. He declined as he was recently sent one. Also informed him of SCO option. Explained contracts, SCO, ETF's, etc. He has requested to be returned to SCO when he spoke with DEO earlier. Informed him he will need to contact them within two months of being back on the SCO to request to remain on the SCO in order to avoid going to a MVR. ICB	13420 Gar Highway	Chardon	44024

			Competition Issues / Inquiries	9/2019 3:12 PM	Customer called for rates. Informed him we can not provide rate information over the phone anymore. Offered to send chart. He declined as he was recently sent one. Also informed him of SCO option. Explained contracts, SCO, ETF's, etc. He has requested to be returned to SCO when he spoke with DEO earlier. Informed him he will need to contact them within two months of being back on the SCO to request to remain on the SCO in order to avoid going to a MVR. ICB.	13420 Gar Highway	Chardon	44024
	Subtotal	Count	2					
Subtotal		Count	2					
					Caller has Dominion Caller received her bill calling about a letter about SSO Advised for SSO billing is up to 2 months and if she takes no action she will be randomly assigned to another supplier at their monthly variable rate. Advised of option of Sco as well Advised would mail out A2A chart as customer has no access to internet. (Advised to use for informational only- Advised to contact supplier directly for most up to date info Advised of lgs number as well as customer mentions info she received previously- Advised to contact that supplier for those details			
00509537	Kathleen B Sill	East Ohio Gas Company TI	Matrix Request	9/2019 9:12 AM	Advised of Dominion number-Advised PUCO has no access to account info	11441 Ohio 118	Rockford	45882
	Subtotal	Count	1					
Subtotal		Count	1					
					Caller would like to see what other prices there are for gas - he has DEO - adv that we no longer quote supplier prices (per our new policy) - adv that I can provide him DEO SCO rate - caller states, ok - adv that I can mail him the A2A chart or provide the website and explain how to locate the chart online - he would like it mailed to him - confirmed mailing address - he inquired if he can lock in to the SCO - adv, no - that it is a monthly variable rate - invited call back.	270 Millmorr Dr	Painesville	44077
00512276	Robert Haynik	East Ohio Gas Company TI	Matrix Request	9/2019 9:44 AM				
	Subtotal	Count	1					
Subtotal		Count	1					
					Caller wants to be with DEO on their SCO rate. Rep told him he has to contact PUCO for a list of suppliers. Customer is elderly and doesn't want to have to keep selecting suppliers and be at risk of variable rates. I explained Choice, SCO and MVR in depth. He's going to call the co back to request the SCO but i'm opening an investigation into the misinformation provided. I've had several similar calls.	700 Robinson Road	Wooster	44691
00512325	Richard Bash	East Ohio Gas Company TI	Competition Issues / Inquiries	2019 11:52 AM				
	Subtotal	Count	1					
Subtotal		Count	1					
					Customer states that she has questions about the SCO rate. She was assigned to Constellation at a MVR and the rate they gave her is \$6/MCF. She wants to know how to get on SCO rate, what the SCO rate is, if there are hidden fees, if there are ETFs, and if there is a contract. I advised that the SCO rate is a variable rate based on NYMEX, there are no hidden fees or ETFs and no contracts. I advised to get on SCO rate she would just contact DEO and request to speak to a representative. The representative will be able to switch the account to the SCO rate. I advised advised of the current SCO rate. She states that her husband recently passed away and she also needs to switch the name on the account. She would like to know if she needs to do this through DEO. I advised that she will need to switch the name through DEO. The representative at DEO should be able to assist her.	9592 Kim Drive	Chesterland	44026
00513483	Deborah Paszt	East Ohio Gas Company TI	Competition Issues / Inquiries	2019 11:38 AM				
	Subtotal	Count	1					
Subtotal		Count	1					

00515298	David Moore	East Ohio Gas Company T	Competition Issues / Inquiries	2019 10:34 AM	Customer states he moved into home and DEO told him his suppliers rate was going to be double what it had been, and he wanted to find rates. DEO gave him the wrong website and he found our number. Was able to direct to a2a, advised of sco vs sso and mvr. advised to review co info's and provided DEO hl to see if they could go over account info.	1235 Cook Avenue	Lakewood	44107
Subtotal	Count	1						
00518262	Bernadette Hamrock	East Ohio Gas Company T	Competition Issues / Inquiries	7/2019 1:40 PM	The customer is calling for a better understanding regarding Energy Choice. The customer recently converted an all electric home by adding Dominion Energy gas service. Dominion Energy told the customer she had to choose a supplier, or be placed with a random supplier with a MVR. I educated the customer on her options, SCO vs Choice, explained the energy choice website and consumer responsibilities when considering a 3rd party supplier. I informed the customer, if she wants the SCO, she has to specifically request that through Dominion Energy. I provided my name, lcb.	6245 Farmington Circle	Canfield	44406
Subtotal	Count	1						
00521598	Dolores Watkins	East Ohio Gas Company T	Competition Issues / Inquiries	7/2019 12:39 PM	Caller states she's attempted to set up a supplier on her gas but it didn't go through. Was told by the supplier she would need to get on the SCO first and then could be switched. Caller states she tried to set up the SCO but was told to call a different number and was a little confused. Spoke with Stephanie @ DEOG and she stated Deolores was on the MVR and switched her to the SCO. Also adv she can change to the supplier of choice on or after 8/3/19. Disconnected the call in error,,Called and adv of the convo with Stephanie and adv to check the rates prior to switching, ask about ETF and monthly fees. Gave name/ICB	5577 Garden St	Maple Heights	44137
Subtotal	Count	1						
00521915	Silas Schryer	East Ohio Gas Company T	Call Company First	9/2019 9:46 AM	-caller says he wants to be on the SCO rate -when asked, caller says he's aware that the SCO rate is DEO's monthly variable rate -referred caller to DEO for furtherance -invited call back, if necessary	8936 Ranch Drive	Chesterland	44026
Subtotal	Count	1						
00522656	Michele McBride	East Ohio Gas Company T	Competition Issues / Inquiries	9/2019 9:57 AM	customer called, says in April she cancelled service with Dominion Energy Solutions and wanted to go with the aggregation from NOPEC. she called DEO and they told her that once she cancelled she would be placed on SCO and then NOPEC would have two months to pick her up. she says that never happened and she was just charged the MVR rate of \$9/mcf. i advised she would have remained on SSO for two months after cancelling DES in April, and she would have had to choose the SCO to avoid the MVR rate. she says this was not told to her by the rep from DEO and they left that info out. she says she is concerned about this happening to elderly consumers. i advised her complaint will be noted. advised she can also file complaint with the EA#. ICB.	1276 Orchard Heights Drive	Mayfield Heights	44124
Subtotal	Count	1						

00523525	Barbara Framke	East Ohio Gas Company TI	Competition Issues / Inquiries	5/2019 2:59 PM	Advised cannot give info on reputation- Advised of BBB. Advised can only advised if supplier is on the certified list Advised can send out A2A /Advised of website Advised caller if wants SCO rate to call Dominion (Advised SCO is a monthly variable rate) Caller has Dominion	2218 Woodmere Drive	Cleveland Heights	44106
					Calling about supplier rates- Advised cannot give out info on rates. Caller questions the reputation of suppliers based on a star rating she is seeing.			
					Advised cannot give info on reputation- Advised of BBB. Advised can only advised if supplier is on the certified list Advised can send out A2A chart- Caller states that she has access to internet(via phone and is on line now) Caller appears to be on a different website- Advised of A2A chart website			
		East Ohio Gas Company TI	Competition Issues / Inquiries	5/2019 2:59 PM	Advised caller if wants SCO rate to call Dominion (Advised SCO is a monthly variable rate)	2218 Woodmere Drive	Cleveland Heights	44106
Subtotal		Count	2					
Subtotal		Count	2					
00535331	Robert Lee	East Ohio Gas Company TI	Matrix Request	2019 11:21 AM	cust calling to get a2a chart mailed cust stating deo said his bill went up due to his rate cust was on bb for \$75 a month and its now \$120 asked cust what his rate was and supplier cust said indra and gave 2 prices 10.34 mcf and 12.056 mcf cust wasnt sure where exactly to find it and what number was correct. referred cust to company to see what his rate is if hes in a contract and to cancel before he goes with another supplier adv cust of sco and mvr icb if cust has any concerns or questions after speaking with them	400 Summit Road	Marietta	45750
		Subtotal	Count	1				
Subtotal		Count	1					
00535825	Ralph Flanigan	East Ohio Gas Company TI	Call Company First	2019 11:32 AM	-caller says NRG's rates are higher than they should be - so, he wants to go back to DEO's monthly variable rate -when asked, caller has not contacted DEO yet -referred caller to DEO for furtherance >> contact info provided -invited call back, if necessary	92 Pinehurst Boulevard	Eastlake	44095
		Subtotal	Count	1				
Subtotal		Count	1					
00538381	Leonardo Torres	East Ohio Gas Company TI	Billing Inquiry	2019 12:34 PM	customer called, stated that he is trying to find out why his gas bill is so high and to change his supplier. he says he never chose a supplier himself and wanted to remain with DEO. he says that DEO couldn't help him locate the name of his supplier. he says he doesn't see a name on his bill. he says his bill amount is \$167.43 and he's paying \$4.55/mcf. i advised he may be on the MVR, but he has to select the SCO. i advised him of the SCO rate. i advised he call EA for the supplier name on his bill. ICB.	2231 W 100th St	Cleveland	44102
		Subtotal	Count	1				
Subtotal		Count	1					
00540087	Adam Rounick	East Ohio Gas Company TI	Competition Issues / Inquiries	5/2019 1:35 PM	DEO- cust stated he just canceled with his supplier and was wondering what would happen. I advised the customer DEO would place in on the SSO. Advised cust he can find a new supplier or contact DEO and request to be on the SCO rate. Informed cust if he does not choose a supplier and not contact DEO he will be placed on the MVR. Cust stated he tried calling to DEO and if he mentions suppliers they want to get him to the PUCO. Provided EA number	4136 West 158th Street	Cleveland	44135

	Subtotal	Count	1						
Subtotal		Count	1						
00540981	Dixie Mason		East Ohio Gas Company TI	Regarding PUCO	1/2019 2:47 PM	Customer calling to voice her displeasure with the PUCO and their decision on DEO's SCO plan. An article in the Sunday Cleveland Plain Dealer explains that PUCO may be getting rid of the SCO rate/program that DEO charges customers. Hearings will be in November for case 18-1419-GA-EXM. She would like for her comments to be added to this case. I discussed the SCO program. Explaining that as it's practiced by DEO now, a customer ending a contract with a supplier is placed on SSO for 2 months and then the MVR (which can be very high) if they don't specifically reach someone @ DEO who understands what the SCO is and doesn't transfer customers to the PUCO. I transferred her to Docketing for her comments to be recorded in case.	5716 York Court	Willoughby	44094
	Subtotal	Count	1						
Subtotal		Count	1						
00543401	Stephen Musgrave		East Ohio Gas Company TI	Competition Issues / Inquiries	3/2019 7:25 AM	Resolution Comments: Called the customer back. He was confused about two post cards he received from DEO, one advising that he will start the SSO in October and the other acknowledging his change of suppliers. He understands that he has to contact DEO and specify that he wants to be on the SCO and not the MVR. He is confused by the two postcards. Referred to ea at DEO, provided number and invited a call back. Received a voice message from the customer who asked for a return call.			
						Called the customer back. He was confused about two post cards he received from DEO, one advising that he will start the SSO in October and the other acknowledging his change of suppliers. He understands that he has to contact DEO and specify that he wants to be on the SCO and not the MVR. He is confused by the two postcards. Referred to ea at DEO, provided number and invited a call back.			
	Subtotal	Count	2						
Subtotal		Count	2						
00545128	Carolyn Carter		East Ohio Gas Company TI	Matrix Request	2019 10:11 AM	cust is calling to shop for suppliers and doesnt have access to the internet cust stating deo picked snyder brothers for her at a mvr adv cust of mvr and sco cust wants a fixed rate adv cust of a2a chart	2809 Ellis Avenue Northeast	Canton	44705
	Subtotal	Count	1						
Subtotal		Count	1						

	Subtotal	Count	2					
00545128	Carolyn Carter		East Ohio Gas Company The	Matrix Request	9/24/2019 10:11 AM	cust is calling to shop for supp	2809 Ellis Avenue Northeast	Canton
	Subtotal	Count	1					
Subtotal		Count	1					
Total		Count	249					

ATTACHMENT 6
TO THE DIRECT TESTIMONY OF TERESA RINGENBACH
CASE NO. 18-1419-GA-EXM

Summary of PUCO Call Center Complaint Logs

ME	39	MVR program customer inquiry. Customer was not making a complaint but was on an MVR program price and asking for information on how to shop. The inquiry was for how to shop and not specific to the MVR program itself.
N	55	Supplier issue unrelated to MVR program, not in DEO service territory.
E	22	General information on how to shop was requested and the customer was not on the MVR program.
R	20	MVR program customer complaining of MVR program price
Complaints	136	

MVR Related 59 Less N and E

MVR Price Complaint 20 One listed as R but not technically an MVR complaint. Customer wanted to enroll with Bolt but did complain about the MVR price and slow switch
7 R category are commercial.
Verde -3 Quake - 1
Spark - 2 Censtar -1

Out of the 251 complaints from staff after reviewing for duplicate complaints there were 136. Out of those only 59 were related to the MVR program and 20 were related to MVR program price.

39 received education on how to switch.

Censtar, Spark, Verde affiliated/owned

United Energy Trading/Kratos – Still in Business within DEO

Centerpoint – Still in Business within DEO

US Gas & Electric – No active DEO offers either resi or small commercial on A2A or own website

North American Power – Still in Business within DEO

Verde – One listed offer on Apples2Apples however their site does not allow you to enroll in any DEO product.

DTE – Still in Business within DEO

Spark – Their website just sends you to the Verde page where there are no available offers

Quake – Still in Business within DEO

Censtar – Their website just sends you to the Verde page where there are no available offers

Snyder – Still in Business within DEO

Dom Energy – Still in Business within DEO

Volunteer - Still in Business within DEO

*Still in business refers to active offers at time of review of A2A and websites.

ATTACHMENT 7
TO THE DIRECT TESTIMONY OF TERESA RINGENBACH
CASE NO. 18-1419-GA-EXM

Summary of Direct Energy MVR Customers

Month	Service Class	Enrolled	Cc Drop Count	
4/1/2013	COM	410	55	13%
4/1/2013	RES	17	18	106%
5/1/2013	COM	4	71	1775%
5/1/2013	RES	1	14	1400%
6/1/2013	COM	227	70	31%
6/1/2013	RES	9	29	322%
7/1/2013	COM	5	54	1080%
8/1/2013	COM	63	47	75%
8/1/2013	RES	61	12	20%
9/1/2013	COM	29	26	90%
9/1/2013	RES	11	8	73%
10/1/2013	COM	40	87	218%
10/1/2013	RES	12	54	450%
11/1/2013	COM	40	71	178%
11/1/2013	RES	18	35	194%
12/1/2013	COM	99	33	33%
12/1/2013	RES	18	13	72%
1/1/2014	COM	117	27	23%
1/1/2014	RES	23	12	52%
2/1/2014	COM	74	48	65%
2/1/2014	RES	29	10	34%
3/1/2014	COM	56	39	70%
3/1/2014	RES	10	22	220%
4/1/2014	COM	72	157	218%
4/1/2014	RES	6	40	667%
5/1/2014	COM	57	81	142%
6/1/2014	COM	117	56	48%
6/1/2014	RES	16	8	50%
7/1/2014	COM	63	63	100%
7/1/2014	RES	14	21	150%
8/1/2014	COM	36	55	153%
8/1/2014	RES	12	8	67%
9/1/2014	COM	37	49	132%
9/1/2014	RES	9	19	211%
10/1/2014	COM	39	106	272%
10/1/2014	RES	18	26	144%
11/1/2014	COM	44	96	218%
11/1/2014	RES	14	31	221%
12/1/2014	COM	117	47	40%
12/1/2014	RES	15	18	120%
1/1/2015	COM	120	45	38%
1/1/2015	RES	8	3	38%
2/1/2015	COM	92	129	140%
2/1/2015	RES	11	8	73%
3/1/2015	COM	82	56	68%
3/1/2015	RES	12	13	108%
4/1/2015	COM	57	91	160%
4/1/2015	RES	9	18	200%
5/1/2015	COM	46	57	124%

6/1/2015 COM	47	58	123%
6/1/2015 RES	8	6	75%
7/1/2015 COM	36	41	114%
7/1/2015 RES	15	8	53%
8/1/2015 COM	38	42	111%
8/1/2015 RES	12	5	42%
9/1/2015 COM	40	33	83%
9/1/2015 RES	11	7	64%
10/1/2015 COM	46	76	165%
10/1/2015 RES	13	17	131%
11/1/2015 COM	47	49	104%
11/1/2015 RES	14	11	79%
12/1/2015 COM	91	39	43%
12/1/2015 RES	17	9	53%
1/1/2016 COM	112	49	44%
1/1/2016 RES	10	11	110%
2/1/2016 COM	103	29	28%
2/1/2016 RES	16	5	31%
3/1/2016 COM	77	42	55%
3/1/2016 RES	32	16	50%
4/1/2016 COM	62	122	197%
4/1/2016 RES	5	22	440%
5/1/2016 COM	72	83	115%
5/1/2016 RES	1	17	1700%
6/1/2016 COM	86	42	49%
6/1/2016 RES	8	4	50%
7/1/2016 COM	93	96	103%
7/1/2016 RES	17	13	76%
8/1/2016 COM	33	49	148%
8/1/2016 RES	19	9	47%
9/1/2016 COM	30	45	150%
9/1/2016 RES	17	11	65%
10/1/2016 COM	40	100	250%
10/1/2016 RES	18	20	111%
11/1/2016 COM	53	58	109%
11/1/2016 RES	14	7	50%
12/1/2016 COM	93	30	32%
12/1/2016 RES	22	6	27%
1/1/2017 COM	113	29	26%
1/1/2017 RES	17	4	24%
2/1/2017 COM	90	46	51%
2/1/2017 RES	47	11	23%
3/1/2017 COM	55	34	62%
3/1/2017 RES	19	14	74%
4/1/2017 COM	41	81	198%
4/1/2017 RES	7	23	329%
5/1/2017 COM	45	33	73%
6/1/2017 COM	34	32	94%
6/1/2017 RES	10	2	20%
7/1/2017 COM	26	32	123%

7/1/2017 RES	18	4	22%
8/1/2017 COM	36	24	67%
8/1/2017 RES	7	3	43%
9/1/2017 COM	27	21	78%
9/1/2017 RES	12	8	67%
10/1/2017 COM	32	52	163%
10/1/2017 RES	12	19	158%
11/1/2017 COM	39	35	90%
11/1/2017 RES	15	6	40%
12/1/2017 COM	70	23	33%
12/1/2017 RES	32	7	22%
1/1/2018 COM	118	20	17%
1/1/2018 RES	82	6	7%
2/1/2018 COM	68	29	43%
2/1/2018 RES	44	9	20%
3/1/2018 COM	75	59	79%
3/1/2018 RES	22	48	218%
4/1/2018 COM	51	107	210%
4/1/2018 RES	16	32	200%
5/1/2018 COM	85	44	52%
6/1/2018 COM	82	42	51%
6/1/2018 RES	7	14	200%
7/1/2018 COM	33	39	118%
7/1/2018 RES	23	9	39%
8/1/2018 COM	32	47	147%
8/1/2018 RES	16	3	19%
9/1/2018 COM	34	32	94%
9/1/2018 RES	17	7	41%
10/1/2018 COM	29	65	224%
10/1/2018 RES	23	25	109%
11/1/2018 COM	40	91	228%
11/1/2018 RES	22	9	41%
12/1/2018 COM	80	74	93%
12/1/2018 RES	26	8	31%
1/1/2019 COM	100	43	43%
1/1/2019 RES	19	9	47%
2/1/2019 COM	61	36	59%
2/1/2019 RES	15	11	73%
3/1/2019 COM	58	105	181%
3/1/2019 RES	27	43	159%
4/1/2019 COM	49	101	206%
4/1/2019 RES	34	14	41%
5/1/2019 COM	45	43	96%
5/1/2019 RES	52	13	25%
6/1/2019 COM	40	58	145%
6/1/2019 RES	36	15	42%
7/1/2019 COM	39	32	82%
7/1/2019 RES	27	11	41%
8/1/2019 COM	31	35	113%
8/1/2019 RES	26	13	50%

9/1/2019 COM	28	24	86%
9/1/2019 RES	16	12	75%
10/1/2019 COM	13	20	154%
10/1/2019 RES	8	15	188%
	6517	5458	84%

Drop Month	Count of Re-Enrolls
4/1/2013	2
2/1/2014	1
3/1/2014	1
4/1/2014	3
5/1/2014	4
2/1/2016	1
4/1/2016	1
11/1/2016	1
3/1/2017	1
4/1/2017	1
9/1/2017	1
12/1/2017	1
4/1/2018	1
6/1/2018	1
3/1/2019	1
6/1/2019	1

ATTACHMENT 8
TO THE DIRECT TESTIMONY OF TERESA RINGENBACH
CASE NO. 18-1419-GA-EXM

DEO Response to PUCO Data Request No. 1 at Responses 3-4

The East Ohio Gas Company d/b/a Dominion Energy Ohio
Case No. 18-1419-GA-EXM
PUCO Data Request No. 1
Date Received: September 16, 2019
Date Due: September 30, 2019

Staff requests the following information.

1. Are residential customers eligible for any of the following tariff rate schedules: Large Volume General Sales Service (LVGSS), Large Volume Energy Choice Transportation Service (LVECTS)?

If so, how many residential customers are enrolled in each tariff service?

Response: Yes. As of September 16, 2019, the following number of residential customers were on each of the above-mentioned rate schedules:

LVGSS	2
LVECTS	257

2. If residential customers are placed on one of the above tariff services, are those residential customers eligible to elect the Standard Choice Offer (SCO) tariff service?

Response: Yes.

3. Please provide the number of customers who are assigned to an MVR supplier per month for the last 12 months.

Response:

Month	MVR Posted Adds
2018 09	947
2018 10	1,005
2018 11	1,118
2018 12	2,121
2019 01	2,209
2019 02	1,390
2019 03	1,553
2019 04	1,505
2019 05	1,474
2019 06	1,352
2019 07	1,125
2019 08	1,006

The East Ohio Gas Company d/b/a Dominion Energy Ohio
Case No. 18-1419-GA-EXM
PUCO Data Request No. 1
Date Received: September 16, 2019
Date Due: September 30, 2019

4. Please provide the number of customers who leave the MVR per month for the last 12 months.

Response: The requested information is not maintained in the ordinary course of business and is not readily reportable. DEO manually determined the number of customers who left the MVR in favor of another commodity service by reviewing accounts that billed in a specific revenue month under the MVR and identifying whether that account billed under the MVR in the following month. DEO did not include accounts that became inactive (i.e., were not billed) in the following month.

	Leaving MVR
2018 09	414
2018 10	1,042
2018 11	1,198
2018 12	2,183
2019 01	647
2019 02	1,495
2019 03	1,578
2019 04	2,471
2019 05	770
2019 06	1,374
2019 07	689
2019 08	981

5. Please provide the number of customers who leave the MVR per month and are placed on the SCO tariff service at their request. If you do not have such data, can you provide the number of customers placed on the SCO tariff service each month?

Response: The requested information is not maintained in the ordinary course of business, is not readily reportable, and cannot be determined without reviewing accounts on an individual basis. SCO additions by month are set forth below, excluding SCO additions that took place during the annual reallocation of customers following the auction.

The East Ohio Gas Company d/b/a Dominion Energy Ohio
Case No. 18-1419-GA-EXM
PUCO Data Request No. 1
Date Received: September 16, 2019
Date Due: September 30, 2019

	SCO
Month	Adds
2018 09	14,465
2018 10	17,883
2018 11	15,891
2018 12	20,096
2019 01	22,942
2019 02	16,475
2019 03	9,230
2019 04	2
2019 05	3,908
2019 06	12,890
2019 07	17,205
2019 08	15,875

ATTACHMENT 9
TO THE DIRECT TESTIMONY OF TERESA RINGENBACH
CASE NO. 18-1419-GA-EXM

DEO response to RESA Int. 2-4

**BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO**

In the Matter of the Motion to Modify the)	
Exemption Granted to The East Ohio Gas)	Case No. 18-1419-GA-EXM
Company d/b/a Dominion Energy Ohio.)	

**RESPONSES AND OBJECTIONS OF THE EAST OHIO GAS COMPANY D/B/A
DOMINION ENERGY OHIO TO SECOND SET OF INTERROGATORIES OF
THE RETAIL ENERGY SUPPLY ASSOCIATION**

In accordance with Ohio Adm. Code 4901-1-18, 4901-1-19(A), and 4901-1-20(C), The East Ohio Gas Company d/b/a Dominion Energy Ohio (DEO) hereby provides its responses and objections to the Second Set of Interrogatories of the Retail Energy Supply Association (RESA), which were served on October 7, 2019.

I. GENERAL OBJECTIONS

DEO's responses to the RESA's Second Set of Interrogatories are subject to the following general objections:

1. DEO objects to the Instructions for Answering to the extent such instructions purport to impose discovery obligations that are inconsistent with or go beyond the Commission's rules for discovery.
2. DEO objects to each discovery request to the extent such request seeks the disclosure of information subject to attorney-client privilege or that constitutes attorney work product.
3. DEO objects to each discovery request that purports to require a detailed, narrative response. Under applicable Commission rules and the Ohio Rules of Civil Procedure, "[a]n interrogatory seeks an admission or seeks information of major significance in the trial or in the preparation for trial. It does not contemplate an array of details or outlines of evidence, a function

supplement this information or perform additional, new analysis to produce different snapshots of data based on different dates.

	Total Mcf	Avg. MCF
0 - 12 Mths	466,901.3	19.9
13 - 24 Mths	474,451.6	31.8
25 - 36 Mths	991,455.1	60.5
37 - 48 Mths	273,542.4	36.2
49 - 60 Mths	475,204.1	52.9
Over 60 Mths	1,566,796.6	48.8
	1,615,454.1	33.8

Answerer: Larry J. Rice, Manager, Commercial Operations Support Services, Dominion Energy Ohio

INT-2-4. For each month of 2013, identify:

- a. The number of residential customers assigned to the MVR.
- b. The number of residential customers leaving the MVR.
- c. The number of residential customers in the MVR.
- d. The number of non-residential customers assigned to the MVR.
- e. The number of non-residential customers leaving the MVR.
- f. The number of non-residential customers in the MVR.

RESPONSE: DEO objects that this request is vague and undefined, and overbroad and unduly burdensome to answer. DEO further objects that this request seeks information that is neither relevant to the subject matter of this proceeding nor reasonably calculated to lead to the discovery of admissible evidence. DEO further objects to the request to the extent that it calls for the creation of new analysis or the manual compilation of data that DEO does not maintain in the regular course of business in the form requested. Subject to and without waiving these objections, DEO answers as follows:

- a. See DEO's Objections and Response to RESA INT-1-1 for monthly residential enrollments.
- b. The requested data is not readily available in the form requested. See DEO's Objections and Response to RESA INT-1-3.
- c. See DEO's Objections and Response to OCC INT-1-1 for the approximate number of residential customers in DEO's service territory enrolled in the MVR each month for the time period from January 2013 through October 2019
- d. See DEO's Objections and Response to RESA INT-1-2 for monthly non-residential enrollments.
- e. The requested data is not readily available in the form requested. See DEO's Objections and Response to RESA INT-1-4.
- f. The data below constitutes the approximate number of non-residential customers in DEO's service territory enrolled in the MVR each month for the time period from January 2013 through October 2019.

Case No: 18-1419-GA-EXM							
Non-Residential MVR Count							
	2013	2014	2015	2016	2017	2018	2019
Jan	334	13,295	12,176	11,480	11,938	11,664	10,871
Feb	336	14,208	13,522	12,160	13,245	12,807	12,125
Mar	351	15,431	13,439	13,207	13,401	13,973	11,972
Apr	15,690	15,811	11,387	14,136	13,397	13,639	11,150
May	17,683	14,673	12,881	13,899	12,708	12,315	9,910
Jun	15,256	12,996	12,608	12,634	12,271	12,630	10,214
Jul	14,116	13,471	12,038	12,898	12,505	12,593	9,525
Aug	14,151	13,704	12,181	12,010	11,839	12,874	9,843
Sep	14,178	13,720	11,796	12,898	12,026	11,964	9,487
Oct	13,902	13,118	11,932	13,007	11,857	12,320	9,433
Nov	13,967	13,240	11,696	12,761	11,649	11,826	
Dec	12,906	11,945	11,387	11,938	10,785	11,486	

Answerer: Larry J. Rice, Manager, Commercial Operations Support Services, Dominion
Energy Ohio

- INT-2-5. For each month of 2014, identify:
- a. The number of residential customers assigned to the MVR.
 - b. The number of residential customers leaving the MVR.
 - c. The number of residential customers in the MVR.
 - d. The number of non-residential customers assigned to the MVR.
 - e. The number of non-residential customers leaving the MVR.
 - f. The number of non-residential customers in the MVR.

RESPONSE: See DEO's Objections and Response to INT-2-4.

- INT-2-6. For each month of 2015, identify:
- a. The number of residential customers assigned to the MVR.
 - b. The number of residential customers leaving the MVR.
 - c. The number of residential customers in the MVR.
 - d. The number of non-residential customers assigned to the MVR.
 - e. The number of non-residential customers leaving the MVR.
 - f. The number of non-residential customers in the MVR.

RESPONSE: See DEO's Objections and Response to INT-2-4.

- INT-2-7. For each month of 2016, identify:
- a. The number of residential customers assigned to the MVR.
 - b. The number of residential customers leaving the MVR.
 - c. The number of residential customers in the MVR.
 - d. The number of non-residential customers assigned to the MVR.

ATTACHMENT 10
TO THE DIRECT TESTIMONY OF TERESA RINGENBACH
CASE NO. 18-1419-GA-EXM

DEO Response to RESA Int. 1-4 and Int. 1-3

3. DEO objects to each request for production that purports to require a detailed, narrative response. Under applicable Commission rules and the Ohio Rules of Civil Procedure, “[a]n interrogatory seeks an admission or seeks information of major significance in the trial or in the preparation for trial. It does not contemplate an array of details or outlines of evidence, a

customers who switched from the MVR to a different rate in that month or who were enrolled in MVR but terminated service or were disconnected in that month. Please see DEO's Responses to INT 1-3 and 1-4 for an explanation of the data identified on DEO's broker change orders, i.e., the enrollment records.

Dominion Energy Ohio							
Non-Residential MVR Adds by Month							
	2013	2014	2015	2016	2017	2018	2019
Jan	25	1,859	1,708	1,569	1,560	2,034	1,827
Feb	30	1,233	1,187	1,420	1,431	1,458	1,034
Mar	6,945	733	1,022	1,157	857	1,111	1,028
Apr	10,389	1,161	832	811	697	973	860
May	9	806	655	1,109	828	1,574	810
Jun	400	1,770	633	1,303	649	1,383	764
Jul	591	875	490	1,272	548	611	654
Aug	549	549	527	532	554	574	659
Sep	457	514	509	471	520	653	
Oct	627	646	649	635	650	666	
Nov	753	779	664	759	687	714	
Dec	1,610	1,689	1,339	1,467	1,652	1,758	

Answerer: Larry J. Rice, Manager, Commercial Operations Support Services, Dominion Energy Ohio

INT-1-3. Identify both the median and mean length of time residential customers participated in the Dominion Energy Ohio MVR program from January 2013 to present.

RESPONSE: DEO objects that this request is overbroad and unduly burdensome to answer.

DEO does not maintain or track this information in the regular course of business, and it cannot be readily reported. This information cannot be determined without performing a manual review and compilation of information associated with individual customer account records each month and repeating such review over

multiple months for each account. Subject to and without waiving these objections, DEO answers as follows:

The snapshot of data provided below is based on customer accounts enrolled in MVR as of October 9, 2019. DEO's broker change orders, i.e., the enrollment records, identify the (1) new supplier; (2) the prior supplier; (3) the new rate; and (4) the date of enrollment. The broker change orders, however, do not identify the prior rate, whether that prior rate was fixed or variable, the duration that the customer was served under that prior rate, or otherwise indicate the type or terms of service for the prior rate. To provide the October 9, 2019 snapshot of data below, DEO performed the same analysis that it performed when it previously provided similar data to Staff on October 17, 2018. (Counsel for all parties received the October 2018 data on October 2, 2019.) Without information on prior service type and prior enrollment date on the broker change order records, DEO cannot easily run a query on its stored data to determine the prior service type and prior enrollment date for customers currently enrolled in MVR, and has not otherwise developed and tested a program to accurately and reliably extract that data from its systems. For the customer accounts enrolled in MVR as of October 9, 2019, DEO identified and examined data for the broker change orders associated with those specific accounts to determine the approximate duration that the customer had been served under the MVR. The results of that manual review and analysis produced the data below. Since it takes a significant amount of time to review data for the broker change orders on an account by account basis, it would be unreasonable and unduly burdensome, and DEO does not intend, to

supplement this information or perform additional, new analysis to produce different snapshots of data based on different dates.

0-12 months	2,366	67.8%
13-24 months	377	10.8%
25-36 months	208	6.0%
37-48 months	102	2.9%
49-60 months	90	2.6%
60+ months	<u>345</u>	9.9%
	3,488	

Answerer: Larry J. Rice, Manager, Commercial Operations Support Services, Dominion Energy Ohio

INT-1-4. Identify both the median and mean length of time non-residential customers participated in the Dominion Energy Ohio MVR program from January 2013 to present.

RESPONSE: DEO objects that this request is overbroad and unduly burdensome to answer.

DEO does not maintain or track this information in the regular course of business, and it cannot be readily reported. This information cannot be determined without performing a manual review and compilation of information associated with individual customer account records each month and repeating such review over multiple months for each account. Subject to and without waiving these objections, DEO answers as follows:

The snapshot of data provided below is based on customer accounts enrolled in MVR as of October 9, 2019. DEO's broker change orders, i.e., the enrollment records, identify the (1) new supplier; (2) the prior supplier; (3) the new rate; and

(4) the date of enrollment. The broker change orders, however, do not identify the prior rate, whether that prior rate was fixed or variable, the duration that the customer was served under that prior rate, or otherwise indicate the type or terms of service for the prior rate. To provide the October 9, 2019 snapshot of data below, DEO performed the same analysis that it performed when it previously provided similar data to Staff on October 17, 2018. (Counsel for all parties received the October 2018 data on October 2, 2019.) Without information on prior service type and prior enrollment date on the broker change order records, DEO cannot easily run a query on its stored data to determine the prior service type and prior enrollment date for customers currently enrolled in MVR, and has not otherwise developed and tested a program to accurately and reliably extract that data from its systems. For the customer accounts enrolled in MVR as of October 9, 2019, DEO identified and examined data for the broker change orders associated with those specific accounts to determine the approximate duration that the customer had been served under the MVR. The results of that manual review and analysis produced the data below. Since it takes a significant amount of time to review data for the broker change orders on an account by account basis, it would be unreasonable and unduly burdensome, and DEO does not intend, to supplement this information or perform additional, new analysis to produce different snapshots of data based on different dates.

0-12 months	3,870	41.7%
13-24 months	1,548	16.7%
25-36 months	674	7.3%
37-48 months	613	6.6%
49-60 months	387	4.2%
60+ months	<u>2,195</u>	23.6%
	9,287	

Answerer: Larry J. Rice, Manager, Commercial Operations Support Services, Dominion Energy Ohio

INT-1-5. Identify both the median and mean length of time residential customers participated in the Dominion Energy Ohio MVR program from January 2018 to present.

RESPONSE: See the Objections and Response to INT-1-3.

INT-1-6. Identify both the median and mean length of time non-residential customers participated in the Dominion Energy Ohio MVR program from January 2018 to present.

RESPONSE: See the Objections and Response to INT-1-4.

INT-1-7. Identify both the median and mean length of time residential customers participated in the Dominion Energy Ohio MVR program from January 2013 to December 2015.

RESPONSE: See the Objections and Response to INT-1-3.

**ATTACHMENT 11
TO THE DIRECT TESTIMONY OF TERESA RINGENBACH
CASE NO. 18-1419-GA-EXM**

Summary of MVR Customer Locations

City Name	Non-res	Res
43014 - DANVILLE 6 1 7	6	1
43326 - KENTON 107 33 140	107	33
43716 - BEALLSVILLE 8 8	8	
43747 - JERUSALEM 1 1	1	
43752 - LAINGS 1 1	1	
43754 - LEWISVILLE 2 2	2	
43793 - WOODSFIELD 40 3 43	40	3
43804 - BALTIMORE 9 3 12	9	3
43840 - STONE CREEK 1 1	1	
43942 - POWHATAN POINT 14 10	14	10
43946 - SARDIS 3 3	3	
44010 - AUSTINBURG 17 17	17	
44026 - CHESTERLAND 24 3 27	24	3
44033 - EAST CLARIDON 1 1	1	?nopec
44072 - NOVELTY 1 1 2	1	1
44077 - CONCORD 1 1		1
44077 - PAINESVILLE 135 52 187	135	52
44082 - PIERPONT 1 1	1	
44217 - CRESTON 1 1	1	
44250 - LAKEMORE 3 3		3
44256 - MEDINA 2 5 7	2	5
44264 - PENINSULA 12 2 14	12	2
44265 - RANDOLPH 1 1 2	1	1
44270 - RITTMAN 1 1		1
44272 - ROOTSTOWN 5 1 6	5	1
44288 - WINDHAM 11 7 18	11	7
44410 - CORTLAND 43 22 65	43	22
44412 - DIAMOND 1 1		1
44420 - GIRARD 63 22 85	63	22
44425 - HUBBARD 48 11 59	48	11
44429 - LAKE MILTON 4 11 15	4	11
44430 - LEAVITTSBURG 4 4		4
44436 - LOWELLVILLE 5 5	5	
44437 - MC DONALD 13 13 26	13	13
44440 - MINERAL RIDGE 3 3		3
44442 - NEW MIDDLETOWN 19 6 1	19	6
44443 - NEW SPRINGFIELD 1 1	1	
44451 - NORTH JACKSON 8 8	8	
44452 - NORTH LIMA 2 2	2	
44473 - VIENNA 9 5 14	9	5
44512 - BOARDMAN 17 1 18	17	1
44514 - BOARDMAN 1 1	1	
44515 - AUSTINTOWN 10 2 12	10	2
44618 - DALTON 1 1 2	1	1
44621 - DENNISON 19 14 33	19	14
44630 - GREENTOWN 3 3	3	

44636 - KIDRON 7 7	7	
44638 - LAKEVILLE 1 1 2	1	1
44640 - LIMAVILLE 1 1	1	
44641 - LOUISVILLE 61 19 80	61	19
44646 - MASSILLON 191 92 283	191	92
44647 - MASSILLON 69 29 98	69	29
44652 - MIDDLEBRANCH 1 1	1	
44653 - MIDVALE 7 4 11	7	4
44676 - SHREVE 11 4 15	11	4
44677 - SMITHVILLE 14 6 20	14	6
44680 - STRASBURG 1 1	1	
44685 - UNIONTOWN 34 15 49	34	15
44688 - WAYNESBURG 1 1	1	
44691 - WOOSTER 402 82 484	402	82
44730 - EAST CANTON 11 3 14	11	3
44842 - LOUDONVILLE 31 3 34	31	3
45712 - BARLOW 12 1 13	12	1
45729 - FLEMING 5 1 6	5	1
45734 - GRAYSVILLE 5 1 6	5	1
45742 - LITTLE HOCKING 9 7 16	9	7
45767 - FLY 2 2	2	
45767 - NEW MATAMORAS 14 9 2	14	9
45768 - NEWPORT 11 6 17	11	6
45773 - RENO 4 1 5	4	1
45784 - VINCENT 11 6 17	11	6
45788 - WHIPPLE 3 3	3	
45801 - LIMA 221 75 296	221	75
45804 - LIMA 193 58 251	193	58
45805 - LIMA 248 73 321	248	73
45806 - CRIDERSVILLE 15 11 26	15	11
45806 - LIMA 49 10 59	49	10
45807 - ELIDA 28 12 40	28	12
45807 - LIMA 45 6 51	45	6
45808 - BEAVERDAM 7 4 11	7	4
45817 - BLUFFTON 56 6 62	56	6
45820 - CAIRO 7 2 9	7	2
45830 - COLUMBUS GROVE 19 10	19	10
45830 - COLUMBUS GRV 18 1 19	18	1
45832 - CONVOY 7 1 8	7	1
45833 - DELPHOS 86 21 107	86	21
45844 - FORT JENNINGS 1 1	1	
45848 - GLANDORF 9 9	9	
45850 - HARROD 3 4 7	3	4
45851 - HAVILAND 3 3 6	3	3
45854 - LAFAYETTE 3 2 5	3	2
45854 - LIMA 1 1	1	
45856 - LEIPSIC 29 1 30	29	1

45863 - MIDDLE POINT 4 2 6	4	2			
45866 - MONTEZUMA 5 5	5				
45874 - OHIO CITY 4 1 5	4	1			
45883 - SAINT HENRY 38 5 43	38	5			
45886 - SCOTT 3 2 5	3	2			
45887 - SPENCERVILLE 21 5 26	21	5			
45891 - VAN WERT 162 24 186	162	24			
45898 - WILLSHIRE 6 2 8	6	2			
	2879	874	Total MVR	non res 8751	res 3377

33% non-res are not in a muni agg territory

26% res are not in a muni agg territory

This means that 67% of non-res on MVR and 74% of res on MVR
are actively choosing to stay by opting out or are pending an opt-out option.

ATTACHMENT 12
TO THE DIRECT TESTIMONY OF TERESA RINGENBACH
CASE NO. 18-1419-GA-EXM

DEO Response to RESA INT 1-14 at 1, 5

Subject: CONFIDENTIAL: DEO MVR Questions
Date: Monday, October 14, 2019 at 3:34:44 PM Eastern Daylight Time
From: Jeff Murphy
To: Chris Kennedy
Attachments: DEO MVR Data - 12-01-2018.xlsx

From: Jeff Murphy (Services - 6)
Sent: Monday, December 03, 2018 7:52 AM
To: 'Howard.Petricoff@puco.ohio.gov'
Subject: CONFIDENTIAL: DEO MVR Questions

Good morning Howard,

Below are the answers to the questions you posed on Friday:

What portion of DEO's residential customers participate in opt-out governmental aggregation programs?

36.6% of DEO's residential Energy Choice customers participate in opt-out governmental aggregation programs.

How do prices for DEO customers who have been on the MVR for less than 60 months compare to those who have been on it for more than 60 months?

The average MVR prices for the 12-month period ending October 2018 are below:

Non-Residential

\$4.472/Mcf - 60 months or more
\$4.890/Mcf - Less than 60 months

Residential

\$4.456/Mcf - 60 months or more
\$4.671/Mcf - Less than 60 months

The attached spreadsheet contains the back-up detail used to answer the questions.

If you need anything else, please let me know.

Thanks,
Jeff

CONFIDENTIALITY NOTICE: This electronic message contains information which may be legally confidential and or privileged and does not in any case represent a firm ENERGY COMMODITY bid or offer relating thereto which binds the sender without an additional express written confirmation to that effect. The information is intended solely for the individual or entity named above and access by anyone else is unauthorized. If you are not the intended recipient, any disclosure, copying, distribution, or use of the contents of this information is prohibited and may be unlawful. If you have received this electronic transmission in error, please reply immediately to the sender that you have received the message in error, and delete it. Thank you.

Customer Composition

Run Date: 12/01/2018

	Non-Res	Res	Total	Notes:
SSO	3,591	109,448	113,039	
Choice	50,144	449,946	500,090	
DTS/GTS/TSS	1,924		1,924	1
Govt. Agg.	19,737	368,021	387,758	
SCO		186,113	186,113	
MVR	10,665	2,742	13,407	
Total	86,061	1,116,270	1,202,331	
 Total Energy Choice	 80,546	 1,006,822	 1,087,368	 2
 % Govt. Agg.	 24.5%	 36.6%	 35.7%	 3

Notes:

1. DTS - Daily Transportation Service
GTS - General Transportation Service
TSS - Transportation Service for Schools
2. Total Energy Choice include Choice, Govt. Agg., SCO and MVR.
3. % Govt. Agg. uses Total Energy Choice as the denominator.

MVR Customers Length of Stay

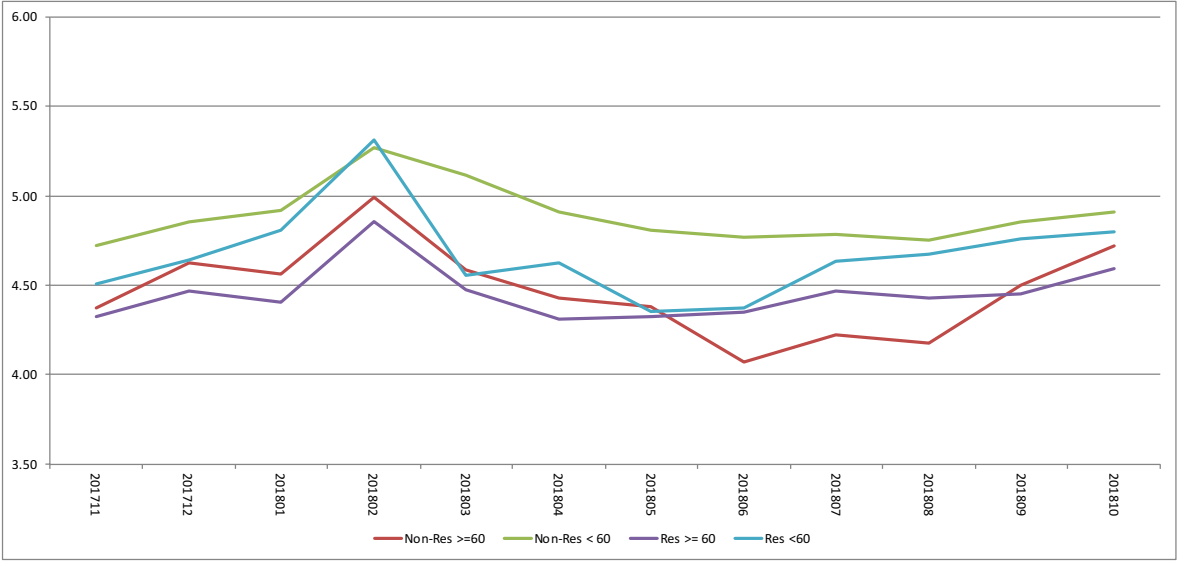
Run Date: 10/18/2018

	Residential		Non-Residential	
	#	%	#	%
0-12 Months	1,392	53%	5,184	44%
13-24 Months	397	15%	1,233	10%
25-36 Months	186	7%	1,358	11%
37-48 Months	129	5%	628	5%
49-60 Months	95	4%	743	6%
Over 60 Months	406	16%	2,664	23%
Total	2,605		11,810	

MVR Pricing - Nov-2017 to Oct-2018

Type	201711	201712	201801	201802	201803	201804	201805	201806	201807	201808	201809	201810	Average
Non-Res >=60	4.377	4.628	4.566	4.994	4.591	4.433	4.380	4.072	4.223	4.173	4.502	4.723	4.472
Non-Res < 60	4.723	4.858	4.918	5.270	5.113	4.909	4.811	4.771	4.782	4.754	4.858	4.913	4.890
Res >= 60	4.328	4.473	4.409	4.856	4.476	4.310	4.324	4.350	4.470	4.431	4.453	4.593	4.456
Res <60	4.510	4.642	4.808	5.312	4.554	4.627	4.354	4.373	4.636	4.675	4.759	4.797	4.671

MVR Pricing - Nov-2017 to Oct-2018



**ATTACHMENT 13
TO THE DIRECT TESTIMONY OF TERESA RINGENBACH
CASE NO. 18-1419-GA-EXM**

**DEO Response to RESA Request for Production of Documents RPD 1-1, Dominion Energy
Ohio Energy Choice Tracking Surveys, Key Findings from Residential and Non-
Residential Dominion Energy Ohio Customers, August-September 2017**



CONFIDENTIAL
Dominion Energy®

Dominion Energy Ohio Energy Choice Tracking Surveys

*Key findings from Residential and Non-Residential
Dominion Energy Ohio Customers*

August-September 2017



PUBLIC OPINION STRATEGIES



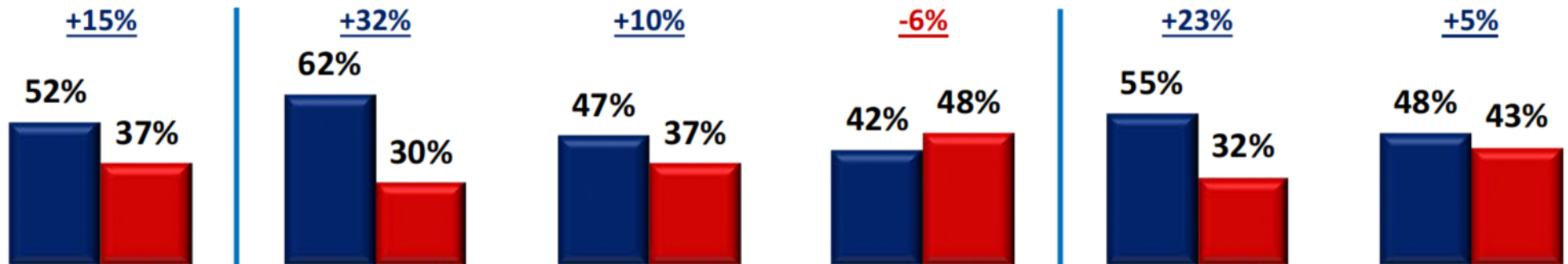
Knowledge/ Perceptions About Their Rate Plan

Customers are more aware than in 2014 that they have some options when selecting the rate they pay. But this shift could be due to the change in question language.

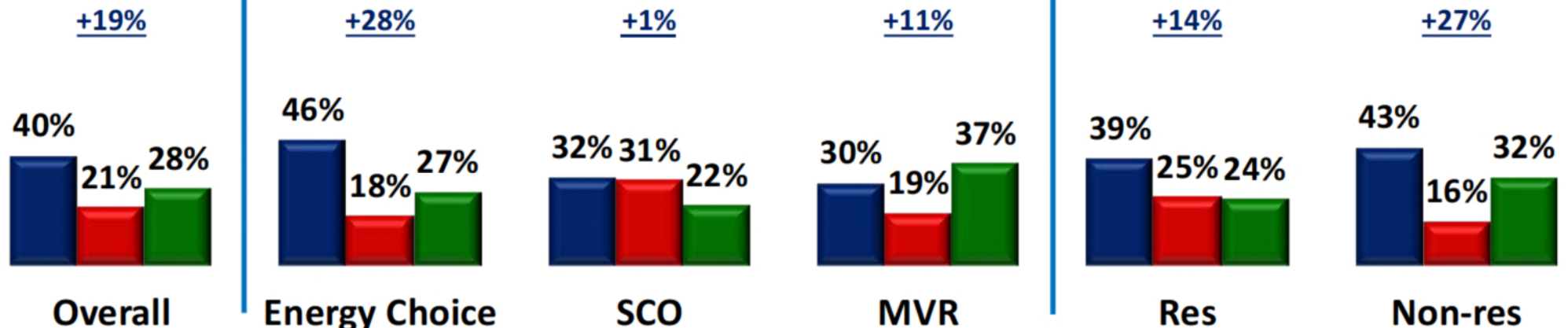
18141900129
NESARIS 14
PUBLIC

Perceived Natural Gas Rate Options by Customer Segment

2014



2017 ('Both' was offered as an option in 2017 only)

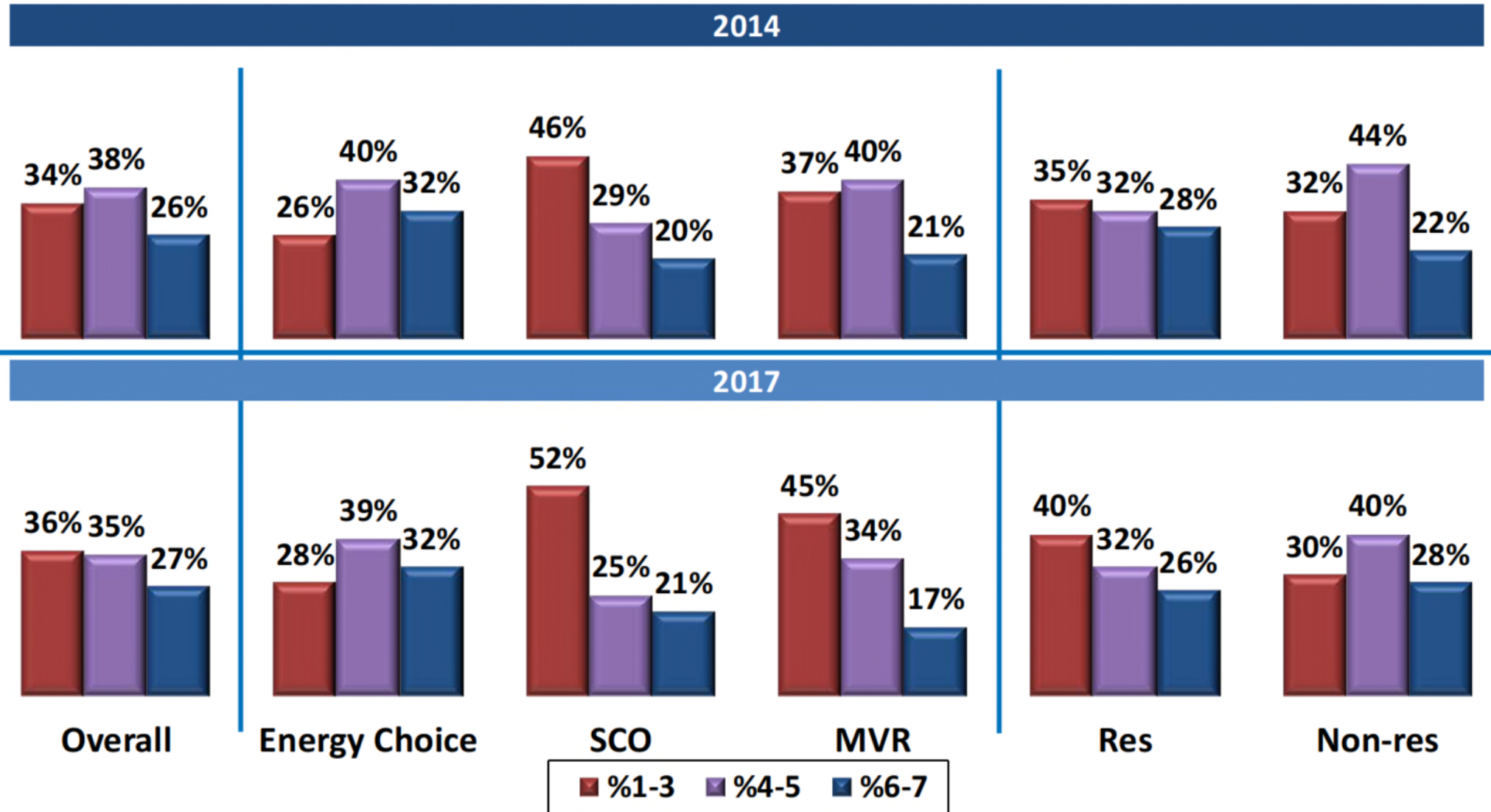


■ I have options when selecting the rate I pay for my natural gas ■ I am assigned the rate I pay for my natural gas ■ Both

To the best of your knowledge do you have options when selecting the rate you pay for natural gas or are you assigned a rate?

Customers however report having varying levels of understanding of their rate plan. Residential, SCO, and MVR customers have lower levels of understanding than Energy Choice and non-residential customers.

Understanding of Current Rate Plan by Customer Segment



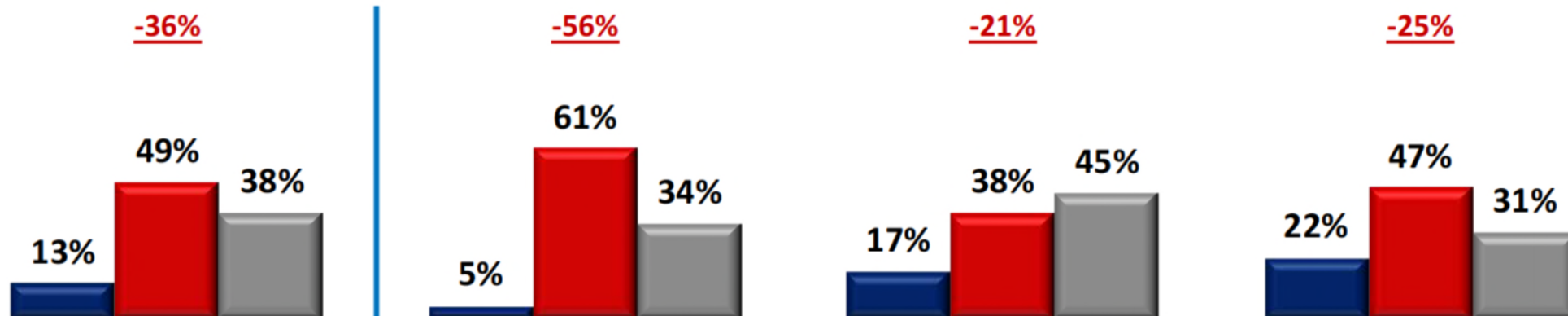
How well would you say that you understand your current rate plan? Please answer on a numeric scale of 1 to 7, with 1 meaning "Do not understand at all" and 7 meaning "Completely understand." You can use any number from 1 to 7 depending on how you feel.

Nearly one quarter of residential customers believe they are an SCO customer. A higher percentage of SCO customers than in 2014 identify themselves as an SCO customer, but still the majority of SCO customers do not believe they are SCO.

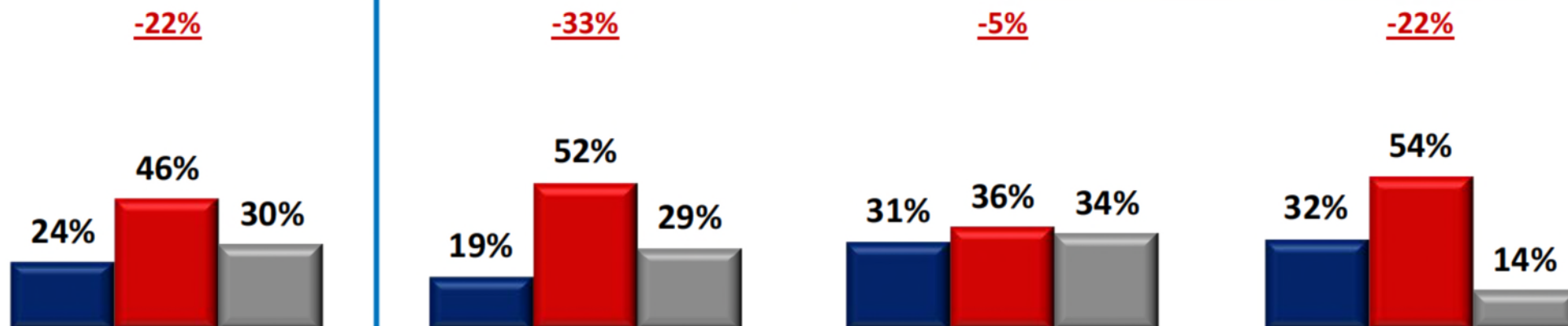
18-0111-001-1-03
RESA RPD T-1
PUBLIC

To the best of your knowledge, are you a SCO customer? by Customer Segment

2014



2017



Residential

Energy Choice

SCO

MVR

■ Yes ■ No ■ Don't Know

This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

11/15/2019 5:10:36 PM

in

Case No(s). 18-1419-GA-EXM

Summary: Testimony of Teresa Ringenbach electronically filed by Mr. MacDonald W Taylor on behalf of Retail Energy Supply Association and Direct Energy Services, LLC and Direct Energy Business Marketing, LLC