

**BEFORE  
THE PUBLIC UTILITIES COMMISSION OF OHIO**

In the Matter of the Commission's	)	
Review of the Minimum Gas Service	)	Case No. 19-1429-GA-ORD
Standards in Chapter 4901:1-13 of the	)	
Ohio Administrative Code	)	

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**REPLY COMMENTS OF PIVOTAL HOME SOLUTIONS**

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**I. INTRODUCTION**

Pivotal Home Solutions (“Pivotal”) submits its Reply Comments pursuant to the December 18, 2019, Entry in the above-captioned proceeding, which concerns proposed modifications to Ohio Administrative Code Chapter 4901:1-13. Pivotal, along with numerous other interested parties, filed Initial Comments on January 17, 2020, arguing for the rejection of the proposed new rule in Ohio Admin. Code 4901:1-13-11(K) disallowing third-party services to be billed via customers’ utility bills.<sup>1</sup> As set forth below, Pivotal addresses the suggestions raised by other interested parties concerning this proposed new rule.

**II. REPLY COMMENTS**

**A. Response to Retail Energy Supply Association (“RESA”)**

RESA states that it “would not be opposed to revisions to the rules to ensure fair and equal access to non-commodity billing,” and to that end, RESA recommends that the Commission include parameters in Rule 4901:1-13-11(K) to address this.<sup>2</sup> RESA suggests the new provision (K) would state:

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<sup>1</sup> See Pivotal Initial Comments p. 3–6; HomeServe Initial Comments p. 3–5; Direct Energy Initial Comments p. 13; Duke Energy Ohio, Inc. (“Duke”) Initial Comments p. 2; Retail Energy Supply Association (“RESA”) Initial Comments p. 4–5; Interstate Gas Supply, Inc. (“IGS”) Initial Comments p. 2–10; Joint Comments of Dominion and Vectren p. 7.

<sup>2</sup> RESA Initial Comments p. 6.

(K) If the gas or natural gas company allows any nontariffed or nonregulated services on the gas or natural gas company bills, the provider may be a competitive retail natural gas service supplier, an affiliate of the gas or natural gas company, or another third party. The gas or natural gas company shall:

(1) Provide the same access to include non-commodity charges on the bill to any non-affiliate service provider as an affiliate of the gas or natural gas company.

(2) Apply any charges for access to the bill uniformly.

Pivotal takes no position regarding whether the above new provision (K) should be adopted. While Pivotal understands Staff’s concerns regarding unlawful access, Pivotal—like several other interested parties—supports the status quo that the utility provides customers with the option to receive non-commodity charges on their utility bill.

#### **B. Response to Interstate Gas Supply, Inc. (“IGS”)**

IGS suggests that instead of prohibiting non-commodity charges on the consolidated bill, the Commission should implement additional consumer protections regarding these services in the form of “customer-friendly disclosures on the utility consolidated bill and related notices.”<sup>3</sup> Again, Pivotal takes no position regarding whether additional protections should be implemented beyond what is already in place, or if implementation of such would even provide any additional benefit to consumers.

### **III. CONCLUSION**

Pivotal appreciates the opportunity to submit Initial Comments and Reply Comments to the proposed rules. For the reasons stated above, Pivotal respectfully requests consideration of these Reply Comments.

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<sup>3</sup> IGS Initial Comments p. 9–10.

Dated: January 31, 2020

Respectfully submitted,

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Summary: Comments Reply Comments of Pivotal Home Solutions electronically filed by Ms. Kari D Hehmeyer on behalf of Pivotal Home Solutions