

dominion mvr records 1/1/18-9/24/19

As of 2019-10-10 12:49:16 • Generated by Alla Magaziner-Tempesta

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	1					
	Subtotal	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	8500 state rte	Celina	45822
	Subtotal	Count	2					
	Subtotal	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	1					
	Subtotal	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	1					
	Subtotal	Count	1					
00186995	Darla Gromley	East Ohio Gas Company T	Billing Dispute	9/2018 3:39 PM	cust stating back in september sne 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	1					
	Subtotal	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, lcb.	15405 Fernway Drive	Maple Heights	44137
	Subtotal	Count	1					
	Subtotal	Count	1					

00187819	Veronica Shero	East Ohio Gas Company T	Assistance Programs)/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						
	Subtotal	Count						
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						
	Subtotal	Count						
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 T	Billing Dispute	2018 11:29 AM	Advised would note info	1507 Copley Road	Akron	44320
		East Ohio Gas Company T	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>	1507 Copley Road	Akron	44320
	Subtotal	Count	3					
Subtotal		Count	3					
00188586	Alexander Carlucci	East Ohio Gas Company T	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 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>	749 Broad St	Conneaut	44030

					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. Invited a call back.				
	Subtotal	Count	East Ohio Gas Company T	Competition Issues / Inquiries	2018 11:09 AM		749 Broad St	Conneaut	44030
Subtotal		Count							
00188683	Ethel Mohn		East Ohio Gas Company T	Competition Issues / Inquiries	2/2018 2:10 PM	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 Advised of ea(dominion)	3374 Overlook Dr	Akron	44312
	Subtotal	Count							
Subtotal		Count							
00188912	Robert Brubaker		East Ohio Gas Company T	Competition Issues / Inquiries	2018 10:02 AM	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							
Subtotal		Count							
00189039	Marion Catazaro		East Ohio Gas Company T	Billing Inquiry	2/2018 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 Southw	Canton	44710
	Subtotal	Count							
Subtotal		Count							
00189341	Florence Dennison		East Ohio Gas Company T	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							
Subtotal		Count							
00189697	Jerome Howard		East Ohio Gas Company T	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 advised 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	3584 Brinkmore Road	Cleveland	44121
			East Ohio Gas Company T	Government Aggregation	2018 10:45 AM		3584 Brinkmore Road	Cleveland	44121
	Subtotal	Count							
Subtotal		Count							

00191111	Enid	East Ohio Gas Company	Rates & Tariffs	1/2018 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					
		Count		1					
00191143	Pascual Mongelluzzo	East Ohio Gas Company	Rates & Tariffs	1/2018 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					
		Count		1					
00193580	Justin Blumetti	East Ohio Gas Company	Competition Issues / Inquiries	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					
		Count		1					
00193781	Shirley Rhodes	East Ohio Gas Company	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					
		Count		1					
00193796	Tony Vanleer	East Ohio Gas Company	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 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)	3916 Strandhill Road		Cleveland	44128
			Competition Issues / Inquiries	1/2018 4:09 PM	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					
		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						
		Count						
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	Lot 171	Doylestown 44230
	Subtotal	Count						
		Count						
00195568	Merle Goodman	East Ohio Gas Company T	Matrix Request	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						
		Count						
00195626	Jim Wensink	East Ohio Gas Company T	Competition Issues / Inquiries	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						
		Count						
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
			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						
		Count						
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						
		Count						
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	3/2018 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					
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					
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					
Subtotal		Count		1					
00197463	Ursala 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 son 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					
Subtotal		Count		1					

00197557	Cheryl Barnett	East Ohio Gas Company T	Contract Inquiry	12/15/17 2:13 pm Mike Yonkura 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						
		Count	1					
00198122	Sandra Serbin	East Ohio Gas Company T	Billing Inquiry	12/15/18 3:45 PM	-caller is complaining about CenStar and the rate \$8.79/Mcf -caller says she don't know how CenStar became her supplier, etc... -caller says she contacted the supplier and they won't tell her anything -caller provided CenStar her DEO acct # - which is why the supplier couldn't tell her anything -caller blames the PUCO -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 -caller dropped off call, while on the phone with Angela	4866 Woodrow Ave, NW	Warren	44483
					shows a three way to DEO was being performed and she dropped off the call before the PUCO Intake person completed the three way. ***** 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. ***** 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.) 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. ***** 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.			
		East Ohio Gas Company T	Billing Inquiry	12/15/18 3:45 PM	Caller thanked me for the info.	4866 Woodrow Ave, NW	Warren	44483
	Subtotal	Count						
		Count	2					
00198219	David Drennen	East Ohio Gas Company T	Competition Issues / Inquiries	12/15/18 9:37 AM	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. 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.	845 Goose Run Road	Marietta	45750

Subtotal		Count	1					
Subtotal		Count	1					
00198690	Lionel Weber	East Ohio Gas Company T	Contract Inquiry	/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 arrangements 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 T	Contract Inquiry	/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 T	Contract Inquiry	/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 T	Contract Inquiry	/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

				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 until 6/1/18 since request for service from aggregation 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.	1970 South Taylor Road	Cleveland Heights	44112
				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 until 6/1/18 since request for service from aggregation 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.	1970 South Taylor Road	Cleveland Heights	44112
				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 until 6/1/18 since request for service from aggregation 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.	1970 South Taylor Road	Cleveland Heights	44112

		East Ohio Gas Company T	Contract Inquiry	/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	/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	/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	/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	/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	/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	East Ohio Gas Company T	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 A2A 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	Count		1					
Subtotal		Count		1					
00200034	Tony Seabolt	Count	East Ohio Gas Company T	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. caller is arguing that DEO is not allowed to do that, he only wants deo and that the city of cinci	511 5th St SW, apt south side	Massillon	44647
	Subtotal	Count		1					
00200119	Douglas Soeder	Count	East Ohio Gas Company T	Billing Dispute	9/2018 1:50 PM	MVR/SCO/SSO explained.	7957 North Gannett Road	Northfield	44067
		Count	East Ohio Gas Company T	Billing Dispute	9/2018 1:50 PM	Confirmed customer educated on SSO/SCCO/MVR.	7957 North Gannett Road	Northfield	44067
	Subtotal	Count		2					
Subtotal		Count		2					
00200536	Shirlee Gleeson	Count	East Ohio Gas Company T	Competition Issues / Inquiries	9/2018 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

					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				
		East Ohio Gas Company T	Competition Issues / Inquiries	2/2018 9:39 AM			1092 East 67th Street Upper	Cleveland	44103
	Subtotal	Count		2					
Subtotal		Count		2					
00200651	Janet Forbes								
		East Ohio Gas Company T	Billing Inquiry	2/2018 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
		East Ohio Gas Company T	Billing Inquiry	2/2018 1:22 PM	-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 T	Competition Issues / Inquiries	2/2018 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 T	Billing Inquiry	2/2018 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 T	Competition Issues / Inquiries	2/2018 12:07 PM	explained choice, sco, mvr.			Wooster	44691

		East Ohio Gas Company T	Competition Issues / Inquiries	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 T	Competition Issues / Inquiries	1/2018 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 T	Call Company First	1/2018 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
	Subtotal	Count	2	1/2018 4:49 PM	Advised of dominion number	24 Maple Avenue Southeast	Massillon	44646
Subtotal		Count	2					
00204552	Rita Hart	East Ohio Gas Company T	Matrix Request	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 T	Competition Issues / Inquiries	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 T	Competition Issues / Inquiries	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 T	Competition Issues / Inquiries	/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						
		Count	1					
Subtotal		Count	1					
00206659	Anthony Comeione	East Ohio Gas Company T	Competition Issues / Inquiries	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 Northwe	Massillon	44646
	Subtotal	Count						
		Count	1					
Subtotal		Count	1					
00207528	Genevieve Miller	East Ohio Gas Company T	Competition Issues / Inquiries	/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						
		Count	1					
Subtotal		Count	1					
00207904	Barbara Thornton	East Ohio Gas Company T	Competition Issues / Inquiries	/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	16704 Walden Avenue	Cleveland	44128
					-caller wants to compare DEO's rate vs. supplier rates			
					-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						
		Count	2					
Subtotal		Count	2					
00208112	Elaine Buck	East Ohio Gas Company T	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						
		Count	1					
Subtotal		Count	1					
00209041	Stephen Benyo	East Ohio Gas Company T	Competition Issues / Inquiries	/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
	Subtotal	Count						
		Count	2					
Subtotal		Count	2					

00209939	Charles Turner	East Ohio Gas Company T	Government Aggregation	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						
		Count						
00210832	Karen Page	East Ohio Gas Company T	Disconnect Issues	1/2018 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						
		Count						
00212912	Donald Barker	East Ohio Gas Company T	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						
		Count						
00214729	Letitia Harris	East Ohio Gas Company T	Billing Inquiry	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.	549 Baltimore Ave	Akron	44306
	Subtotal	Count						
		Count						
00214797	Peggy Kelly	East Ohio Gas Company T	Competition Issues / Inquiries	1/2018 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						
		Count						
00215976	David Marshall	East Ohio Gas Company T	Competition Issues / Inquiries	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						
		Count						
00216541	Jan Starr	East Ohio Gas Company T	Matrix Request	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						
		Count						
00217534	William Sorboro	East Ohio Gas Company T	Competition Issues / Inquiries	1/2018 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						

Subtotal		Count	1						
00218366	Lois Esmile		East Ohio Gas Company T	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						
Subtotal		Count	1						
00219641	Wayne Fortlage		East Ohio Gas Company T	Competition Issues / Inquiries	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						
Subtotal		Count	1						
00219725	Mike Pippin		East Ohio Gas Company T	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						
Subtotal		Count	1						
00220910	Diane Stallman		East Ohio Gas Company T	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						
Subtotal		Count	1						
00220912	William 'Bill' Broadhurst		East Ohio Gas Company T	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						
Subtotal		Count	1						
00221656	Diane Catanese		East Ohio Gas Company T	Competition Issues / Inquiries	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						
Subtotal		Count	1						
00223141	Cindy Stuttler		East Ohio Gas Company T	Competition Issues / Inquiries	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 T	Competition Issues / Inquiries	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 T	Competition Issues / Inquiries	/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				10910 Dale Avenue	Cleveland	44111
Subtotal		Count	2					
00224219	Joanne Dannemiller	East Ohio Gas Company T	Billing Inquiry	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	Akron	44303
	Subtotal	Count	1					
Subtotal		Count	1					
00227719	Jill McGuigan	East Ohio Gas Company T	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 T	Competition Issues / Inquiries	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 T	Competition Issues / Inquiries	1/2018 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 T	Call Company First	1/2018 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					

					RS Jordan 4825 Pine Ridge Oval Independence, Oh 44131 On 4/24/2018 Mr. Jordan called and said he wanted the SCO. The Agent set up to drop Santana and start the SCO on 5/11/2018. Mr. Jordan said Santana said would not drop until 6/11/2018. So he said he would have a cancellation fee if he dropped it before 6/11 so the Agent "dropped the drop" so he could keep Santana till the end of his contract.. When Santana eventually sent their drop order, the customer was then assigned a MVR rate Supplier because there was not a Supplier or SCO chosen at that time of the drop on 6/11/2018. Mr. Jordan said he had two bills that were billed at \$9.75 per mcf with the MVR Supplier – Verde. Verde was on his September and October bill at \$9.75 per mcf. (After Santana, the customer was billed for 2 months at the SSO rate then went to MVR).			
		East Ohio Gas Company T	Billing Inquiry	7/2018 2:27 PM		4825 Pine Ridge Oval	Independence	44131
	Subtotal	Count						
	Subtotal	Count						
00234152	Rina Faggioli		Competition Issues / Inquiries	2018 11:08 AM	Advised Sco rate is 3.09 through Nov.11,2018. Advised it is a mvr. Advised no info on how high rate will go- Advised it is based on the market Advised of lowest 12 month fixed @3.29 Santanna Energy Services. Caller has Dominion Caller questions how Sco works. Advised Sco is a mvr . Advised Sco rate is 3.09 through Nov.11,2018. Caller questions if will ever go above 5.00- Advised no info on that- (only that rate is based on the market) Advised caller of option to pick supplier-Advised of lowest 12 month fixed @3.29 Santanna Energy Services.	2587 Garden Rd	Oakwood Village	44146
		East Ohio Gas Company T	Inquiries	2018 11:08 AM	Caller has no access to internet.	2587 Garden Rd	Oakwood Village	44146
	Subtotal	Count						
	Subtotal	Count						
00235283	Bruce Carothers		Billing Inquiry	7/2018 1:48 PM	Caller states that he missed something in the mail and now he has a postcard from DEO saying that he is on the MVR rate with Volunteer - he would like to know how he can go back to DEO - adv that he would need to contact DEO and request to be placed on the SCO - standard choice offer rate - adv the caller that the MVR rate is not a rate regulated by the PUCO - confirmed that he has the number for DEO - invited call back.	5485 Tod Avenue Southwest	Warren	44481
	Subtotal	Count						
	Subtotal	Count						
00235948	John Miller		Competition Issues / Inquiries	7/2018 3:00 PM	Caller has Dominion Caller requests Dominion fixed rate- Advised it is their Sco- (Standard Choice Offer) and has a mvr Caller states he wants something fixed- Caller looking for lowest 6 month fixed- Santanna Energy@3.19 Caller looking for lowest 12 month fixed- Ohio Natural Gas @3.27/mcf Advised of website	3236 Solar Street Northwest	Warren	44485
	Subtotal	Count						

Subtotal		Count	1						
00237331	Aaron Reed	East Ohio Gas Company	Competition Issues / Inquiries	1/2018 1:57 PM	<p>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.</p> <p>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.</p>	4401 oak park av	Cleveland	44109	
Subtotal		Count	1						
Subtotal		Count	1						
00238069	Edwin Dieringer	East Ohio Gas Company	Competition Issues / Inquiries	2018 11:22 AM	<p>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.</p>	2711 Sheraton Point Dr	Akron	44319	
Subtotal		Count	1						
Subtotal		Count	1						
00239354	Richard Mccandless	East Ohio Gas Company	Billing Inquiry	2018 11:23 AM	<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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 offered 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.</p> <p>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</p>	1106 Bell Ridge Rd	Akron	44303	
Subtotal		Count	1						

00239825	Tracy A Cunningham	East Ohio Gas Company	Competition Issues / Inquiries	11/2018 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				
		Count		1				
00240231	Martin Brett	East Ohio Gas Company	Rates & Tariffs	11/2018 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				
		Count		1				
00241226	Nadia Ianiro	East Ohio Gas Company	Competition Issues / Inquiries	11/2018 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				
		Count		1				
00241804	Susan Harris	East Ohio Gas Company	Competition Issues / Inquiries	11/2018 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 how 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.	822 Sherman Avenue Northw	New Philadelphia	44663
					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			
	Subtotal	Count		2	Advised of a2a chart website.	822 Sherman Avenue Northw	New Philadelphia	44663
		Count		2				
00242815	Rick Rosler	East Ohio Gas Company	Competition Issues / Inquiries	11/2018 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				
		Count		1				
00244464	Irma Bailey	East Ohio Gas Company	Competition Issues / Inquiries	11/2018 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 roll over to a MVR after it ends. She is going to follow-up with web site and contact old supplier. ICB.			
	Subtotal	Count		1				

Subtotal		Count	1							
00244983	Kevin Claus		East Ohio Gas Company	Rates & Tariffs	2019 10:44 AM	icb	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	636 Ardella Ave	Akron	44306
Subtotal		Count	1							
Subtotal		Count	1							
00245151	Gary Harloff		East Ohio Gas Company	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 .	26106 Tallwood Drive	North Olmsted	44070
			East Ohio Gas Company	Competition Issues / Inquiries	3/2019 3:58 PM		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							
Subtotal		Count	2							
00245204	Fredrick Travis		East Ohio Gas Company	Competition Issues / Inquiries	3/2019 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	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							

00245944	Bonnie Clark	East Ohio Gas Company T	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						
		Count	1					
			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						
		Count	1					
			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						
		Count	1					
			1					
00246181	Lionel Langford	East Ohio Gas Company T	Competition Issues / Inquiries	1/2019 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						
		Count	1					
			1					

					<p>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.</p> <p>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.</p> <p>*****</p> <p>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.</p> <p>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. *****</p> <p>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.</p>			
00246233	Despina Kaps	East Ohio Gas Company T	Competition Issues / Inquiries	2019 10:51 AM	Gave caller my name and invited call back if she has other issues or questions.	6706 Hogan Way NW	Canton	44718
	Subtotal	Count						
		Count						
			1					
			1					
00246356	Eugene Pate	East Ohio Gas Company T	Competition Issues / Inquiries	9/2019 2:58 PM	<p>Caller has Dominion</p> <p>Caller states that he cannot get in touch with anyone at Dominion</p> <p>Caller states that he requested the Sco rate and questions why he is being charged \$4.7850</p> <p>Advised caller that is the Sco rate.</p> <p>Caller questions why the rate changes- Advised this is a mvr. Advised that It fluctuates based on the market.</p> <p>Advised caller of a2a chart website to look at lower supplier rates</p> <p>Advised caller would note concern but there has been no violation of a rule</p>	3234 W 43rd St	Cleveland	44109
					Advised of ea			
					Advised of Sco rate and that it is a mvr			
					Advised of a2a chart website			
					Advised of ea	3234 W 43rd St	Cleveland	44109
	Subtotal	Count						
		Count						
			2					
			2					
00246715	Betty Moorman	East Ohio Gas Company T	Competition Issues / Inquiries	9/2019 4:18 PM	<p>-caller is currently on DEO's SCO rate</p> <p>-caller says her current rate is \$4.7850 >> that's is too high!! >> caller wants the rate to be changed</p> <p>-caller was advised that the SCO rate \$4.7850 is the monthly market rate >> the monthly variable rate until Jan 16</p> <p>-caller inquired about lower gas rates</p> <p>-caller was advised about fixed vs. variable</p> <p>-caller says she want a list of the rates now to set it up for next year</p> <p>-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</p> <p>-caller was advised to wait until later in the year to set up a fixed rate, if she don't want to commit now</p>	1021 Cleveland Ave	Saint Marys	45885
	Subtotal	Count			-invited call back, if necessary			
		Count						
			1					
			1					

00246778	Whitney Wilcoxson	East Ohio Gas Company T	Competition Issues / Inquiries	/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. 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.	16009 Shirley Avenue	Maple Heights	44137
		East Ohio Gas Company T	Competition Issues / Inquiries	/2019 9:39 AM	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.	16009 Shirley Avenue	Maple Heights	44137
	Subtotal	Count	2					
Subtotal		Count	2					
00247140	Pamela Stackhouse	East Ohio Gas Company T	Competition Issues / Inquiries	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
	Subtotal	Count	1					
Subtotal		Count	1					
00247371	Marilyn Harkness	East Ohio Gas Company T	Competition Issues / Inquiries	1/2019 3:57 PM	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. 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. ***** 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.	976 Brice Avenue	Lima	45805
	Subtotal	Count	1					
Subtotal		Count	1					

00247431	Laraine Taylor	East Ohio Gas Company T	Competition Issues / Inquiries	/2019 8:28 AM	-caller was referred to the PUCO by DEO to choose a different supplier -caller says Titan is the supplier and she want a lower gas rate, etc... -caller says Titan is charging 3x her gas bill (?) -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... -caller says the rep at DEO told her she on the SCO -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 -caller was advised about variable vs. fixed rates, etc... -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 -referred caller to DEO to have them to explain to her where she can locate the info on her bill -caller has Internet access >> referred caller to EnergyChoice Ohio website to shop-n-compare gas rate offers, etc... >> web address provided for furtherance -invited call back, if necessary	880 East 105th Street, Apt. 3	Cleveland	44108
	Subtotal	Count						
	Subtotal	Count						
00247801	Chris Grimaldi	East Ohio Gas Company T	Competition Issues / Inquiries	2019 10:24 AM	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.	15301 & 15400 Maple Park Dr	Maple Heights	44137
	Subtotal	Count						
	Subtotal	Count						
00247853	Ann Pramik	East Ohio Gas Company T	Competition Issues / Inquiries	2019 12:12 PM	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 is 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. 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 at the SCO rate,	4215 Spring Crest Drive	Brooklyn	44144
	Subtotal	Count						
	Subtotal	Count						

00248132	Renee Collins	East Ohio Gas Company T	Competition Issues / Inquiries	2019 12:40 PM	<p>Caller has Dominion Caller states her gas bill is high. Caller has looked on the A2A chart and is having issues.</p> <p>Advised of 12 month fixed @ 3.29 - Santanna Energy Services. Advised of 6 month fixed @ 3.89 -Santanna Energy Services.</p> <p>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.</p> <p>Caller questions if Dominion will give her the lowest rate- Advised caller SCO may not be the lowest.</p> <p>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.</p> <p>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.</p>	401 Eddy Road	Cleveland	44108
		East Ohio Gas Company T	Competition Issues / Inquiries	2019 12:40 PM	<p>Advised to contact ONG for term info</p>	401 Eddy Road	Cleveland	44108
	Subtotal	Count	2					
Subtotal		Count	2					
00248135	Patricia Lyons	East Ohio Gas Company T	Regarding PUCO	2019 12:43 PM	<p>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.</p>	5149 Catherine St	Maple Heights	44137
	Subtotal	Count	1					
Subtotal		Count	1					
00248194	Dave Jacoby	East Ohio Gas Company T	Matrix Request	7/2019 2:45 PM	<p>* 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.</p>	435 Margaret Street	Akron	44306
	Subtotal	Count	1					
Subtotal		Count	1					
00249046	Betty Linn	East Ohio Gas Company T	Rates & Tariffs	3/2019 2:54 PM	<p>-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</p>	365 Stanford Street	Akron	44314
	Subtotal	Count	1					

Subtotal		Count	1						
00249259	April Buchanan	East Ohio Gas Company T	Competition Issues / Inquiries	2019 12:25 PM	<p>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</p> <p>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.</p>	6069 Peach Street Northeast	Louisville	44641	
Subtotal		Count	1						
00249591	Mike Papalis	East Ohio Gas Company T	Billing Dispute	3/2019 3:13 PM	<p>Left voicemail for customer advising that being assigned to MVR is allowed if he made no attempt to select a supplier. ICB.</p> <p>**Closing case</p>	2492 Youngstown Road South Warren	Warren	44484	
Subtotal		Count	2		Left voicemail advising about his being placed on MVR>	2492 Youngstown Road South Warren	Warren	44484	
Subtotal		Count	2						
00249838	Jerry Rose	East Ohio Gas Company T	Competition Issues / Inquiries	3/2019 1:43 PM	<p>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.</p> <p>ICB.</p>	424 Eastern Avenue	Woodsfield	43793	
Subtotal		Count	1						
Subtotal		Count	1						
00249878	Antoinette Nardo	East Ohio Gas Company T	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	
Subtotal		Count	2		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	1619 Clark Street	Niles	44446	
Subtotal		Count	2						

					<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. *****</p> <p>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.</p> <p>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. *****</p> <p>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>			
00250382	Gerald Hammerhofer	East Ohio Gas Company	Competition Issues / Inquiries	1/2019 2:55 PM	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.	8342 Villa Marina Ct	Mentor	44060
	Subtotal	Count						
		Count	1					
		Count	1					
00250614	Debbie Borelli	East Ohio Gas Company	Competition Issues / Inquiries	1/2019 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						
		Count	1					
		Count	1					
00250834	Donna Childs	East Ohio Gas Company	Call Company First	1/2019 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						
		Count	1					
		Count	1					
00250864	Paul Schmidt	East Ohio Gas Company	Competition Issues / Inquiries	1/2019 2:44 PM	<p>CALL BACK ></p> <p>-caller says he want to get a new lower SCO rate (?)</p> <p>-caller was advised that the SCO rate - Standard Choice Offer rate is DEO's monthly variable rate</p> <p>-caller says he's on a permanent rate</p> <p>-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..</p> <p>-referred caller to the supplier he currently has the fixed rate for furtherance</p> <p>-caller has Internet access, and already is familiar with EnergyChoice Ohio website'</p> <p>-invited call back, if necessary</p>	4225 Castle Ridge	Akron	44321
	Subtotal	Count						
		Count	1					
		Count	1					

00251101	Debra Martinson	East Ohio Gas Company T	Cancellation Issues	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
		East Ohio Gas Company T	Cancellation Issues	2019 12:58 PM	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				
Subtotal		Count		2				
00251146	ANONYMOUS CONSUMER	East Ohio Gas Company T	Competition Issues / Inquiries	1/2019 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 T	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 T	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 T	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 T	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 T	Matrix Request	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	1238 East 146th Street unit d	East Cleveland	44112
	Subtotal	Count						
	Subtotal	Count						
00253662	Samantha Dolak	East Ohio Gas Company T	Competition Issues / Inquiries	3/2019 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						
	Subtotal	Count						
00255983	James Finch	East Ohio Gas Company T	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 7420904344454. 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
					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 7420904344464. 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.			
					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 64, not 54. 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.			
	Subtotal	Count						
	Subtotal	Count						

00256539	Helen Novak	East Ohio Gas Company T	Call Company First	2019 10:46 AM	<p>Caller questions how her account is currently set up for her supplier-States her bills have been high.</p> <p>Caller not sure if she was billed under Sco . Advised caller Sco rate is a monthly variable rate.</p> <p>Advised to contact Dominion to get info on her previous bills and if on the SCO.</p>	35 Forestwood Drive	Northfield	44067
	Subtotal	Count		1				
	Subtotal	Count		1				
00256583	Jeremy Harding	East Ohio Gas Company T	Competition Issues / Inquiries	2019 12:04 PM	<p>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.</p> <p>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.</p>	3297 West 94th St	Cleveland	44102
	Subtotal	Count		1				
	Subtotal	Count		1				
00256659	Jeff Birr	East Ohio Gas Company T	Competition Issues / Inquiries	1/2019 2:24 PM	<p>From Queue Message</p> <p>Customer states he would like to verify what the terms SSO and SCO rate mean.</p> <p>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.</p>	36 Daisy Lane	Chagrin Falls	44022
	Subtotal	Count		1				
	Subtotal	Count		1				
00256828	Taylor Cera	East Ohio Gas Company T	Competition Issues / Inquiries	2019 10:57 AM	<p>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.</p>	124 North Park Avenue	Warren	44481
	Subtotal	Count		1				
	Subtotal	Count		1				
00256905	Melvin Blackburn	East Ohio Gas Company T	Competition Issues / Inquiries	1/2019 1:37 PM	<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>	151 Willard Avenue Southeast	Warren	44483
	Subtotal	Count		1				
	Subtotal	Count		1				
00256953	Randy Ware	East Ohio Gas Company T	Billing Inquiry	1/2019 3:10 PM	<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>	1105 Park Hill Drive	Youngstown	44502

	Subtotal	Count		1						
Subtotal		Count		1						
00257104	Laura Perez-Fernandez	East Ohio Gas Company T	Regarding PUCO	2019 10:39 AM	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.	101 Oakwood Avenue	Marietta	45750		
	Subtotal	Count		1						
Subtotal		Count		1						
00257273	Sharon Floyd	East Ohio Gas Company T	Competition Issues / Inquiries	5/2019 4:18 PM	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.	7612 Denison Avenue	Cleveland	44102		
	Subtotal	Count		1						
Subtotal		Count		1						
00257587	Shanelle Weeks	East Ohio Gas Company T	Competition Issues / Inquiries	1/2019 9:46 AM	Caller has Dominion. Caller calling about supplier rates Advised of A2A chart website. Caller questions if can give rates over phone- Advised cannot. Advised of website or option to mail chart. Caller questions the cancelling of who she has and if there will be a fee. 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.	13 Greenciff 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		1						
Subtotal		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		1						
Subtotal		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.	1150 Indiana Avenue E 25	Saint Marys	45885		

					<p>Caller has Dominion</p> <p>She received notice about City/Aggregation.</p> <p>Caller states that she is with Shipley at 4. and the offer is 3.1 fixed</p> <p>Caller questions what to do.</p> <p>Caller read from bill that she is on the SCO rate.</p> <p>Advised caller the SCO is a mvr and fluctuates based on the market.</p> <p>She questions if she should do variable or fixed.</p> <p>Advised cannot give recommendations.-Advised of A2A chart website as well.</p> <p>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.</p> <p>Dialed number for customer/attempted to reach rep)</p> <p>(Call volume high- Advised caller/transferred.)</p>				
	Subtotal	Count	East Ohio Gas Company T	Competition Issues /	2019 10:12 AM		1150 Indiana Avenue E 25	Saint Marys	45885
		Count		Inquiries					
Subtotal		Count	2						
00261132	Laureen Grund		East Ohio Gas Company T	Competition Issues /	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	1						
Subtotal		Count	1						
00262030	Morton Sobel		East Ohio Gas Company T	Call Company First	7/2019 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	1						
Subtotal		Count	1						
00262239	Vicky Burnhouse		East Ohio Gas Company T	Competition Issues /	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						
Subtotal		Count	1						
00262309	Joyce Henning		East Ohio Gas Company T	Competition Issues /	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						
Subtotal		Count	1						

00262370	Richard Silva	East Ohio Gas Company	Competition Issues / Inquiries	3/2019 3:45 PM	<p>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.</p> <p>He received a postcard about Ohio Natural Gas Mvr is 5.57 with the supplier. He states that he is not on the SCO</p> <p>Caller questions why he was not on the SCO rate. He has contacted Dominion and state has not received help.</p>	Advised of Ea	16306 Edgecliff Ave	Cleveland	44111
	Subtotal	Count					1		
Subtotal		Count					1		
00262839	Edna Torrey	East Ohio Gas Company	Matrix Request	3/2019 8:12 AM	<p>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</p>	icb	3418 Montrose Avenue	Akron	44333
	Subtotal	Count					1		
Subtotal		Count					1		
00262959	Cori Lewis	East Ohio Gas Company	Billing Inquiry	3/2019 1:41 PM	<p>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.</p> <p>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.</p>		5018 14th Street Southwest	Canton	44710
	Subtotal	Count					1		
Subtotal		Count					1		
00263312	Andrew Bowers	East Ohio Gas Company	Competition Issues / Inquiries	3/2019 4:06 PM	<p>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, icb.</p>		2241 Benden Drive	Wooster	44691
	Subtotal	Count					1		
Subtotal		Count					1		
00263392	Vito Cella	East Ohio Gas Company	Competition Issues / Inquiries	3/2019 9:12 AM	<p>Caller has Dominion Calling about Dominion's Sco rate Advised of \$2.9250/mcf through 04-14/19. Advised it is as mvr.</p> <p>Caller questions rate after - Advised no info as of yet.</p>		349 McEvoy Court	Niles	44446
			Competition Issues / Inquiries	3/2019 9:12 AM	<p>Advised of \$2.9250/mcf through 04-14/19. Advised it is a mvr Advised no info as to rates after as of yet.</p>		349 McEvoy Court	Niles	44446
	Subtotal	Count					2		
Subtotal		Count					2		
00263554	Jerilyn Turcotte	East Ohio Gas Company	Billing Inquiry	3/2019 3:41 PM	<p>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</p>		87 Christy Drive	Cuyahoga Falls	44223
			Billing Inquiry	3/2019 3:41 PM	<p>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</p>		87 Christy Drive	Cuyahoga Falls	44223
	Subtotal	Count					2		

Subtotal		Count	2						
00263933	Ronald Bills	East Ohio Gas Company T	Billing Dispute	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 EastSuite E	Massillon	44646	
		East Ohio Gas Company T	Billing Dispute	2019 12:27 PM	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 EastSuite E	Massillon	44646	
Subtotal		Count	2						
Subtotal		Count	2						
00263970	Marchelle Thomas	East Ohio Gas Company T	Competition Issues / Inquiries	1/2019 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	1/2019 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	East Ohio Gas Company T	Call Company First	1/2019 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						
Subtotal		Count	1						
00265053	Justin Crasi	East Ohio Gas Company T	Competition Issues / Inquiries	1/2019 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						
Subtotal		Count		1						
00265213	Michael Kaleal		East Ohio Gas Company T	Competition Issues / Inquiries	2019 10:47 AM	icb	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	3474 West 150th Street	Cleveland	44111
	Subtotal	Count		1						
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. For information w/mary at DE, she provided a contact number for case: 216-373-8838	18600 West Valley Lane	Fairview Park	44126
							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 T	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	T	Contract Inquiry	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		
		Count					1		
00266228	Jackie Hunter	East Ohio Gas Company	T	Competition Issues / Inquiries	1/2019 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		
		Count					1		
00499845	Paul Caynor	East Ohio Gas Company	T	Competition Issues / Inquiries	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 choose 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		
		Count					1		
00500653	Shelia M Lorince	East Ohio Gas Company	T	Matrix Request	1/2019 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 Holzhauser Road	Northfield	44067
	Subtotal	Count					1		
		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	361 Belvedere Avenue North	Warren	44483
	Subtotal	Count	1					
	Subtotal	Count	1					
00503692	Katherine Lenonhardt	East Ohio Gas Company	T Competition Issues / Inquiries	9/2019 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	9/2019 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	9/2019 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. Caller would like a2a mailed. 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

					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.				
	Subtotal	Count	East Ohio Gas Company T	Competition Issues / Inquiries	9/2019 3:12 PM	ICB.	13420 Gar Highway	Chardon	44024
Subtotal		Count							
00509537	Kathleen B Sill		East Ohio Gas Company T	Matrix Request	9/2019 9:12 AM	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			
	Subtotal	Count				Advised of Dominion number-Advised PUCO has no access to account info	11441 Ohio 118	Rockford	45882
Subtotal		Count							
00512276	Robert Haynik		East Ohio Gas Company T	Matrix Request	9/2019 9:44 AM	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.			
	Subtotal	Count					270 Millmorr Dr	Painesville	44077
Subtotal		Count							
00512325	Richard Bash		East Ohio Gas Company T	Competition Issues / Inquiries	2019 11:52 AM	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.			
	Subtotal	Count					700 Robinson Road	Wooster	44691
Subtotal		Count							
00513483	Deborah Paszt		East Ohio Gas Company T	Competition Issues / Inquiries	2019 11:38 AM	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.			
	Subtotal	Count					9592 Kim Drive	Chesterland	44026
Subtotal		Count							

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					
	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, Icb.	6245 Farmington Circle	Canfield	44406
	Subtotal	Count	1					
	Subtotal	Count	1					
00521598	Dolores Watkins	East Ohio Gas Company T	Competition Issues / Inquiries	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					
	Subtotal	Count	1					
00521915	Silas Schryer	East Ohio Gas Company T	Call Company First	7/2019 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					
	Subtotal	Count	1					
00522656	Michele McBride	East Ohio Gas Company T	Competition Issues / Inquiries	7/2019 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					

Subtotal		Count	1						
00523525	Barbara Framke		East Ohio Gas Company T	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 T	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 T	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 T	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 T	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	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						
	Subtotal	Count	1					
00540981	Dixie Mason	East Ohio Gas Company	Regarding PUCO	/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	Competition Issues / Inquiries	/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.			
	Subtotal	Count	2		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					
00545128	Carolyn Carter	East Ohio Gas Company	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					