

(NE)

17-1328-EL-CS

FILE

Ohio

Public Utilities  
Commission

JON050417BI  
Case Number

Public Utilities Commission of Ohio  
Attn: Docketing  
180 E. Broad St.  
Columbus, OH 43215

Formal Complaint Form

Johanna Jones  
Customer Name (Please Print)

90 Windcliff Drive  
Customer Address

Germantown OH 45327  
City State Zip

Against

2553423822  
Account Number

Same as above  
Customer Service Address (if different from above)

Just Energy  
Utility Company Name

City State Zip

Please describe your complaint. (Attach additional sheets if necessary)

See Attached Pages.

2017 MAY 25 AM 10:37

PUCO

Johanna Jones  
Signature  
832-891-2169  
Customer Telephone Number

This is to certify that the images appearing are an  
accurate and complete reproduction of a case file  
document delivered in the regular course of business.  
Technician DMK Date Processed MAY 25 2017

## **Formal Complaint against Just Energy Utility Company**

May 23, 2017

Johwana Jones  
90 Windcliff Drive  
Germaintown, OH 45327-9382

**Account Number:** 2553423822  
**Service Address:** 90 Windcliff Dr.  
Germantown, OH 45327

**Referencing:** Formal complaint (Case ID: JJON050417BI) against Just Energy Utility Company. I was a customer of Just Energy for about twenty-four hours.

**Statement:** March 2, 2017 I called and signed up with Just Energy Utility Company because in comparing utilities prices, Just Energy had the lowest fixed rate at the time. I do comparison pricing because I'm disabled and on a fixed income so it's vital that I shop around to find the cheapest rates. It's within my rights to compare prices and choose the best offer and utility company for me. When I signed up with Just Energy I was given seven business day from March 6, 2017 (postmarked date) of my welcome letter to rescind and switch to a new or different utility company without an exit fee. This would have given me until March 15, 2017 to break my contract with Just Energy. On March 3, 2017 representatives from North American Power and Gas was in my neighborhood soliciting customers for a lower fix rate plan on power and gas. I decided to sign up with North American on March 3, 2017 because they had a cheaper plan than Just Energy. I told North American representative that I had signed up with Just Energy the day before and I asked them how do I cancel with Just Energy? They told me to call Just Energy and cancel my contract with them and then call Dayton Power and Light and let them know that I was transferring over from Just Energy to North American.

When North American representatives left my apartment on March 3, 2017 I called Just Energy and spoke with one of their representatives about canceling my contract with them. The rep. told me that they was canceling my contract. I asked if that was all I needed to do to cancel my contract with them and the rep. told me that I did all I needed to do. I then called DP&L and told them about the cancellation of Just Energy and transfer to North American. I received a letter from DP&L March 6, 2017 showing the cancellation from Just Energy and transfer to North American. The letter also stated that my meter would be read March 27, 2017 which, would be the effective date of the change of services. It stated that the change in my electric services would be first reflected on my DP&L bill mailed to me on April 26, 2017.

I called North American Power and Gas April 12, 2017 to make sure that I was transferred to North American because this same situation happened to me a couple months prior to this one. I chose a great fix rate plan and it was canceled without my knowledge or my consent. I was upset, but I decided to let it go and try again. When I called North American April 12, 2017; I was told that I should be expecting a bill after April 25, 2017, so at this point I knew that the cancellation and transfer had taken place.

As the month of April ended and by May 3, 2017 I had not received a bill in the mail for my utilities? I then called North American May 4, 2017 to find out why my bill had not been sent? the representative, at this point, tells me that my account with them was canceled by Just Energy? She said that Just Energy called North American and told them that I had canceled with them and signed back up with Just Energy, which never happened? I was upset because the rep. could see that I was signed up with them, but had to put me on hold to find out how and why my account was canceled.

When the representative returned to the phone, she told me what Just Energy had done and that I should call DP&L to find out why my account was switched back to Just Energy. I called DP&L and was told by the representative that my account was switched back by a call from Just Energy. I was highly upset because once again, my choice of utility company was switched without my permission or knowledge. The DP&L representative said that this type of situation happens often with utility companies. No one from either company called me or sent a letter to notify me of this illegal transfer to Just Energy. This may not be their job, but a competing utility company calling to notify another competing utility company that a customer is transferring from one to the other without that customer being on the other end of that conversation should be a red flag.

I then called the Public Utilities Commission to find out what can be done about illegal transferring of my utilities. PUC opened a case on my behalf and told me they would be do an investigation. I was later told by the PUC that Just Energy told them that I never called to cancel with them because they don't have a recording of me canceling with them? Now I'm more upset because I feel like I'm being called a liar and that's insulting! I'm not responsible for making sure they are recording their calls with consumers, but because Just Energy says that they don't have a recording of me canceling; I must not have called and canceled? but I absolutely called on March 3, 2017. My proof is in the letter DP&L sent me on March 6, 2017 stating the cancellation and the transfer of utility companies.

I would like the PUC to investigate and put in safety nets to keep utility companies from doing legal transfers and cancellations of consumer's choices in what utility company and plan they prefer. I have also lost money due to my plans being switched and or canceled without my direct approval or acknowledgment. I do comparison pricing with my electric and gas and thus far, I've paid much higher utility bills because a utility company decided that I should be with their company and pay what they decide I should pay. I paid over \$90.00 this month for my electric bill due to this situation. I would appreciate if I was given credit for this inconvenience. I'm on a fixed income and I had to borrow some of the cash to pay this bill and the stress this has caused doesn't help me fight my cancer. I pay my utilities in full every month, but this situation is causing me more money, stress and may effect my credit.

Sincerely,

Johwana Jones