

# Ohio

## Public Utilities Commission

17-2127-GA-CSS

Case Number

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

FILE

### Formal Complaint Form

Larry Sturgill/Patricia Gilgobach 814 Lake Breeze  
Customer Name (Please Print) Customer Address

Sheffield Lake Ohio 44054  
City State Zip

**Against**

2016 7209 0010005  
Account Number

NA  
Customer Service Address (if different from above)

NOPEC  
Utility Company Name

NA  
City State Zip

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

see attached sheets

RESERVED DOCKETING DIV  
2017 OCT 16 PM 1:21

PUCO

Larry Sturgill  
Signature

440 541 2104  
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 IN Date Processed OCT 16 2017

Nopec alleges that they sent me a letter. They claim they use the opt in and opt out method and they are required to send me this letter every 2 years. I have lived here 7 years in the same house and I have not ever recieved this letter. They claim that since I did not return the card they never sent they have some right to change my gas supplier and what ever costs are in penalties I become responsible for them for my contract for the next two years is now broken. My first awareness that they had pulled this stunt was when I was informed that my contract was broken.

1345.18 Consumer's prior, verified consent required to switch natural gas or public telecommunications service provider.

The "if you didnt return the card method of slamming customers violates the above consumer protection law for there is no verification. " They were not my supplier and yet they supposedly sent this letter to steal my account. They have claimed that I returned a card. Nonsense I never received the letter to begin with. I originated this complaint with the AG and it was refered to your informal complaint system with your people describing this as acceptable sales technique since it is a "government "system. It is not government operated they are a for profit company using illegal methods to slam customers and you should be ashamed for allowing this business practice.

Example.

Last month I sent you a letter to opt out, opt in a donation of one million dollars so now you should pay up. If you do not then I will sue you in court. When the court tells you I am a government agency therfore this is legal you would be as distressed with the courts in the same way I am with puco and the clown that explained to me that puco believes this is legal under the the consumer protection act.

If you truely believe that you have the right to subvert the law as puco and some business that claims government authority to violate the law because the leaders of my community agreed to allow them to do business in this town then I ask that you formally request that the AG take this case back since they have the ability to prosecute using county prosecutors under this law they and you are breaking.