

NC  
FILE

Ohio

Public Utilities  
Commission

1273 W Shore Dr  
Customer Address

Lima

OH 45805

00185717 Case Number

City State Zip  
00140060774791365

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

Account Number

Formal Complaint Form

Customer Service Address (if different from above)

Alan Mayse

Lima

OH

45805

Customer Name (Please Print)

City

State Zip

Case# 18-0551-EL-LSS

Against

National Gas & Electric, LLC

Utility Company Name

RECEIVED-DOCKETING DIV  
2018 MAR 29 PM 2:39  
PUCO

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

Approximately a year ago, I signed up with National Gas & Electric, LLC (NGE) to supply my electric. At the time I signed a 6 month fixed rate at 4.49 cents a kWh. After that it was to move to a variable rate. After the fixed price expired, NGE increased the rate 5 times over a 4 month period to a final price of 18.99 cents a kWh. Over a 4X increase.

My claim is that NGE acted in bad faith as the term "variable" had no relation to expected market rates. By using the term "variable" one would expect the rate to be affected by a reasonable expectation of future supply cost. After numerous hours of complaints and phone calls, I got NGE to agree to refund what I was overcharged. Attached is a NGE supplied spread sheet which shows the rate increases. Over the four month period, I was overcharged \$468.38 based on NGE own admittance of market rates of 5.53 cents a kwh.

I do not ask for any type of settlement, but only that PUCO investigates the unethical business practices of NGE and other companies with similar business practices. While I may be able to invest the time and knowledge to protect myself, I am sure numerous people a victim of this and end up just paying.

Signature

937-238-8481

Customer Telephone Number

This is to certify that the images appearing are an  
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document delivered in the regular course of business.

180 East Broad Street  
Columbus, Ohio 43215

Technician *fe*

Date Processed

3/29/18

Updated August 25, 2009  
(614) 466-3016  
www.PUCO.ohio.gov

Alan Mayse PUCO Case Number 00185717  
1273 W Shore Dr, Lima, OH 45805  
937-238-8481

Begin Read Date	End Read Date	Activity Date	Activity Description	End Balance	Activity Amount	Start Balance	Billed Usage	Unit Price	Energy Price	Charge Amount	PTC
			Current Balance	\$ 254.28							
1/16/2018	2/15/2018	2/15/2018	Electric Charge	\$ 254.28	\$ 254.28	\$ -	1339.00000	0.18990	0.18990	\$ 254.28	0.05530
12/13/2017	1/16/2018	1/16/2018	Electric Charge	\$ 210.37	\$ 210.37	\$ -	1443.00000	0.14579	0.14579	\$ 210.37	0.05530
11/10/2017	12/13/2017	12/13/2017	Electric Charge	\$ 151.07	\$ 151.07	\$ -	1163.00000	0.12990	0.12990	\$ 151.07	0.05530
10/12/2017	11/10/2017	11/10/2017	Electric Charge	\$ 75.73	\$ 75.73	\$ -	583.00000	0.12990	0.12990	\$ 75.73	0.05530
9/12/2017	10/12/2017	10/12/2017	Electric Charge	\$ 71.02	\$ 71.02	\$ -	790.00000	0.08990	0.08990	\$ 71.02	0.05530
8/15/2017	9/12/2017	9/12/2017	Electric Charge	\$ 33.62	\$ 33.62	\$ -	714.00000	0.04709	0.04650	\$ 33.20	\$ 468.38
7/17/2017	8/15/2017	8/15/2017	Electric Charge	\$ 42.12	\$ 42.12	\$ -	938.00000	0.04490	0.04490	\$ 42.12	
6/14/2017	7/17/2017	7/17/2017	Electric Charge	\$ 48.63	\$ 48.63	\$ -	1083.00000	0.04490	0.04490	\$ 48.63	
5/15/2017	6/14/2017	6/14/2017	Electric Charge	\$ 34.44	\$ 34.44	\$ -	767.00000	0.04490	0.04490	\$ 34.44	
4/12/2017	5/15/2017	5/15/2017	Electric Charge	\$ 27.07	\$ 27.07	\$ -	603.00000	0.04489	0.04489	\$ 27.07	
3/15/2017	4/12/2017	4/12/2017	Electric Charge	\$ 28.69	\$ 28.69	\$ -	639.00000	0.04490	0.04490	\$ 28.69	