

Ohio

Public Utilities
Commission

13
18-0557-ELCSS

Case Number

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

Formal Complaint Form

FILE
Teresa Hopkins
Customer Name (Please Print)

51 Timea Ave
Customer Address

Cleves, Ohio 45002
City State Zip

Against

9590-2054-08-2
Account Number

~~1 E. 4th St. 600~~
Customer Service Address (if different from above)

Cincinnati Bell
Utility Company Name

~~Cincinnati, Ohio 45202~~
City State Zip

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

Cincinnati Bell Fioptics is responsible for this issue. They did not disclose to me any contract, website, or promotion. They are affiliated with Cincinnati Bell Energy and are the ones responsible. See attachments. I would like to be refunded the overpayment of the supply charges. I have enclosed the two bills that I have been overcharged on.

Signature

513-288-3468
Customer Telephone Number

RECEIVED-DOCKETING DIV

2018 APR -2 PM 1:10

PUCO

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 APR 02 2018

Updated March 13, 2018
(614) 466-3016
www.PUCO.ohio.gov

**BBB Complaint ID #12679958****Complaint Information**

Complaint ID: 12679958

Date Filed: 2/12/2018

Filed with: BBB

1 E. 4th, Ste. 600

Cincinnati, OH 45202

Phone: (513) 421-3015

Fax: (513) 621-0907

Email: info@cincinnati.bbb.orgURL: <http://www.bbb.org/cincinnati>**Consumer Information**

Name: Ms. Teresa Hopkins

Address: 51 Timea St
Cleveland, OH 45002

Daytime Phone: (513) 288-3468

Evening Phone: None Provided

Fax: (513) 288-3468

Email: teresa.hopkins94@yahoo.com Business**Information**

Business Name: Cincinnati Bell Inc.

Address: Cincinnati, OH 45202 Phone:
(513) 397-9900**Complaint Details**

I was told by Cincinnati Bell FiOptics that since I was a customer of the Cincinnati Bell, that I was entitled to 10% discount on my Duke Energy supplier bill per month. I said ok. I was not told it will end in 12 months. They have over charged me. and doubled the amount on my bill. I called to correct the problem and they said it was correct and they will continue to bill me for the 1 or 2 months. I am submitting this claim to get my money back for this overage.

Desired Outcome/Settlement

Desired Settlement: Refund

I have canceled Cincinnati Bell Energy and I want refunded the overage for this month and the next month or two. Until they stop charging me.

Complaint Details

Nature of Complaint: Billing or Collection Issues

Date Problem Occurred: 2/9/2018 12:00:00 AM

Date(s) Complained: 2/12/2018 12:00:00 AM

Purchase Date: 2/9/2018 12:00:00 AM

Salesperson: None Provided Complaint Details

(cont.)

Product/Service: Cincinnati Bell Energy

Model #: None Provided

Account #: 5131178413687

Order #: None Provided

Purchase Price: 0.0000

Payment: In Full Debit Card Disputed

Amount: 0.0000

Attached/Related File(s)

Date

view (12).pdf

02/14/2018

Attached/Related File(s)

Date

20180211_082123.jpg

02/14/2018

20180211_082123.jpg

02/14/2018

View (11).pdf

02/17/2018

Communication / Message History

Complaint Details

I was told by Cincinnati Bell FiOptics that since I was a customer of the Cincinnati Bell, that I was entitled to 10% discount on my Duke Energy supplier bill per month. I said ok. I was not told it will end in 12 months. They have over charged me. and doubled the amount on my bill. I called to correct the problem and they said it was correct and they will continue to bill me for the 1 or 2 months. I am submitting this claim to get my money back for this overage.

Desired Outcome/Settlement

Desired Settlement: Refund

I have canceled Cincinnati Bell Energy and I want refunded the overage for this month and the next month or two. Until they stop charging me.

Wednesday, February 14, 2018

Cincinnati Bell is who said that I was entitled to 10% off of my electric supplier charge since I was a Cincinnati Bell customer. They did not say that it was a promotional deal and that it would end after 12 months. I am under no contract with any supplier, therefore, they have no legal rights to charge me any amount. Cincinnati Bell is responsible for this miscommunication and I want to be refunded the overcharge.

Regards,

Teresa Hopkins

Attached Files/Documents

view (12).pdf

20180211_082123.jpg

Wednesday, February 14, 2018

Hello, I am sorry to hear that you are having issues with Cincinnati Bell Energy (CBE). Unfortunately, Cincinnati Bell is unable to assist because although CBE is a Cincinnati Bell-branded product, Duke Energy is still responsible for all billing and billing support questions. Please contact them for any questions you may have about your Duke Energy bill: 800-544-6900.

Thank you for choosing Cincinnati Bell.

Josh

Executive Care Agent

Friday, February 16, 2018

Ms. Hopkins, I apologize if this was not explained to you at the time of enrollment. Below I have included a summarized Terms & Conditions statement for Cincinnati Bell Energy that is listed on the product site for CBE (<https://www.cincinnati-bell.com/energy>): "The 10% savings plan is for Cincinnati Bell Energy's ("CBE") variable rate plan offered in the Duke Energy Ohio service area (the "Plan"). The Plan applies to your first 12 months of service with CBE and offers 10% savings each month on: (1) your electricity supply costs compared to the Duke Energy "Price to Compare" Rate; and (2) your natural gas supply costs compared to the CBE Utility Price Index. The CBE Utility Price Index represents CBE's best efforts at approximating Duke Energy's natural gas supply rate using information from Duke Energy's public rate filings

and assumptions regarding average customer usage, and does not account for all possible variations of rate classes and customer usage.

Actual savings for both products may vary based on factors such as: rate class, net metering, and meter read cycle. You can terminate at any time without a termination fee. The Plan applies to the supply portion of your bill only, and does not include taxes or other fees. You will continue to incur service and delivery charges from Duke Energy. There are no further price guarantees after the first 12 months. Carbon savings and equivalencies are based on EPA estimates for Ohio. CBE is licensed by the Public Utilities Commission of Ohio to offer and supply competitive electric retail service (Certificate # 13-630E(2)) & natural gas retail service (Certificate # 11-218G(3)). CINCINNATI BELL ENERGY USES THE CINCINNATI BELL ENERGY NAME UNDER A LICENSE AGREEMENT WITH CINCINNATI BELL INC." Again, I apologize if you feel this was not explained properly to you at the onset of your registration with Cincinnati Bell Energy.

Unfortunately, as I mentioned in our previous correspondence, you must contact Duke Energy for any billing-related energy questions or concerns; you can contact their billing line for further assistance at: 800-544-6900. Thanks for choosing Cincinnati Bell.

Josh

Cincinnati Bell Online Support Center

Saturday, February 17, 2018

Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID 12679958, and have determined that this does not resolve my complaint.

Problem:

This is in reference to ID12679958. I was not told that this was from another company other than Cincinnati Bell. I was not told about a website. I was not told about a promotion. I was told that since I was a customer of Cincinnati Bell, I was entitled to a 10% discount on my duke energy supplier bill. I thought that duke energy sand Cincinnati bell joined an agreement to this discount. I would not have consciously made as decision to let anyone double my supplier bill on my duke energy bill. I have never seen this contract before.

Desired Outcome:

I would like to be refunded the money that i have been overcharged.

Regards,

Teresa Hopkins

Attached Files/Documents

 View (11).pdf

**BBB Complaint ID #12679432****Complaint Information**

Complaint ID: 12679432

Filed with: BBB

Date Filed: 2/12/2018

29 Berlin Road
Cromwell, CT 06416
Phone: (860) 740-4500
Fax: (860) 740-4510
Email: info@ct.bbb.org
URL: <http://www.bbb.org/connecticut>

Consumer Information

Name: Ms. Teresa Hopkins

Address: 51 Timea St
Cleves, OH 45002

Daytime Phone: (513) 288-3468

Evening Phone: None Provided

Fax: (513) 288-3468

Email: teresa.hopkins94@yahoo.com Business**Information**

Business Name: Cincinnati Bell Energy

Address: Norwalk, CT 06854 Phone:
(866) 852-6849

Complaint Details

I was told by Cincinnati Bell FiOptics that since I was a customer of the Cincinnati Bell, that I was entitled to 10% discount on my Duke Energy supplier bill per month. I said ok. I was not told it will end in 12 months. They have over charged me. and doubled the a month on my bill. I called to correct the problem and they said it was correct and they will continue to bill me for the 1 or 2 months. I am submitting this claim to get my money back for this overage.

Desired Outcome/Settlement

Desired Settlement: Refund

Refunded the payment that is over and above 10% of my duke energy supplier charge.

Complaint Details

Nature of Complaint: Billing or Collection Issues

Date Problem Occured: 1/9/2018 12:00:00 AM

Date(s) Complained: 2/12/2018 12:00:00 AM

Purchase Date: 1/9/2018 12:00:00 AM

Salesperson: None Provided Complaint Details

(cont.)

Product/Service: Duke Energy supplier charges

Model #: None Provided

Account #: 95902054082

Order #: None Provided

Purchase Price: 0.0000

Payment: In Full ACH Debit Disputed

Amount: 0.0000

Re: Teresa Hopkins - #12679432

Dear Ms. Sola:

This letter is in response to the complaint filed by Teresa Hopkins ("Customer") on February 12, 2018, regarding Cincinnati Bell Energy ("CBE"). Customer disputes her variable rate.

Customer enrolled with CBE online on November 28, 2016, and selected a month-to-month variable rate plan that provided a rate that was 10% below the Cincinnati Bell Energy Utility Price Index for the first 12 months of service. Customer's proof of online enrollment is provided as Attachment A. Following Customer's enrollment, CBE sent Customer a welcome letter and terms and conditions to confirm her online enrollment and product selection, which is provided as Attachment B. Variable rates can change on a monthly basis depending on many factors including the price at which the electricity can be purchased at in the open market.

Customer's service is scheduled to end on March 7, 2018, as this was the date that Customer's utility provided for termination. If Customer is interested in re-enrolling with CBE, CBE is currently offering a 12-month fixed rate at 5.52 cents per kWh and enrollment in the same 12-month promotional variable rate program that Customer was previously enrolled in. Should Customer wish to re-enroll with CBE, Customer may contact a CBE representative at 1-866-852-6849 or compliance@criusenergy.com.

I sincerely hope this meaningfully responds to the above inquiry. If you have any questions, please do not hesitate to contact me by email at compliance@criusenergy.com.

Sincerely,



Martine Trinkka, Counsel

Attached Files/Documents

- ✓ Teresa Hopkins - 12679432 - BBB - CBE - 2.23.18.pdf
- ✓ Teresa Hopkins - 12679432 - BBB - CBE - Attachment A.pdf
- ✓ Teresa Hopkins - 12679432 - BBB - CBE - Attachment B.pdf

Saturday, February 24, 2018

Complaint: 12679432

I am rejecting this response because: I have never spoke to this company until they had overcharged me on my duke energy supply bill on February 12, 2018. I have never seen any contract and I have never chosen any plan. I called them the day I seen the overcharge thinking it was a mistake. They told me they will continue to overcharge until I stop the service with duke.

Sincerely,

Teresa Hopkins

I sincerely hope this meaningfully responds to the above inquiry. If you have any questions, please do not hesitate to contact me by email at compliance@criusenergy.com.

Sincerely,

Martine Trinko, Counsel

Attached Files/Documents

- ✓ Teresa Hopkins - 12679432 - BBB - CBE - Rebuttal 3.9.18.pdf
- ✓ Teresa Hopkins - 12679432 - BBB - CBE - Attachment A.pdf
- ✓ Teresa Hopkins - 12679432 - BBB - CBE - Attachment B.pdf

Friday, March 9, 2018

Complaint: 12679432

I am rejecting this response because: like I said, I did not enroll into anything so if they had sent me anything I would not have noticed it. I do not enroll in any other plan than duke supplier. Like I said, I thought it was an agreement between Cincinnati Bell and Duke to lower local rates. I enrolled in nothing. Cincinnati Bell didn't disclose to me that I was enrolling in anything. I picked no plan.

Sincerely,

Teresa Hopkins



To view information printed on the back of your bill please click or go to www.duke-energy.com/ohio/billing/back-of-bill.asp

Account Number 9590-2054-08-2

10 06

For less detailed billing information on your monthly bill, check box on right

☐

Due Date	Amount Due
Mar 5, 2018	\$ 156.00

\$ _____ \$ _____
HeatShare Contribution Amount Enclosed
(for Customer Assistance)

Teresa J Hopkins
51 Timea
Clevs OH 45002

PO Box 1326
Charlotte NC 28201-1326

400 00000156000 95902054082 030520181 00000158348

Page 1 of 2

Name /Service Address	For Inquiries Call	Account Number
Teresa J Hopkins 51 Timea Clevs OH 45002	Duke Energy 1-800-544-6900 CincinnatiBell Energy 1-866-852-6849	9590-2054-08-2 CB13T036010543

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Feb 09 not included Last payment received Jan 12 Bill prepared on Feb 09, 2018 Next meter reading Mar 08, 2018

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Elec	108243239	Jan 09	Feb 07	29	32098	34291	2,193

Electric - Residential	Current Billing
Usage - 2,193 kWh	Amt Due - Previous Bill \$ 136.00
Duke Energy - Rate RS \$ 110.64	Payment(s) Received 136.00cr
Current Electric Charges \$ 110.64	Balance Forward 0.00
	Budget Billing Amt Due 156.00
	Current Amount Due \$ 156.00
	Account Balance
	Budget Billing Balance \$ 381.33

A free home energy assessment can reveal hidden energy wasters and help you lower your bill. Eligible homeowners can get a free in-home analysis plus a free energy savings kit with LEDs and more. Sign up at duke-energy.com/HouseCall.

Your Electric Supplier Charges of \$220.40 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

If you have any questions about electric supplier service received from CincinnatiBell Energy, please call them at 1-866-852-6849 or write to: 64 N. Main St. Norwalk, CT 06854

Due Date	Amount Due	After Mar 5, 2018
Mar 5, 2018	\$ 156.00	\$ 158.34



Visit us at www.duke-energy.com



Name	Service Address	Account Number
Teresa J Hopkins	51 Timea Clevs OH 45002	9590-2054-08-2

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$6.04. Peak Demand Reduction = \$1.51. and Renewable Energy = \$1.57.

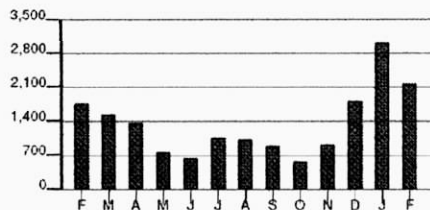
PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 4.93 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov. To learn more about Price to Compare, visit www.duke-energy.com or contact Duke Energy for a written explanation.

Explanation of Current Charges		
Electric	Duke Energy	
Meter - 108243239	Rate RS - Residential Svc-Winter	
kWh Usage - 2,193	Distribution-Customer Chg	\$ 6.00
Jan 09 - Feb 07	Delivery Charges	
29 Days	Distribution-Energy Chg	
	2,193 kWh @ \$ 0.02534200	55.58
	Delivery Riders	47.18
	Total Delivery Charges	\$ 102.76
	Generation Riders	1.88
		\$ 110.64
	Total Current Electric Charges	\$ 110.64

Budget Billing Plan (BBP) Information		
Summary		
BBP Option : Quarterly Plan	Previous Budget Billing Balance	\$ 186.29
BBP Installment Amount: \$ 156.00	Payment(s) Received	136.00cr
	Current Electric Charges	110.64
	Current Electric Suppl Chg	220.40
	Budget Billing Balance	\$ 381.33

Explanation of Electric Supplier Charges		
Supplier Charges	Cincinnati Bell Energy	
	CincinnatiBell Energy	
	Jan 09 - Feb 07	
	ENERGY CHARGE: 2193.00 KH @	
	0.100501596	\$ 220.40
		\$ 220.40
	Total Electric Supplier Charges	\$ 220.40

kWh Electric Usage



Calculations based on most recent 12 month history
Total Usage 15,933
Average Usage 1,328


	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB
Electric	1,757	1,545	1,391	796	656	1,055	1,024	878	570	943	1,842	3,040	2,193






For more detailed information on your bill, please see the links under Billing & Payment.


Bill Highlights

51 TIMEA

 The amount due on this bill is based on your budget billing/equal payment plan.

  Other "non-energy" charges were \$92.50 higher in this bill compared to the previous bill.

 Your energy charges were \$37.83 lower for this bill compared to the previous bill.

 Your electric usage decreased for this bill compared to the previous bill.

A past due amount of \$20.00 is included in this bill.

A shorter billing period decreased your Electric usage for this bill compared to the previous bill.



To view information printed on the back of your bill please click or go to www.duke-energy.com/ohio/billing/back-of-bill.asp

Account Number 9590-2054-08-2

10 06

For less detailed billing information on your monthly bill, check box on right

☐

Due Date	Amount Due
Apr 3, 2018	\$ 156.00

\$ _____ \$ _____
HeatShare Contribution Amount Enclosed
(for Customer Assistance)

Teresa J Hopkins
51 Timea
Clevs OH 45002

PO Box 1326
Charlotte NC 28201-1326

400 00000156000 95902054082 040320180 00000158348

Page 1 of 2

Name /Service Address	For Inquiries Call	Account Number
Teresa J Hopkins 51 Timea Clevs OH 45002	Duke Energy 1-800-544-6900 CincinnatiBell Energy 1-866-852-6849	9590-2054-08-2 CB13T036010543

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Mar 12 not included Last payment received Feb 13 Bill prepared on Mar 12, 2018 Next meter reading Apr 09, 2018

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Elec	108243239	Feb 07	Mar 08	29	34291	35972	1,681

Electric - Residential	Current Billing
Usage - 1,681 kWh	Amt Due - Previous Bill \$ 156.00
Duke Energy - Rate RS \$ 87.62	Payment(s) Received 156.00cr
Current Electric Charges \$ 87.62	Balance Forward 0.00
	Budget Billing Amt Due 156.00
	Current Amount Due \$ 156.00

Account Balance
Budget Billing Balance \$ 463.98

Important power line safety reminder. Stay away from power lines. Do not work near overhead lines. Always assume that downed lines are energized and dangerous. Report downed power lines to Duke Energy immediately by calling 1-800-543-5599.

Your Electric Supplier Charges of \$151.03 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

If you have any questions about electric supplier service received from CincinnatiBell Energy, please call them at 1-866-852-6849 or write to: 64 N. Main St. Norwalk, CT 06854

Due Date	Amount Due	After Apr 3, 2018
Apr 3, 2018	\$ 156.00	\$ 158.34



Visit us at www.duke-energy.com



Name	Service Address	Account Number
Teresa J Hopkins	51 Timea Clevs OH 45002	9590-2054-08-2

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$4.63. Peak Demand Reduction = \$1.16. and Renewable Energy = \$1.21.



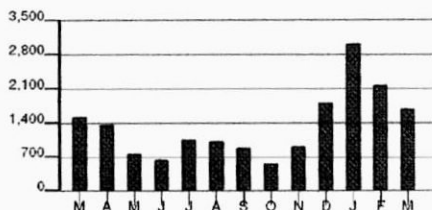
PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 5.22 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov. To learn more about Price to Compare, visit www.duke-energy.com or contact Duke Energy for a written explanation.

Explanation of Current Charges		
Electric Meter - 108243239	Duke Energy Rate RS - Residential Svc-Winter	
kWh Usage - 1,681	Distribution-Customer Chg	\$ 6.00
Feb 07 - Mar 08	Delivery Charges	
29 Days	Distribution-Energy Chg	
	1,681 kWh @ \$ 0.02534200	42.60
	Delivery Riders	37.58
	Total Delivery Charges	\$ 80.18
	Generation Riders	1.44
		\$ 87.62
	Total Current Electric Charges	\$ 87.62

Budget Billing Plan (BBP) Information		
Summary		
BBP Option : Quarterly Plan	Previous Budget Billing Balance	\$ 381.33
BBP Installment Amount: \$ 156.00	Payment(s) Received	156.00cr
	Current Electric Charges	87.62
	Current Electric Suppl Chg	151.03
	Budget Billing Balance	\$ 463.98

Explanation of Electric Supplier Charges		
Supplier Charges	<i>Cincinnati Bell Energy</i>	
	CincinnatiBell Energy Feb 07 - Mar 08 ENERGY CHARGE: 1681.00 KH @ 0.089845330	
		\$ 151.03
		\$ 151.03
	Total Electric Supplier Charges	\$ 151.03

kWh Electric Usage



Calculations based on most recent 12 month history
Total Usage 16,069
Average Usage 1,339

	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
Electric	1,545	1,391	796	658	1,055	1,024	878	570	943	1,842	3,040	2,193	1,681



Account Summary

35902054082

Account status as of 4/3/2018

Last Payment Received \$156.00

2018 - Thank you!

Amount Due \$0.00

Bill Summary ending 3/12/2018

[View](#)

Previous Balance/Other Charges \$0.00

Budget Billing/Equal Payment Plan Amount \$156.00

Last bill amount due 4/3/2018 \$156.00

For more detailed information on your bill, please see the links under Billing & Payment.

Bill Highlights

51 TIMEA

□ The amount due on this bill is based on your budget billing/equal payment plan.

↓ Other "non-energy" charges were \$69.37 lower in this bill compared to the previous bill.

↓ Your electric usage decreased for this bill compared to the previous bill.

↓ Your energy charges were \$23.02 lower for this bill compared to the previous bill.

↓ The weather decreased your bill by \$16 - \$27.

↑ Your budget billing/EPP amount increased.

Try **Bill Analysis** to find out more about why your bill has changed.



Stay in the know.

Get power outage alerts anytime, anywhere.

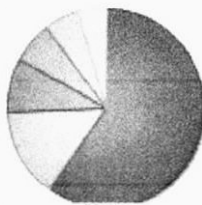
[Enroll today](#)



How does my home use energy?

51 TIMEA

Electricity Costs 2/8/2018 to 3/8/2018



- Heating \$53
- Water Htg/Laundry \$13
- Other \$8
- Food Storage \$6
- Lighting \$5
- Cooking \$4

Electricity

This Energy Use Preview shows you an estimate of where the energy is used in your home. For more analysis go to the [Home Energy Center](#).

Where's your money going?

[FIND SAVINGS](#)

