

Ne

7

FILE

18-678-EL-CSS

Ohio

Public Utilities Commission

Case Number

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

Formal Complaint Form

Harold E Blackburn Jr
Customer Name (Please Print)

10001 Arborwood Dr
Customer Address

Cincinnati OH 45251
City State Zip

Against

8370002273
Account Number

Customer Service Address (if different from above)

Duke Energy
Utility Company Name

City State Zip

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

Harold E Blackburn Jr
Signature

513-348-6807
Customer Telephone Number

This is to certify that the foregoing appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.
Technician AM Date Processed APR 13 2018

Upon the filing of a complaint by one hundred subscribers or five per cent of the subscribers to any telephone exchange, whichever number be smaller, or by the legislative authority of any municipal corporation served by such telephone company that any regulation, measurement, standard of service, or practice affecting or relating to any service furnished by the telephone company, or in connection with such service is, or will be, in any respect unreasonable, unjust, discriminatory, or preferential, or that any service is, or will be, inadequate or cannot be obtained, the commission shall fix a time for the hearing of such complaint.

The hearing provided for in the next preceding paragraph shall be held in the county wherein resides the majority of the signers of such complaint, or wherein is located such municipal corporation. Notice of the date, time of day, and location of the hearing shall be served upon the telephone company complained of; upon each municipal corporation served by the telephone company in the county or counties affected, and shall be published for not less than two consecutive weeks in a newspaper of general circulation in the county or counties affected.

Such hearing shall be held not less than fifteen nor more than thirty days after the second publication of such notice.

Dear Puco,

Hello my name is Harold Blackburn I writing this because Duke Energy remove the account off the program. I was told in February 20 that I would need to make payment of 100.00 by March 1. When I mail the payment for February I mail in a check and Duke held the payment for few extra days, don't know why and also I did not have proof, so when I made the payment for 100.00 per there supervisor on duty that I made the payment threw my bill pay services showing the check was written too Duke on February 26 and it was receive by Duke on 03/01 but payment was not posted till 3/6. So when I reach out to Duke too fix the problem I get disrespectful reps tell me that they will not fix my problem and I will have to pay 1159.89 to avoid disconnection which is unacceptable. The next problem is that the account is enroll with Constellation and the enrollment to place on March 9 2017 and the new rate should be in effect which it is not. In closing I provide copy of the check and email from the bank showing that the payment was made on time, so I feel that Puco should force Duke to cancel or delay the disconnection till this problem is resolve.

Sincerely

Harold Blackburn

513-348-6607

4/10/2018

Mail - Blackburn2020@outlook.com

- Fifth Third Online Bill Pay account activity

Harold Blackburn <Blackburn2020@outlook.com>

Tue 4/10/2018 5:40 AM



Dear HAROLD BLACKBURN JR,

Here's the summary of your account activity for: 03/01/2018

Payments Sent

Payment Details		Payee Details	
Payment amount:	\$100.00	Payee:	Duke Energy - NC & SC
Funding account:	5/3 ESSENTIAL CHECKING	Nickname:	Duke
Payment type:	Check 9004	Address:	P.O. Box 1327
Payment option:	One-time payment		
Bill due by:	N/A		
Deliver by:	03/01/2018	Phone:	Charlotte, NC 28201 000-000-0000
Confirmation number:	ABR9AT90		

Sincerely,
Fifth Third Bank
Member FDIC



PO Box 4911, Houston, TX 77210-4911

Constellation
Welcomes You!

2002174 01 MB 0.421 **AUTO T8 0 1052 45251-151101 -C01-P02176-I



LASHAY POELLNITZ
10001 ARBORWOOD DR
CINCINNATI OH 45251-1511



March 9, 2018

Account Number: 8370002273

Dear Lashay Poellnitz,

Thank you for choosing us as your electricity supplier.

We are happy to confirm your enrollment! We know that you have many choices, and we are committed to providing exceptional service and ensuring your satisfaction.

Enclosed you will find a copy of the *Terms and Conditions* for your records. For your convenience, here's a summary of your plan and other important details

Plan: 36 Months
Price: 5.79 ¢/kWh

Delivery of your electricity will continue to be provided by:

Duke Energy (CINERGY):
Account Number: 8370002273
Contact Phone Number: 800-277-2177.

You can continue to contact Duke Energy if you have any questions regarding the delivery portion of your bill or to report outages and emergencies. Remember that during an outage, your choice of electricity supplier does NOT impact your priority for service restoration.

What you can expect on your future electricity bills:

You will continue to receive one bill from CINERGY, which will include Constellation's electricity supply charges, plus any applicable taxes. You will continue to pay your bill directly to your utility.

We want to hear about your experience!

Your compliments, suggestions and service questions matter to us! To contact our Customer Care Team, call 866-938-2140 weekdays 8:00AM to 8:00PM ET, except holidays, or email home@constellation.com.

Thank you again for choosing us as your electricity supplier!

Sincerely,

Constellation Customer Care

PS. Learn how to earn rewards by referring friends and family! Visit home.constellation.com!

DISCLOSURE STATEMENT

Electricity Supplier: Constellation NewEnergy, Inc. ("Constellation")
Utility: Cinergy

Electricity Supply Pricing: For the Initial Term, you will pay 5.79¢ per kilowatt-hour, multiplied by your Accounts' metered usage.							
Term of Agreement and Renewal: Your electricity service from Constellation will start on the first available meter read following successful enrollment and continue for 36 billing cycles ("Initial Term"), unless terminated pursuant to the terms of this Agreement. Initial enrollment can take up to two months to complete. Between 45 and 90 days prior to the end of the Initial Term or Renewal Term, Constellation will send you a contract expiration notice. Constellation will provide you a second notice at least 35 days prior to expiration of the Initial Term or Renewal Term and offer to renew for another term ("Renewal Term"). This notice will include, without limitation, the new product, pricing, the length of the Renewal Term, and any other changes to the terms and conditions ("Offer"). You will have 30 days from the date of the Offer to reject the Offer. Otherwise, the Offer will be deemed accepted by you without the need for further signature or other affirmative action by you. Absent rejection of the Offer, Constellation can renew for the Renewal Term without your affirmative consent, even when there is a change in the Pricing or other terms and conditions. If you reject the Offer in the manner directed in the Offer, your Accounts will be returned to Utility service at the end of the current Term, absent action on your part.							
Early Termination Fee: \$25							
Billing: Utility Billing will be used. Constellation does not offer budget billing for the generation portion of your bill.							
Rescission Rights: Unless you are already a customer of Constellation, the Utility will send you a letter confirming transfer of service upon processing of the enrollment of your Accounts and you will then have 7 days from the postmark date of that letter to cancel your enrollment, without penalty, by calling the Utility on the toll-free number provided in the letter or by providing written notice to the Utility. The Utility will provide you a cancellation number to confirm any cancellation during the rescission period.							
Deposit or Other Fees for Switching to Constellation: Constellation does not charge or collect a deposit or switching fees to switch to Constellation's service. Your current supplier and/or the Utility may charge such fees.							
Guarantee Period: You may terminate this Agreement without incurring an early termination fee within 90 days after entering into it (the "Guarantee Period") by notifying Constellation that you would like to return to Utility service. Upon your termination of this Agreement during the Guarantee Period, your Accounts will be returned to Utility service on the next available meter read date and will remain responsible for payment for electricity supply and related costs and charges incurred under this Agreement. Any incentives Constellation may offer to you in connection with you entering into this Agreement require your Account to be active and in good standing at the time the incentive is fulfilled.							
Savings: Savings are not guaranteed.							
Constellation's Contact Information: P.O. Box 4911, Houston, TX 77210-4911 Telephone: 855-465-1244, Contact us with any questions between the hours of 8:00 a.m. and 8:00 p.m. eastern time on weekdays, except holidays. Website: www.constellation.com .							
Contact Information: If your complaint is not resolved after you have called Constellation and/or your Utility, or for general Utility information, you may call PUCO for assistance at 1-800-686-7826 (toll free) from 8am to 5pm weekdays, or at http://www.puco.ohio.gov . Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Ohio consumers' counsel (OCC) represents residential Utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from 8am to 5pm weekdays, or at http://www.pickocc.org .							
Utility's Contact Information:							
	The Illuminating Company	Ohio Edison	Toledo Edison	Duke Energy	Columbus Souther Power	Ohio Power	Dayton Power and Light
Emergencies	1.888.544.4877	1.888.544.4877	1.888.544.4877	1.800.543.5599	1.800.672.2231	1.800.672.2231	1.888.491.1357
Customer Service	1.800.589.3101	1.800.633.4766	1.800.447.3333	1.800.544.6900	1.800.672.2231	1.800.672.2231	1.800.672.2231
General Disclosures: Constellation is an independent seller of power and energy services, certified by the Public Utilities Commission of Ohio (PUCO). Constellation does NOT represent or act on behalf of the Utility, governmental bodies or consumer groups. The prices of Constellation are not regulated by PUCO. The Utility remains responsible for the delivery of power and energy to your premises and will continue to respond to any service calls and emergencies. Switching to Constellation will not impact your electric service reliability. You will receive written notification from the Utility confirming a switch of your electricity supplier. You may purchase electricity supply service from a retail electricity supplier, such as Constellation, or from the Utility. With this Agreement, you have received a copy of Constellation's environmental disclosure label, which will be updated from time to time on its website at www.constellation.com .							

THE BACK OF THIS CHECK CONTAINS A SECURITY MARK. DO NOT ACCEPT WITHOUT HOLDING AT AN ANGLE TO VERIFY SECURITY MARK.

Please Post to Account: 83700022733

HARDIE BLACKBURN JR
PO BOX 1327
CINCINNATI, OH 45201

FIFTH THIRD BANK
CINCINNATI, OH

12/21
12/21

9004

February 26, 2018

PAY One Hundred and 00/100 Dollars

\$ 100.00

TO THE
ORDER OF

#2020550348 66078769
DUKE ENERGY - IN, KY, OH
PO BOX 1327
CHARLOTTE NC 28201-1327

MADE BY DATA AFTER DEPOSIT

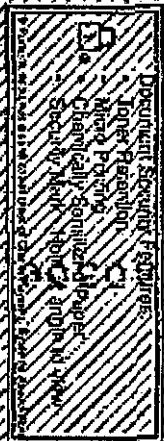
SIGNATURE ON FILE

This check has been authorized by your signature.

MEMO:



B150018540



LOGO PRINTED
WITH INK THAT RESPONDS
TO WARMTH.
HOLD BETWEEN THUMB AND
FOREFINGER OR BREATHE
ON IT - THE LOGO WILL
FADE AND REAPPEAR.

DO NOT WRITE, STAMP OR SIGN BELOW THIS LINE.

DO NOT ACCEPT IF SECURITY MARK IS ABSENT.

FOR DEPOSIT ONLY
DO NOT WRITE
DO NOT SIGN
DO NOT STAMP
DO NOT ACCEPT IF SECURITY MARK IS ABSENT.