

NC
FILE

Ohio

**Public Utilities
Commission**

18-1693-EL-CSS

Case Number

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

Formal Complaint Form

Lindsay Bedient

Customer Name (Please Print)

370 Lear Rd.

Customer Address

Avon Lake, OH 44012

City

State Zip

Against

110090487759

Account Number

Think Energy

Utility Company Name

Customer Service Address (if different from above)

City

State Zip

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

(See attached)

PUCO

2018 NOV 15 PM 2:12

RECEIVED-DOCKETING DIV

Signature

Customer Telephone Number

440-320-1086

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 MJ Date Processed NOV 15 2018

11/12/18

Dear PUCO Commissioner,

Hello! I am writing you in regards to my Illuminating company account# 110090487759. I had an electric supplier I signed up for in May 2016 and contract end May 2017. I contacted them April of 2017 to be sure it cancelled on the final contract date 2017 because I wanted to go to Nopec the standard aggregation for our city. When I contacted them I also had them cancel other accounts for my Father etc. the other accounts went through fine but I didn't realize til last month that the person I spoke to never fully cancelled my account as promised and I have no way to prove it as Think Energy cant produce the call. I contacted PUCO for help as all I was asking for was the difference in rates of what I was paying them and what the current rate was through Nopec or from the Illuminating co. (which was a high rate) from 5/2017 through October. I don't think it was too much to ask since. When I called the PUCO the lady that was in charge of my case was not very helpful or friendly she basically directed me to write this formal complaint. So, I am writing you today to ask your help in demanding the difference in the rate I paid Think Energy and the rate that Nopec was charging (which is what I should have been paying) or at least the rate the Illuminating co. was charging when it should have been cancelled in May 2017 through October 2018 paid back to me to make me whole regarding this issue and that is all I am asking for. I appreciate your time and consideration in this matter. Have a wonderful day!!!!

Think Energys info:

1990 Post Oak Boulevard Suite 1900 Houston Tx 77056

Phone: 1-800-234-9712.

Warmest Regards,

Lindsey Bedient

370 Lear Rd.

Avon Lake, Ohio 44012

440-320-1086