

THE PUBLIC UTILITIES COMMISSION OF OHIO

**IN THE MATTER OF THE COMPLAINT OF
LINDSEY BEDIENT,**

COMPLAINANT,

v.

CASE NO. 18-1693-EL-CSS

**ENGIE RETAIL, LLC D/B/A THINK
ENERGY,**

RESPONDENT.

ENTRY

Entered in the Journal on March 20, 2019

I. SUMMARY

{¶ 1} The Commission grants the motion to dismiss the complaint with prejudice, as the parties indicate that all issues in this matter have been resolved.

II. DISCUSSION

{¶ 2} Pursuant to R.C. 4905.26, the Commission has authority to consider written complaints filed against a public utility by any person or corporation regarding any rate, service, regulation, or practice relating to any service furnished by the public utility that is in any respect unjust, unreasonable, insufficient, or unjustly discriminatory. Pursuant to R.C. 4928.16, the Commission has jurisdiction under R.C. 4905.26, upon complaint of any person, regarding the provision by an electric services company subject to certification under R.C. 4928.08 of any service for which it is subject to certification.

{¶ 3} Engie Retail, LLC d/b/a Think Energy (Think Energy or Respondent), is a competitive retail electric service provider, as defined in R.C. 4928.01. As such, Think Energy is subject to the Commission's jurisdiction.

{¶ 4} On November 15, 2018, Lindsey Bedient (Complainant) filed a complaint against Think Energy. Complainant alleges that she contacted a representative of

Respondent in April 2017 to ensure that her account with Respondent was scheduled to close in May 2017, as she intended to switch to a new electricity supplier at that time. Complainant avers that although she spoke with a representative of Respondent and confirmed that her account would close in May 2017, the representative never canceled the account as requested. Complainant states that she did not realize the account was still active until October 2017. As a result, Complainant states that she paid a higher rate than she would have paid through her new provider for the months of May through October 2017. As relief, Complainant seeks to be reimbursed for the difference between what she paid to Think Energy and the allegedly lower rate she would have paid to her new provider.

{¶ 5} On December 20, 2018, a Think Energy account services analyst filed a letter in this docket detailing the results of an internal investigation relating to Complainant's request to terminate her contract with Respondent.

{¶ 6} On January 18, 2019, Think Energy filed a motion to dismiss the complaint with prejudice. In its motion, Think Energy advises the Commission that the parties have reached a mutual resolution of all issues raised in the complaint. Pursuant to Ohio Adm.Code 4901-9-01(F), Respondent included a statement in its motion communicating that Complainant has 20 days to file a written response agreeing or disagreeing with Respondent's assertions and that the Commission may presume that satisfaction has occurred and dismissed the complaint if no response is filed within 20 days. As of the date of this Entry, no response has been filed.

{¶ 7} Upon review of Think Energy's motion to dismiss, the Commission finds that Think Energy's motion to dismiss with prejudice is reasonable and should be granted.

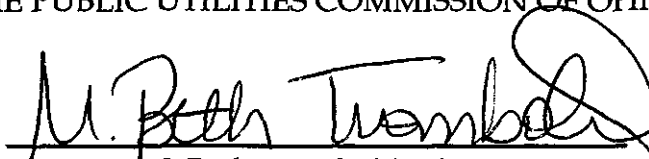
III. ORDER


{¶ 8} It is, therefore,


{¶ 9} ORDERED, That Think Energy's motion to dismiss the complaint with prejudice be granted. It is, further,

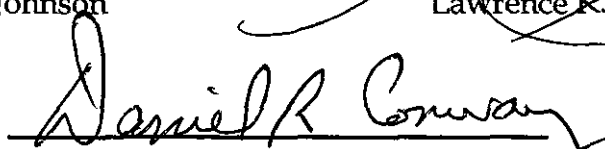
{¶ 10} ORDERED, That a copy of this Entry be served upon all parties of record.

THE PUBLIC UTILITIES COMMISSION OF OHIO


M. Beth Trombold, Chair

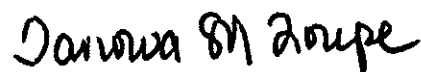

Thomas W. Johnson


Lawrence K. Friedeman


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MAR 20 2019



Tanowa M. Troupe
Secretary