

FILE
NC

Ohio

Public Utilities
Commission

Case Number
Public Utilities Commission of Ohio
2022 JAN 31 AM 11:52
Docketing
180 E. Broad St.
Columbus, OH 43215

22-0078-EL-CSS

Formal Complaint Form

PUCO

BORIS GRINBERG
Customer Name (Please Print)

7025 Wilson Mills Rd
Customer Address

Gates Mills OH 44040
City State Zip

Against

401000 44507
Account Number

Customer Service Address (if different from above)

Santanna energy services
Utility Company Name

City State Zip

& Barry Saltzman (Salesperson)

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

Barry Saltzman (440-382-2759), salesperson for Sentenne Energy sold me contract for the house I live in. At the end of the contract Mr. Saltzman was supposed to move me to another lower rate, or remove from Santanna Energy. He has failed to do both. As a result, my rate went from \$4 to \$10 to \$13 per unit. Also, Sentenna Energy never sent any correspondence.

Bar
Signature

As a result, I am out of hundreds of dollars due to incompetency of Mr. Saltzman. I would like the difference to be reimbursed, as I consider more than tripling the rate NOT REASONABLE.

216-780-3270
Customer Telephone Number

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.

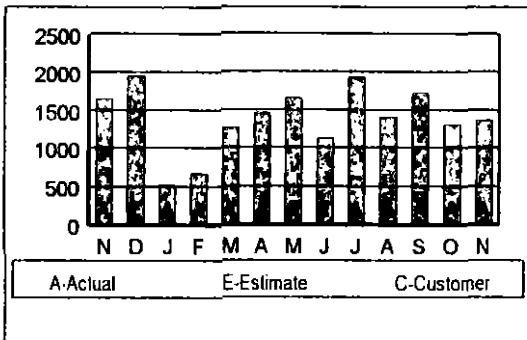
Billing Period: Oct 18 to Nov 15, 2021 for 31 days
Bill For: BORIS GRINBERG
7025 WILSON MILLS RD
GATES MILLS OH 44040

November 18, 2021
Account Number: 110 053 125 305
Amount Due: \$164.70
Due Date: December 02, 2021

To report an emergency or an outage, call 24 hours a day 1-888-544-4877 For Customer Service, call 1-800-589-3101 For Payment Options, call 1-800-686-9901 Pay your bill online at www.firstenergycorp.com
Bill Issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages	Account Summary	Amount Due
To avoid a 150% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date.	Previous Balance	158.33
Your current PRICE TO COMPARE for generation and transmission from The Illuminating Company is listed below. In order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than The Illuminating Company's price of 5.21 cents per KWH for the same usage that appears on the bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoiceohio.gov	Payments/Adjustments	-158.33
Residential Service - 1660026106 - 5.21 cents per KWH	Balance at Billing on Nov 18, 2021	0.00
The information below shows specific charges for the costs of energy efficiency, peak demand reduction, and renewable energy. These charges are not new, but are and previously were consolidated with other charges on your bill.	The Illuminating Company	102.18
Energy Efficiency 1,362 KWH x 0.000000 \$0.00	Santanna Energy Services - Consumption	62.52
Peak Demand Reduction 1,362 KWH x 0.000000 \$0.00	Total Current Charges	164.70
Renewable Energy 1,362 KWH x 0.001319 \$1.80	Amount Due by Dec 02, 2021	\$164.70
Your next meter reading is scheduled to occur on or about Dec 15, 2021	Usage Information for Meter Number S310330686	
We are required to include your name, address and usage information on a list of eligible customers that is made available to other competitive retail electric service providers. If you do not wish to be included on this list, please call us at 1-800-225-0444, go to the Customer Choice section of our website - www.firstenergycorp.com - or write to us at 76 S. Main St., Akron, OH 44308 Attn: FECC. Please note that an election to not be included on this list will not prevent Ohio Edison, The Illuminating Company or Toledo Edison from providing your information to governmental aggregators. If you previously made a similar election, your name will continue to be excluded from the list without any additional action on your part. If you previously decided not	Nov 15, 2021 KWH Reading (Actual)	49,789
Additional messages, if any, can be found on back.	Oct 16, 2021 KWH Reading (Actual)	48,427
Usage History	KWH used	1,362
	Charges From The Illuminating Company	
	Customer Number: 0801111715 1660026106	
	Rate: Residential Service CE-RSD	
	Customer Charge	4.00
	Distribution Related Component	63.60
	Cost Recovery Charges	34.58
	Current Consumption Bill Charges	102.18
	Billing Information for Santanna Energy Services	
	425 Quadrangle Drive, Suite 200, Bolingbrook, IL 60440	
	Customer Service: 1-800-764-4427	
	Account Number 40100044507 Rate BILL-READY	
	Billing Period: Oct 18, 2021 to Nov 15, 2021	
	Generation 1362 Kwh @ \$0.04590	62.52
	Total Santanna Energy Services Current Charges	62.52
	Did You Know We Can Provide Your Natural Gas? Call 800-764-4427 Or Visit www.Santannaenergyservices.com To Lock In Now. Thank You For Choosing Santanna!	
	Detail Payment and Adjustment Information	
	10/27/21 Payment	-158.33
	Account Balances by Company	
	Previous Balance Payments/ Adjustments Current Charges Amount Due	
	The Illuminating Company 98.16 -98.16 102.18 102.18	
	Santanna Energy Services 60.17 -60.17 62.52 62.52	
	Total 158.33 -158.33 164.70 164.70	

Nov 20	1,648	May 21	1,656
Dec 20	1,940	Jun 21	1,128
Jan 21	526	Jul 21	1,927
Feb 21	669	Aug 21	1,407
Mar 21	1,261	Sep 21	1,726
Apr 21	1,459	Oct 21	1,311
		Nov 21	1,362



Comparisons	Last Year	This Year
Average Daily Use (KWH)	57	44
Average Daily Temperature	50	50
Days in Billing Period	29	31
Last 12 Months Use (KWH)		16,372
Average Monthly Use (KWH)		1,364



Billing Period: Nov 16 to Dec 14, 2021 for 29 days

Bill For: BORIS GRINBERG
7025 WILSON MILLS RD
GATES MILLS OH 44040

December 17, 2021


Account Number: 110 053 125 305

Amount Due: \$275.96

Due Date: January 03, 2022

To report an emergency or an outage, call 24 hours a day 1-888-544-4877 For Customer Service, call 1-800-589-3101 For Payment Options, call 1-800-686-9901. Pay your bill online at www.firstenergycorp.com

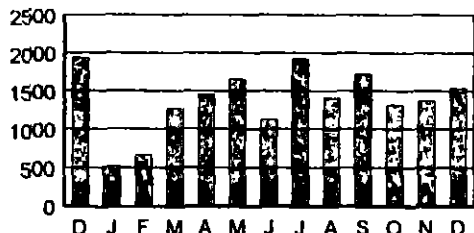
Bill Issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages	Account Summary	Amount Due
To avoid a 1.50% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date	Previous Balance	164.70
Your current PRICE TO COMPARE for generation and transmission from The Illuminating Company is listed below. In order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than The Illuminating Company's price of 5.21 cents per KWH for the same usage that appears on the bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov	Payments/Adjustments	-164.70
Residential Service - 1660026106 - 5.21 cents per KWH	Balance at Billing on Dec 17, 2021	0.00
The information below shows specific charges for the costs of energy efficiency, peak demand reduction, and renewable energy. These charges are not new, but are and previously were consolidated with other charges on your bill	The Illuminating Company	106.75
	Santanna Energy Services - Consumption	169.21
	Total Current Charges	275.96
	Amount Due by Jan 03, 2022	\$275.96
	Usage Information for Meter Number S310330888	
	Dec 14, 2021 KWH Reading (Actual)	51,326
	Nov 16, 2021 KWH Reading (Actual)	49,789
	KWH used	1,537
	Charges From The Illuminating Company	
	Customer Number 0801111715 1660026106	
	Rate: Residential Service CE-RSD	
	Customer Charge	4.00
	Distribution Related Component	63.89
	Cost Recovery Charges	38.86
	Current Consumption Bill Charges	106.75
	Billing Information for Santanna Energy Services	
	 425 Quadrangle Drive, Suite 200, Bolingbrook, IL 60440	
	Customer Service: 1-800-764-4427	
	Account Number: 40100044507 Rate: BILL-READY	
	Billing Period: Nov 16, 2021 to Dec 14, 2021	
	Generation 1537 Kwh @ \$0.10452	160.65
	Monthly Charge	8.56
	Total Santanna Energy Services Current Charges	169.21
	Did You Know We Can Provide Your Natural Gas? Call 800-764-4427 Or Visit www.san	
	Tannaenergyservices.com To Lock In Now. Thank You For Choosing Santanna!	

Additional messages, if any, can be found on back.

Usage History

Dec 20	1,940	Jun 21	1,128
Jan 21	526	Jul 21	1,927
Feb 21	669	Aug 21	1,407
Mar 21	1,261	Sep 21	1,726
Apr 21	1,459	Oct 21	1,311
May 21	1,656	Nov 21	1,362
		Dec 21	1,537



Comparisons	Last Year	This Year
Average Daily Use (KWH)	65	53
Average Daily Temperature	39	39
Days in Billing Period	30	29
Last 12 Months Use (KWH)		15,969
Average Monthly Use (KWH)		1,331

Detail Payment and Adjustment Information				
12/02/21	Payment			-164.70
Account Balances by Company				
	Previous Balance	Payments/Adjustments	Current Charges	Amount Due
The Illuminating Company	102.18	-102.18	106.75	106.75
Santanna Energy Services	62.52	-62.52	169.21	169.21
Total	164.70	-164.70	275.96	275.96

\$150.00

12-23-21

#9209

Billing Period: Dec 15 to Jan 14, 2022 for 31 days

Bill For: BORIS GRINBERG
 7025 WILSON MILLS RD
 GATES MILLS OH 44040

January 20, 2022

Account Number: 110 053 125 305
Amount Due: \$322.34
Due Date: February 03, 2022

 To report an emergency or an outage, call 24 hours a day 1-888-544-4877 For Customer Service, call 1-800-589-3101 For Payment Options, call 1-800-686-9901 Pay your bill online at www.firstenergycorp.com
Bill Issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages	Account Summary	Amount Due
** REMINDER NOTICE ** When this bill was prepared, your account had an unpaid balance. If you have already made this payment, thank you. If not, please promptly pay the overdue amount. Overdue amounts associated with a disconnect notice from a prior month's bill and/or an Ohio 10-day Winter Notice may continue to result in disconnection of electric service. Call us at 1-800-686-9901 if you have questions or for information on payment arrangements. To avoid a 1.50% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date. Your current PRICE TO COMPARE for generation and transmission from The Illuminating Company is listed below. In order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than The Illuminating Company's price of 5.15 cents per KWH for the same usage that appears on the bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov . Residential Service - 1660026106 - 5.15 cents per KWH The information below shows specific charges for the costs of energy efficiency, peak demand reduction, and renewable energy. These charges are not new, but are and previously were consolidated with other charges on your bill.	Previous Balance	275.96
	Payments/Adjustments	-150.00
	Balance at Billing on Jan 20, 2022	125.96
	The Illuminating Company	50.52
	Santanna Energy Services - Consumption	143.97
	Late Payment Charges	1.89
	Total Current Charges	196.38
	Amount Due by Feb 03, 2022	\$322.34
	Usage Information for Meter Number S310330686	
	Jan 14, 2022 KWH Reading (Actual)	52,407
Dec 15, 2021 KWH Reading (Actual)	51,326	
KWH used	1,081	
Charges From The Illuminating Company		
Customer Number: 0801111715 1660026106		
Rate: Residential Service CE-RSD		
Customer Charge	4.00	
Distribution Related Component	47.01	
Economic Development Component	0.01	
Cost Recovery Charges	27.31	
Consumer Rate Credit	-27.81	
Current Consumption Bill Charges	50.52	
Late payment charge	1.89	
Total Charges	\$ 52.41	

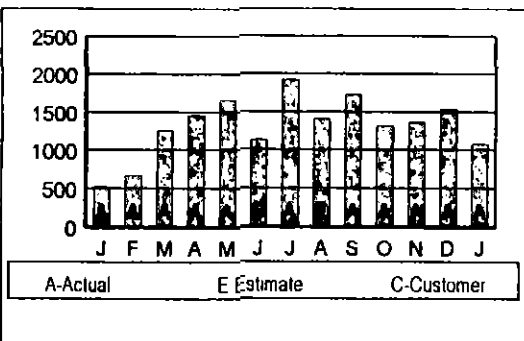
Energy Efficiency	1,081 KWH x 0.000000	\$0.00
Peak Demand Reduction	1,081 KWH x 0.000000	\$0.00
Renewable Energy	1,081 KWH x 0.001665	\$1.80

Your next meter reading is scheduled to occur on or about Feb 14, 2022.

All consumers are receiving refunds for certain charges collected during 2017-2019. The Public Utilities Commission of Ohio recently approved a unanimous agreement among the FirstEnergy utilities, the

Additional messages, if any, can be found on back.

Jan 21	526	Jul 21	1,927
Feb 21	669	Aug 21	1,407
Mar 21	1,261	Sep 21	1,726
Apr 21	1,459	Oct 21	1,311
May 21	1,656	Nov 21	1,362
Jun 21	1,128	Dec 21	1,537
		Jan 22	1,081



Comparisons	Last Year	This Year
Average Daily Use (KWH)	16	35
Average Daily Temperature	33	36
Days in Billing Period	33	31
Last 12 Months Use (KWH)		16,524
Average Monthly Use (KWH)		1,377