



# Public Utilities Commission

Case Number  
**755913**

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

 **FILE**

## Formal Complaint Form

**22-0778-EL-CSS**

Derryn Jones

Customer Name (Please Print)

### Against

North American Power Company  
And Duke energy  
Utility Company Name

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 EC

Date Processed 8/14/2022

3548 Larkspur avenue  
Customer Address

Cincinnati Ohio 45208  
City State Zip

9101 0943 9074  
Account Number

Customer Service Address (if different from above)

City State Zip

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

RECEIVED-DOCKETING DIV  
2022 AUG 11 PM 2:03  
PUCO



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180 E. Broad St.

Columbus, OH 43215

I contacted Duke energy on April 6th 2022 because I received a bill from them stating that my payment agreement had been paid off and that I owe an additional \$1,696.00. I questioned how is my payment agreement paid in full and then you bill me for an additional \$1,600. After speaking with Duke energy for about an hour disputing the bill I discovered that one of the reasons that my bill was higher was because I had a third party energy provider listed on my bill. I advised Duke energy that I did not sign up or enroll with North American power company. The representative from Duke energy advised me that they had been my utilities provider for 2 years. I questioned them for documents to show that I had given consent for North American power to take over my utilities account, their response is they didn't have anything, contact North American power.

I then called North American power company on April 6th 2022 at 10:29 a.m. and spoke with Chasity. Initially she could not find my account because my name was not listed anywhere in their records. (Please obtain the recording of that phone call where you can verify that the North American account was not in my name). I believe she was able to locate the account under my address which is 3548 Larkspur avenue. The name listed on the account with North American power was Dwight Jones (my husband). The account was listed under his email address which is [dwight@bepcommodities.com](mailto:dwight@bepcommodities.com) and his phone number 513-328-8856. I advise chastity that this is not my information and not to change anything on the account because I am going to take action with PUCO. She advised that the account was signed up through the web and they did not have any verification of the web enrollment. I advised her that this is a fraudulent enrollment, I did not authorize this enrollment. My husband did not enroll with North American via the web. Again I advised her not to change anything on this account, this enrollment is fraudulent. I asked Chastity to speak with a supervisor, she took my information and advised someone to call me. At 11:36 a.m. I called back because no supervisor had returned my call. Again Chastity answered the phone and advised it takes 24 to 48 hours to receive a supervisor call.

On on April 11th 2022 I received a letter from North American power with my name on it stating welcome to your new electric rate. The letter stated that my service started on July 20th 2012. Duke energy previously told me that my service with North American power started 2 years ago. I called North American Power on April 14th 2022 at 5:06 p.m. I spoke with their representative Esmeralda who could not locate the account under Dwight Jones's name. She was finally able to locate the account under my address, Esmeralda advises that the name was changed to my name (Derryn Jones) and my phone number. If it was legal for them to fraudulently enroll my utilities under someone else's name then why did they change the name on the account after I called to question them

I contacted North American power on June 1st at 9:36 a.m. to cancel the service. I did not cancel the service after speaking with the prior agents because I feared North American power would delete all files. I was advised by Kenya at Puco that they legally could not delete files thus the service was then canceled.



CHASITY  
CHANGED NAME/EMAIL  
ON ACCT ON 4/10/22

Power for change.

North American  
Power



20 Glover Avenue  
Norwalk, CT 06851  
p: 203.939.1155  
napower.com

ACCT, INDIVIDUAL JONES  
Derryn Jones  
3548 Larkspur Ave  
Cincinnati, OH 45208

BEFORE CHASITY CHANGED PHONE  
513.328.7756  
SEND  
AGREEMENT

Welcome to your new electric rate.

Dear Derryn,

TRANSCRIPT

Thank you for choosing North American Power as your electricity supplier. You are now one of the millions of Americans who are enjoying the benefits of deregulated energy.

Your new North American Power supply rate should begin on the date of your next regularly scheduled meter reading, so it could take approximately 30 to 60 days before our name and rate appears on your monthly bill. The below new customer introductory/promotional rate is for your first 2 month(s) of service and your rate will be a market based variable rate after that.

If the below information is not correct, please contact us at: [customercare@napower.com](mailto:customercare@napower.com) or 888.313.9086.

Account Information

North American Power's New Customer Rate

Derryn Jones  
3548 Larkspur Ave  
Cincinnati, OH 45208

NAME  
CHANGED

6.99¢ /kWh

WEB  
BROKER

Your local utility: Duke

Approximate service start date: 7/20/2012

EMAILED OUT LETTER WITH  
NAME CHANGED

The Brighter Energy Choice for Everyone

Everyone uses electricity. Be sure to tell your friends, family and favorite local businesses about your experience with North American Power.

Thanks again.

ESMERIDA  
(HOUSTON)

CHANGED

4/14/22

500pm  
CHASITY

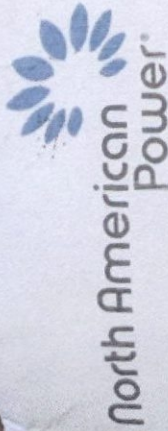
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1029

SC OFF +

1134A

CASE# 755913





1500 Rankin Rd., Suite 200  
Houston, TX 77073

NORTH HOUSTON TX 773

11 APR 2022 PM 2 L



FOREVER / USA

\* LETTER MAILED WITH CHANGED NAME ON ACCOUNT

7 DUCO  
NORTH HOUSTON  
TX 77073

Derryn Jones  
3548 Larkspur Ave  
Cincinnati, OH 45208

45208-100948



9957

CASE # 755913

215-3793



**Public Utilities  
Commission**

Case Number

**755913**

Public Utilities Commission of Ohio

Attn: Docketing

180 E. Broad St.

Columbus, OH 43215

**Dwain N Jones**

Signature

**513-300-3930**

Customer Telephone Number



Facts in North American Power Company/ Duke Energy Complaint.

1. I, Derryn Jones never gave verbal or written authorization for North American Power Company to be my utilities provider.
2. My husband Dwight Jones did not give verbal or written authorization for North American power company to provide utilities. Dwight Jones did not authorize via web for North American Power Company to provide utilities.
3. Duke energy did not have my authorization to add North American power to my account as a utility provider.
4. Duke energy never sent notice that North American power was added to my account.
5. North American power fraudulently enrolled my husband without his or my consent. The name on the account was never issued under Derryn Jones.
6. The name on the account was changed by Chasity from North American Power on 4/6/2022. If the enrollment was legitimate why did she change the name?
7. North American power provided a recording stating they were given consent by someone who was authorized to provide utilities for my account. They previously advised Puco that they did not have any documentation. I am a woman they do not have my voice on any recording nor any signature. We need a time stamp, voice verification, and phone record to verify the phone number of the person who gave authorization.
8. Duke Energy stated I was enrolled with North American power since 2020. They later advised Puco that I was enrolled with North American power since 2015. North American power states I was enrolled since 2012. No documentation was provided to match any of these dates. How are there 3 different enrollment dates? Again no authorization was provided for North American to be my utilities provider.
9. My signature is not listed on any documents from North American Power or Duke Energy. My voice is not heard giving any authorization for North American power to be my utilities provider.
10. I, Derryn Jones am not responsible for any utilities that were fraudulently authorized in my name.
11. Dwight Jones is not responsible for utilities that were fraudulently authorized in his name.

12. I want a total refund on all overcharges and unauthorized charges on my account from 2012 to present from North American Power Company and Duke energy.

\*\*Please obtain and listen to all phone records from my conversation with North American Power and Duke energy.

Derryn N. Jones 8/9/2022  
Derryn Jones date

P. Dwight Jones 8/9/2022  
Dwight Jones date

Using a notary on this document does not constitute any adhesion, nor does it alter Our status or take me off the land in any manner. The purpose for notary is verification and identification only and not for entrance into any foreign jurisdiction.

JURAT

State of OHIO )  
County of HAMILTON ) ss.

As a Notary Public, I do hereby certify that on this 9 day of August, 2022,  
Dwight + Derryn Jones above mentioned appeared before me and executed the foregoing. Witness my hand and seal:

[Signature]  
(Notary)

12/15/25  
My commission expires

SEAL:



ALICIA TALLANT  
Notary Public, State of Ohio  
My Commission Expires  
December 15, 2025  
COMMISSION: 2015-RE-554-95