

FILE



October 5, 2022

Ohio Public Utilities Commission
180 East Broad Street
Columbus OH 43215

Reference: Case No. 22-0889-EL-CSS

Dear Public Utilities Commission:

Aspen Energy would like to present their response to the complaint filed by Mr. Brad Eubanks.

Aspen's sales consultant, Sam Ailabouni, contacted Mr. Eubanks back in February 2020 with the intent of signing his electricity contract upon the upcoming renewal period. Brad told Sam that the current contract was expiring in 2022 and the contract prepared by Aspen would need to have a June 2022 start date. Aspen prepared a contract with Dynegy for a June 2022 start date and Brad signed it on February 26, 2020. Documentation of the transaction can be provided if necessary.

Aspen was not informed until June 20, 2022 that there was any issue with this customer. Aspen consulted with the supplier, Dynegy, to make sure that the contract had started in June 2022 as indicated. Dynegy confirmed that the customer was being serviced by Dynegy as of June 2022 meter read date which was June 10, 2022. The email exchange between Aspen and Dynegy can be provided if necessary.

Aspen had nothing to do with any billing issues prior to our contract commencing in June 2022. Aspen feels that it fulfilled the services contracted to the customer and any issues prior to June 10, 2022 should be resolved by the customer and IGS.

Sincerely,

Robin Townsend
Director of Sales

cc: Brad Eubanks

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

Date Processed

10/14/2022

PUCO

RECEIVED-DOCKETING DIV
2022 OCT 14 AM 10:17

4789 Rings Road Suite 100
Dublin OH 43017