

NC

22-0981-EL-CSS



# Public Utilities Commission

Case Number

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

**FILE**

## Formal Complaint Form

RECEIVED-DOCKETING DIV  
2022 OCT 20 PM 4:51  
PUCO

Steven G. Pastor  
Customer Name (Please Print)

119 Tinkers Trail  
Customer Address

Chardon OH 44024  
City State Zip

**Against**

110 123 717 735  
Account Number

Customer Service Address (if different from above)

Nopec  
Utility Company Name

Solon OH 44139  
City State Zip

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

My complaint is against Nopec. I have requested multiple pieces of data to verify the company legitimately provided my electric service and I was given the proper opt-out information; Nopec has provided all the requested documentation.

I have also requested something in writing from Charles E. Kieper of Nopec explaining why he waited until August 25, 2022 to contact the PUCO with the request/update to move all Nopec customers back to their original company; for me that is the Illuminating Company. I was able to uncover that Dynegy had objections to this action; however, I have yet to receive an answer to my direct question. Nopec representatives referred me to a great deal of online information, nothing that addressed my question. Clearly Mr. Kieper came to the conclusion that action was ultimately the right thing to do for the customers given the drastic difference between the KWH costs. While Nopec's costs were greater than the Illuminating Company's costs for several months prior to January 2022, it was then when it began to be drastically greater (\$0.018451 in January 2022, \$0.018848 in February 2022, \$0.018848 in March 2022, \$0.018901 in April 2022, \$0.018100 in May 2022, \$0.024398 in June 2022, \$0.031602 in July 2022, and \$0.052100 in August 2022).

So, again, my question (that Nopec refuses to answer) is why did it take Nopec *over 8 months* to make the decision to do what's best for the customer? I will add that it then takes multiple billing cycles for the change to take effect; as of October 2022, I am *still* paying the Nopec rates. Nopec has stated they will no longer respond to my inquires. I would like the PUCO to help me obtain a satisfactory answer to my direct question so I, as a customer, can understand why I paid over \$355.14 more (since January 2022) for my electric services. Thank you.

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 10/20/2022

**Ohio**

**Public Utilities  
Commission**

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Columbus, OH 43215

*Steven J. Paster*

\_\_\_\_\_  
Signature

(440) 289-3697

\_\_\_\_\_  
Customer Telephone Number