



Public Utilities
Commission

Case Number

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

Formal Complaint Form

Customer Name (Please Print) Joseph Codispoti / Alexandra Mangianis Customer Address 4620 Storchill St.

Hilliard OH 43026
City State Zip

Against

AEP: 100-334-070-0-7
Account Number

Customer Service Address (if different from above)

Utility Company Name Eligo Energy City State Zip

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

I am not disputing the fact Eligo was secured as the supplier. I am also not disputing the fact an agreement was made in February 2019. The facts of my complaint have been simple and clear from the beginning. Eligo charged me a rate for two to three billing periods inconsistent with the tariff 820 language, clearly printed on the attached bills from AEP. Eligo charged \$0.17955/kWh while AEP was charging \$0.072/kWh. This was for July 2022, for June 2022 Eligo charged \$0.16629/kWh when AEP Tariff 820 stated \$0.069/kWh.

* See attached → continued.

[Signature]
Signature

614-579-8446
Customer Telephone Number

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 10/24/2022

RECEIVED - DOCKETING DIV
2022 OCT 21 PM 3:41
PUCO

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.

When I discovered this on my June bill, I immediately called Eligo confused that the contract with them had expired in February 2022. They told me on the phone that yes, it canceled and I am subject to variable rate and I had to call to cancel in February otherwise they stay on as my supplier and can charge "whatever they want." I noticed on my bill that AEP puts right on there, **Price-to-Compare: For tariff 820**, in order for you to save money off of your utility's supply charges, a supplier must offer you a

price lower than AEP Ohio's price of **\$0.072** per kWh for the same usage that appears on this bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's

"Energy Choice Ohio" web site at www.energychoice.ohio.gov.

When I brought this up to the Eligo customer service representative, he asked me "Really? That's what AEP says?" I responded yes, how can you just charge me double and some over what AEP's floating rate is? He didn't have an answer and proceeded to tell me that he would send me an email offering a refund for the issue for the two billing periods. He never specified what billing periods, however the amount of \$450 offered seemed reasonable since our bill was \$659.89. Point to note here, our home is under 2800 sq ft and there are only three of us living here, to have a bill like this was not only shocking and painful, it was simply wrong and price gouging. Two weeks after "solving" this issue with Eligo, my July bill arrived and was almost \$100 more than the previous bill. I then emailed Eligo stating that I thought we cancelled this contract when we settled my dispute a few weeks ago? I went on to state that I think we need to settle this bill as well since I was not aware of this happening again. The rep told me that the \$450 refund was for the previous two billing periods (May – June) and the matter was closed since I accepted the \$450 refund and "agreed" to not file a PUCO complaint. Feeling as if I was taken advantage of and realizing this company was charging me whatever they felt like, I went to their website to see what they were currently offering. \$0.11/kWh was their current offer. That is \$0.05-\$0.07 cheaper than the two bills I had in hand where I was paying a total over \$1300 for electricity for two billing periods! I then filed a complaint with the commission when I was

ignored by Eligo. A few days after, I got a nasty voice mail from Eligo telling me the check they sent, they are canceling because I violated my agreement by filing a complaint. I didn't violate anything, nor did I sign anything binding me to their terms.

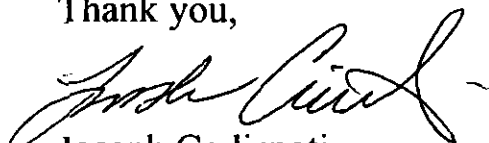
The issues here that I feel need resolved.

- 1.) The billing periods Eligo said the refund was for were never specified. Had I known I would have a higher bill a few weeks after I called to dispute the previous bill, I would have never settled for \$450. This is completely unfair.
- 2.) The facts of what is right and correct are fairly simple, Eligo charged a higher rate to recover their losses on their extended contracts offering customers lower prices during the contractual term. When consumers, MOST consumers, miss the little print on the bill from AEP that their contract expired, companies like Eligo feel they have fulfilled their obligation making the customer aware of the cancellation and therefore charge an exorbitant amount of money.
- 3.) I have attached emails with Eligo, and two AEP bills where usage does typically increase in these months and how Eligo took direct advantage of that for financial gains.

In conclusion I am asking the PUCO to make judgement in my favor awarding me the \$266.19 difference for my billing from 5/20/22 – 6/20/22 and \$322.65 difference for my billing from 6/21/22-7/20/22 for a total of **\$588.84**. This total was factored by, which I have supplied documentation of, utilizing the AEP tariff 820 current rate and usage for that month, deducting from what Eligo charged coming up with the difference in overages Eligo charged me.

All documentation supporting my claims have been included in this complaint packet.

Thank you,



Joseph Codispoti
4620 Stonehill St
Hilliard, OH 43026



Non-Payment/Return Mail:
PO BOX 24401
CANTON, OH 44701-4401

Amount due on or before August 12, 2022 **\$761.23**

Pay \$764.57 after August 19, 2022
Account #100-334-070-0-7
Bill mailing date is Jul 21, 2022

SERVICE ADDRESS: ALEXANDRA MOUGIANIS, 4620 STONEHILL ST, HILLIARD, OH 43026-8913
2625

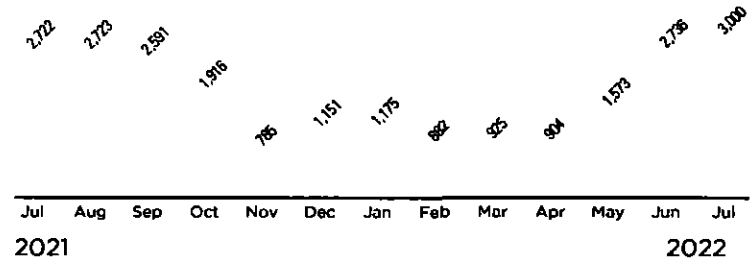
CY 15

ALEXANDRA MOUGIANIS
4620 STONEHILL ST
HILLIARD, OH 43026-8913

Notes from AEP Ohio:

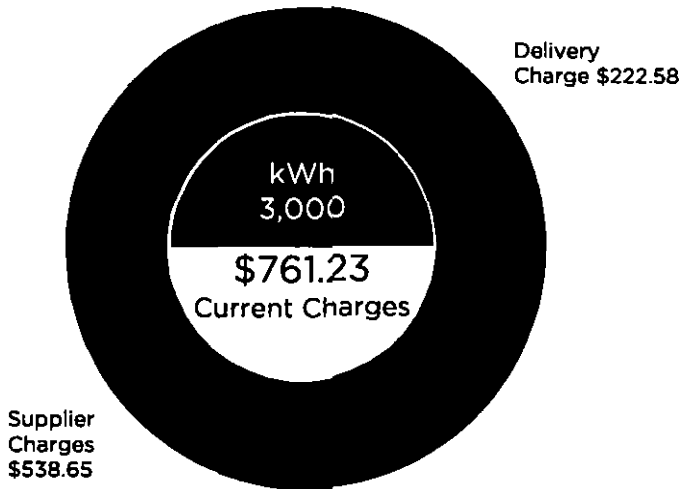
Your current amount due is \$761.23. If you were on the Average Monthly Payment (AMP) plan, your bill would have been \$126.00. Log in to www.aepohio.com or call us to learn more about these programs.

Usage History (kWh):



Current bill summary:

Billing from 06/21/22 - 07/20/22 (30 days)



Methods of Payment

- ☐ aepohio.com
- ☐ PO Box 371496
Pittsburgh, PA 15250-7496
1-800-611-0964 (fee may apply)

Need to get in touch?

Customer Operations Center: 1-844-237-6446
Outages: AEPOhio.com/outages or 1-800-672-2231

Please tear on dotted line.

Turn over for important information!

Thank you for your prompt payment. Please include your account number on your check and return this stub with your payment.

ALEXANDRA MOUGIANIS, 4620 STONEHILL ST, HILLIARD, OH 43026-8913



Non-Payment/Return Mail:
PO BOX 24401
CANTON, OH 44701-4401

22258

Account #100-334-070-0-7
ALEXANDRA MOUGIANIS

Amount due on or before August 12, 2022 **\$761.23**

Payment Amount \$

Pay \$764.57 after 08/19/2022

Make check payable and send to:
AMERICAN ELECTRIC POWER
PO BOX 371496
PITTSBURGH, PA 15250-7496



☐ The Neighbor to Neighbor program helps disadvantaged customers pay their electric bill. I want to help. My payment reflects my gift of \$_____

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Important Message

Bills may be paid by mail or to an authorized agent. Payment to others is at your own risk. For names and locations of authorized agents, please call us toll free at 1-800-807-6789. Customers who are hearing impaired may call 1-800-617-1234 (TDD/TTY).

We offer several ways for you to pay your bill. In addition to paying in person or by mail, you may receive and pay your bill electronically (e-Bill) or have your payments deducted automatically from your checking or savings account.

Definitions:

Actual: Reflects that a reading was taken from your meter.

Estimate: Reflects that we were unable to read your meter this month. We calculated your bill based on prior usage and seasonal variations. You can choose to call us with an actual meter read at 1-888-237-8811.

Kilowatt-hour (kWh): The unit measure for the electricity you use. For example, you use one kWh of electricity to light a 100-watt light bulb for 10 hours.

Customer Charge: The fixed monthly basic distribution charge to partially cover costs for billing, meter reading, service line maintenance and equipment.

Late Payment Charge: (if applicable) A late charge is added to the overdue amount of the regulated portion of your bill if you do not pay your bill within seven (7) days of the due date. The amount of the late charge is one and one-half percent (1.5%) of the total AEP Ohio amount billed.

Standard Service Offer: When customers purchase generation through AEP Ohio's auction process and not through a supplier.

Generation Service or Supply: Charges associated with the production of electricity.

Purchased Power Agreement Rider (PPA): The PPA allows AEP Ohio to collect or pass back the difference between total costs and revenues associated with a specific purchase power agreement.

Transmission Service: Charge for moving high-voltage electricity from a generation facility to the distribution station of the local electric utility. Transmission charges show under the delivery portion of the bill.

Distribution Service: Charge for use of local wires, transformers, substations and other equipment used to deliver electricity to your home/business. Distribution charges show under the delivery portion of the bill.

Deferred Asset Phase-In Rider (DAPIR): Recovers previously incurred deferrals for distribution assets.

Delivery: The graph on the first page shows charges associated with moving electricity through transmission lines and distribution lines as well as costs to maintain those lines and other distribution costs.

We welcome the opportunity to assist you. Our customer service center is open 24 hours a day, 7 days a week. If you have a question, please call us toll free at 1-800-672-2231, or 1-800-617-1234 (TDD/TTY). If you feel your concern has not been resolved, you can file a complaint at www.aepohio.com under "Contact Us", call 1-800-672-2231 or by writing to Customer Concerns, 4500 S. Hamilton Road, Groveport, OH 43125.

Customers may be assessed a deposit if they have not made a full payment (or arrangements) on a bill that contains a previous balance, or have been disconnected for nonpayment, fraudulent practice, tampering, or unauthorized reconnection during the preceding 12 months. Residential deposits may be made through a cash deposit or approved guarantor. Non-residential deposits may be made by cash, approved letters of credit, or approved surety bonds. To discuss any further options please call AEP Ohio. To contest a deposit you can file a complaint at www.aepohio.com under "Contact Us", call 1-800-672-2231 or by writing to Customer Concerns, 4500 S. Hamilton Road, Groveport, OH 43125.

If you have a complaint in regard to this disconnection notice that cannot be resolved after you have called AEP Ohio, or for general utility company information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.puco.ohio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). You may write to: Public Utilities Commission of Ohio, Attention: CSD, 180 E. Broad Street, Columbus, Ohio 43215-3793.

The Ohio consumer counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 from eight a.m. to five p.m. weekdays, or at <http://www.pickocc.org>.

Rates Available on Request

Electronic Check Conversion - if you pay by check, you authorize us to convert your paper check into an electronic debit.

If you have questions, please call AEP Ohio at 1-800-672-2231 or visit us at www.AEPOhio.com.



Service Address:

ALEXANDRA MOUGIANIS
4620 STONEHILL ST
HILLIARD, OH 43026-8913

Account #100-334-070-0-7

Line Item Charges:

Previous Charges		
Total Amount Due At Last Billing	\$	659.89
Payment 07/06/22 - Thank You		-659.89
Previous Balance Due	\$.00*
Current AEP Ohio Charges		
Tariff 820 - Residential Service 07/20/22 Service Delivery Identifier: 00040621054583640		
Transmission Service	\$	93.36
Distribution Service		119.22
Customer Charge		10.00
Current Electric Charges	\$	222.58*

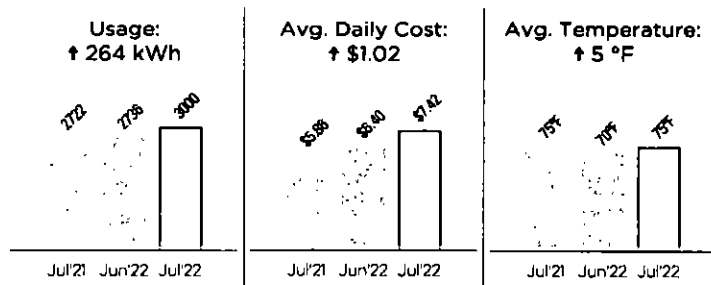


Current Eligo Energy Charges (888-744-8125)		
Supplier Account Number - 00040621054583640		
Service Delivery Identifier: 00040621054583640 07/20/22		
Electric Supply Charge	\$	538.65
Current Supplier Balance Due	\$	538.65*

Total Balance Due	\$	761.23
*Charges make up the "Total Balance Due"		

Usage Details:

↑↓Values reflect changes between current month and previous month.



Total usage for the past 12 months: 20,083 kWh

Average (Avg.) monthly usage: 1,674 kWh

Meter Read Details:

Meter #878809217					
Previous	Type	Current	Type	Metered	Usage
24868	Actual	27868	Actual	3000	3,000 kWh
Service Period 06/20 - 07/20				Multiplier 1	
Next scheduled read date should be between Aug 17 and Aug 22.					

Notes from AEP Ohio:

Price-to-Compare: For tariff 820, in order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than AEP Ohio's price of **\$0.072** per kWh for the same usage that appears on this bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" web site at www.energychoice.ohio.gov.

For Informational Purposes only: The below costs are NOT NEW CHARGES and are approximate values. AEP participates in programs required by the state of Ohio to support energy conservation and to secure renewable energy resources. For more information on energy efficiency programs, please visit www.AEPOhio.com/Save.

Renewable Programs: \$6.25
Energy Efficiency Programs: \$0.00
Peak Demand Reduction Programs: \$0.00

Thank you for being a paperless customer! Sign up for billing and outage alerts to stay informed. You can manage your account by logging in at aepohio.com.

In case number 16-1852-EL-SSO, the Public Utilities Commission of Ohio approved adjustments to Ohio Power Company's Auction Cost Recovery Rider (ACRR) and Alternative Energy Rider (AER). The ACRR allows AEP Ohio to collect or pass back the difference between auction costs billed to customers versus what was paid to auction winners for the procurement of power and includes the costs associated with the competitive bid process. The AER recovers costs related to renewable energy. A residential customer using 1,000 kWh will see an increase of \$3.03 per month.

In the Company's most recent distribution case, the PUCO granted approval of the Pilot Throughput Balancing Adjustment Rider (PTBAR). The PTBAR ensures that the actual kWh base distribution revenue collected from Residential and small Commercial customers equals the amount authorized and does not vary as a result of usage. Effective with this bill a residential customer using 1,000 kWh of electricity will see a change of \$0.00 per month.

In Case No. 19-1808-EL-UNC, the Commission approved the Legacy Generation Resource Rider to collect or pass back the difference between total cost and revenues associated with legacy generation resources of AEP Ohio. This Rider replaces the current Purchase Power Agreement Rider. A residential Customer using 1,000 kWh of electricity will see a decrease of \$0.68.

A smart meter is installed on your premises. **If service is disconnected due to non-payment, it will be remotely disconnected and no physical notice will be left at your service address.** On the day of disconnection, service will be shut off after 10 a.m.

As a participant in the AEP Ohio Customer Choice Program, your electric energy is being supplied by **Eligo Energy**. This bill reflects AEP Ohio charges for delivery of the electric and all electric energy supply charges AEP Ohio has received from your supplier as of the Billing Date shown on this bill. For questions about your electric energy supply charges please contact Eligo Energy at (888)744-8125. Please note that failure to pay charges for competitive retail electric services (CRES) may result in loss of those products and services, the cancellation of your contract with the CRES provider and your return to AEP Ohio's Standard Offer for energy supply services.

Due date does not apply to previous balance due.

AEP will no longer remit payment to your previous provider after August 18, 2022

Supplier Message(s)

Your fixed rate expired and is continuing as a variable rate, subject

to change monthly without limit. Current supply rate is \$0.17955/kWh.

End Supplier Message(s)

Enjoy the benefits of constant connection. Download our mobile app today, at Google Play and iTunes stores.

You're already paying your bill electronically; why not receive it that way too? End the clutter of paper bills by going paperless! You'll receive an email notification when your new bill is available for viewing. Go to www.AEPPaperless.com to enroll today!



Non-Payment/Return Mail:
PO BOX 24401
CANTON, OH 44701-4401

Amount due on or before July 13, 2022 **\$659.89**

Pay \$662.96 after July 20, 2022
Account #100-334-070-0-7
Bill mailing date is Jun 21, 2022

SERVICE ADDRESS: ALEXANDRA MOUGIANIS, 4620 STONEHILL ST, HILLIARD, OH 43026-8913
2737

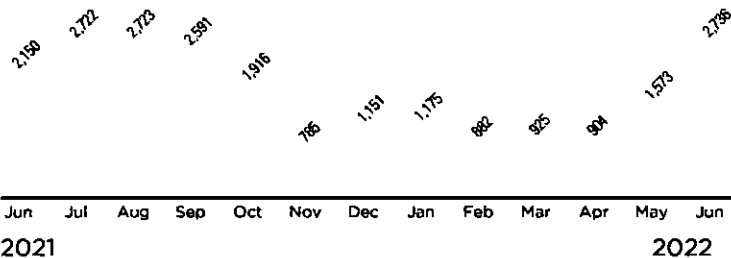
CY 15

ALEXANDRA MOUGIANIS
4620 STONEHILL ST
HILLIARD, OH 43026-8913

Notes from AEP Ohio:

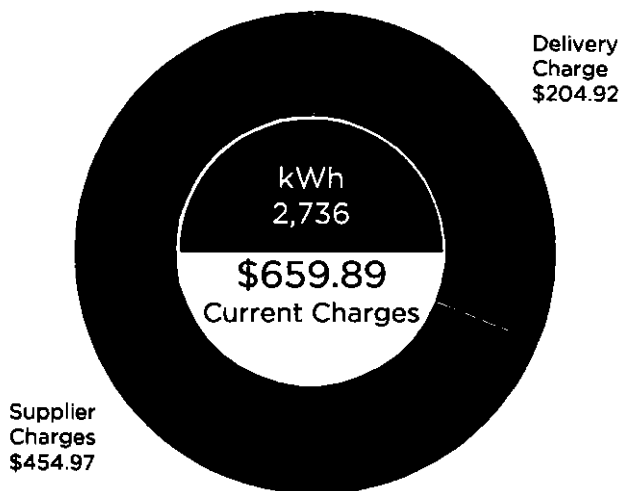
Thank you for being a paperless customer! Sign up for billing and outage alerts to stay informed. You can manage your account by logging in at aepohio.com.

Usage History (kWh):



Current bill summary:

Billing from 05/20/22 - 06/20/22 (32 days)



Methods of Payment

- aepohio.com
- PO Box 371496
Pittsburgh, PA 15250-7496
1-800-611-0964 (fee may apply)

Need to get in touch?

Customer Operations Center: 1-844-237-6446
Outages: AEPOhio.com/outages or 1-800-672-2231

Please tear on dotted line.

Turn over for important information!

Thank you for your prompt payment. Please include your account number on your check and return this stub with your payment.

ALEXANDRA MOUGIANIS, 4620 STONEHILL ST, HILLIARD, OH 43026-8913



Non-Payment/Return Mail:
PO BOX 24401
CANTON, OH 44701-4401

20492
Account #100-334-070-0-7
ALEXANDRA MOUGIANIS

Amount due on or before July 13, 2022 **\$659.89**

Payment Amount \$

Pay \$662.96 after 07/20/2022

Make check payable and send to:
AMERICAN ELECTRIC POWER
PO BOX 371496
PITTSBURGH, PA 15250-7496



☐ The Neighbor to Neighbor program helps disadvantaged customers pay their electric bill. I want to help. My payment reflects my gift of \$_____

0000659890000662960100000000001003340700721062007015900005

Important Message

Bills may be paid by mail or to an authorized agent. Payment to others is at your own risk. For names and locations of authorized agents, please call us toll free at 1-800-807-6789. Customers who are hearing impaired may call 1-800-617-1234 (TDD/TTY).

We offer several ways for you to pay your bill. In addition to paying in person or by mail, you may receive and pay your bill electronically (e-Bill) or have your payments deducted automatically from your checking or savings account.

Definitions:

Actual: Reflects that a reading was taken from your meter.

Estimate: Reflects that we were unable to read your meter this month. We calculated your bill based on prior usage and seasonal variations. You can choose to call us with an actual meter read at 1-888-237-8811.

Kilowatt-hour (kWh): The unit measure for the electricity you use. For example, you use one kWh of electricity to light a 100-watt light bulb for 10 hours.

Customer Charge: The fixed monthly basic distribution charge to partially cover costs for billing, meter reading, service line maintenance and equipment.

Late Payment Charge: (if applicable) A late charge is added to the overdue amount of the regulated portion of your bill if you do not pay your bill within seven (7) days of the due date. The amount of the late charge is one and one-half percent (1.5%) of the total AEP Ohio amount billed.

Standard Service Offer: When customers purchase generation through AEP Ohio's auction process and not through a supplier.

Generation Service or Supply: Charges associated with the production of electricity.

Purchased Power Agreement Rider (PPA): The PPA allows AEP Ohio to collect or pass back the difference between total costs and revenues associated with a specific purchase power agreement.

Transmission Service: Charge for moving high-voltage electricity from a generation facility to the distribution station of the local electric utility. Transmission charges show under the delivery portion of the bill.

Distribution Service: Charge for use of local wires, transformers, substations and other equipment used to deliver electricity to your home/business. Distribution charges show under the delivery portion of the bill.

Deferred Asset Phase-In Rider (DAPIR): Recovers previously incurred deferrals for distribution assets.

Delivery: The graph on the first page shows charges associated with moving electricity through transmission lines and distribution lines as well as costs to maintain those lines and other distribution costs.

We welcome the opportunity to assist you. Our customer service center is open 24 hours a day, 7 days a week. If you have a question, please call us toll free at 1-800-672-2231, or 1-800-617-1234 (TDD/TTY). If you feel your concern has not been resolved, you can file a complaint at www.aepohio.com under "Contact Us", call 1-800-672-2231 or by writing to Customer Concerns, 4500 S. Hamilton Road, Groveport, OH 43125.

Customers may be assessed a deposit if they have not made a full payment (or arrangements) on a bill that contains a previous balance, or have been disconnected for nonpayment, fraudulent practice, tampering, or unauthorized reconnection during the preceding 12 months. Residential deposits may be made through a cash deposit or approved guarantor. Non-residential deposits may be made by cash, approved letters of credit, or approved surety bonds. To discuss any further options please call AEP Ohio. To contest a deposit you can file a complaint at www.aepohio.com under "Contact Us", call 1-800-672-2231 or by writing to Customer Concerns, 4500 S. Hamilton Road, Groveport, OH 43125.

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Rates Available on Request

Electronic Check Conversion – if you pay by check, you authorize us to convert your paper check into an electronic debit.

If you have questions, please call AEP Ohio at 1-800-672-2231 or visit us at www.AEPOhio.com.

**Service Address:**

ALEXANDRA MOUGIANIS
4620 STONEHILL ST
HILLIARD, OH 43026-8913

Account #100-334-070-0-7

Line Item Charges:

Previous Charges		
Total Amount Due At Last Billing	\$	210.89
Payment 06/02/22 - Thank You		-210.89
Previous Balance Due	\$.00*
Current AEP Ohio Charges		
Tariff 820 - Residential Service 06/20/22		
Service Delivery Identifier: 00040621054583640		
Transmission Service	\$	85.14
Distribution Service		109.78
Customer Charge		10.00
Current Electric Charges	\$	204.92*

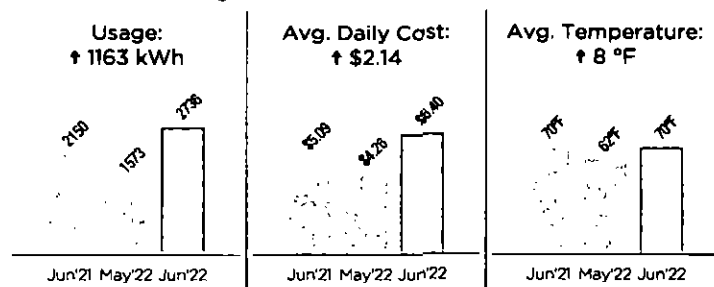


Current Eligo Energy Charges (888-744-8125)		
Supplier Account Number - 00040621054583640		
Service Delivery Identifier: 00040621054583640 06/20/22		
Electric Supply Charge	\$	454.97
Current Supplier Balance Due	\$	454.97*

Total Balance Due	\$	659.89
*Charges make up the "Total Balance Due"		

Usage Details:

↑↓Values reflect changes between current month and previous month.



Total usage for the past 12 months: 19,497 kWh

Average (Avg.) monthly usage: 1,625 kWh

Meter Read Details:

Meter #878809217					
Previous	Type	Current	Type	Metered	Usage
22132	Actual	24868	Actual	2736	2,736 kWh
Service Period 05/19 - 06/20				Multiplier 1	
Next scheduled read date should be between Jul 19 and Jul 22.					

Notes from AEP Ohio:

Price-to-Compare: For tariff 820, in order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than AEP Ohio's price of **\$0.069** per kWh for the same usage that appears on this bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" web site at www.energychoice.ohio.gov.

For Informational Purposes only: The below costs are NOT NEW CHARGES and are approximate values. AEP participates in programs required by the state of Ohio to support energy conservation and to secure renewable energy resources. For more information on energy efficiency programs, please visit www.AEPOhio.com/Save.

Renewable Programs: \$5.70

Energy Efficiency Programs: \$0.00

Peak Demand Reduction Programs: \$0.00

In Case No. 16-1852-EL-SSO, the Public Utilities Commission of Ohio approved the Ohio Power Company's Smart City rider. This rider allows the Company to recover costs associated with Smart City technologies. A residential customer will see an increase of \$0.06 per month.

In Case Nos. 16-1852-EL-SSO and 19-1475-EL-RDR, the Public Utilities Commission of Ohio approved adjustments to Ohio Power Company's gridSMART rider. This rider allows the Company to recover costs for grid modernization projects. A residential customer using 1,000 kWh per month will see an increase of \$0.32 per month.

Beginning with bills issued on April 1, 2022, on all residential accounts not paid within seven (7) days after the due date, an additional charge of one and one-half percent (1.5%) of the total AEP Ohio amount billed will be due.

A smart meter is installed on your premises. **If service is disconnected due to non-payment, it will be remotely disconnected and no physical notice will be left at your service address.** On the day of disconnection, service will be shut off after 10 a.m.

As a participant in the AEP Ohio Customer Choice Program, your electric energy is being supplied by **Eligo Energy**. This bill reflects AEP Ohio charges for delivery of the electric and all electric energy supply charges AEP Ohio has received from your supplier as of the Billing Date shown on this bill. For questions about your electric energy supply charges please contact Eligo Energy at (888)744-8125. Please note that failure to pay charges for competitive retail electric services (CRES) may result in loss of those products and services, the cancellation of your contract with the CRES provider and your return to AEP Ohio's Standard Offer for energy supply services.

Due date does not apply to previous balance due.

Supplier Message(s)

Your fixed rate expired and is continuing as a variable rate, subject to change monthly without limit. Current supply rate is \$0.16629/kWh.

End Supplier Message(s)

Enjoy the benefits of constant connection. Download our mobile app today, at Google Play and iTunes stores.

You're already paying your bill electronically; why not receive it that way too? End the clutter of paper bills by going paperless! You'll receive an email notification when your new bill is available for viewing. Go to www.AEPaperless.com to enroll today!



Joe Codispoti <jpcodispoti@gmail.com>

[Eligo Energy] Re: Eligo Energy Escalations Follow Up Email

7 messages

Geri J (Eligo Energy) <support@eligoenergy.zendesk.com>
Reply-To: Eligo Energy <support+id541100@eligoenergy.zendesk.com>
To: jpcodispoti <jpcodispoti@gmail.com>

Thu, Jul 21, 2022 at 12:56 PM

##- Please type your reply above this line -##

Your request (#541100) has been solved. To reopen this request, reply to this email or click the link below:
<http://eligoenergy.zendesk.com/hc/requests/541100>

Geri J (Eligo Energy)

Jul 21, 2022, 11:56 AM CDT

Good day,

My name is Geri. I am the Regulatory Complaints & Compliance Specialist with Eligo Energy.

I attempted to contact you regarding our recent interaction on 07/01/2022 regarding the account for Alexandra Mougianis but you were unavailable.

As a customer service gesture, Eligo Energy is making a courtesy refund offer of \$450 for the last two billing periods.

This offer is contingent on you agreeing to not file any further complaints or take any legal action against Eligo Energy and consider the matter resolved.

If you accept this offer please reply back to this email so that a refund check can be mailed to Alexandra Mougianis.

Kindest regards,

Geri

Regulatory Complaints & Compliance Specialist

This email is a service from Eligo Energy.

[MQGPQX-LE00L]

Joe Codispoti <jpcodispoti@gmail.com>
To: Eligo Energy <support+id541100@eligoenergy.zendesk.com>

Thu, Jul 21, 2022 at 2:20 PM

Thank you. I accept. If you could please reply that you have received my acceptance email that would be greatly appreciated. Thank you again.

Joe Codispoti
[Quoted text hidden]

Geri J (Eligo Energy) <support@eligoenergy.zendesk.com>
Reply-To: Eligo Energy <support+id541100@eligoenergy.zendesk.com>
To: jpcodispoti <jpcodispoti@gmail.com>

Thu, Jul 21, 2022 at 2:29 PM

##- Please type your reply above this line -##

Your request (#541100) has been updated. Reply to this email or click the link below:
<http://eligoenergy.zendesk.com/hc/requests/541100>

Geri J (Eligo Energy)
Jul 21, 2022, 1:29 PM CDT

Good day,

Received and thank you.

Alexandra Mougianis will receive a refund in the amount of \$450.00.

The check is scheduled to be issued next Friday, as refund checks are generally issued in weekly batches every Friday morning. Please note, we issue these checks through our banking provider and you should expect delivery of the check within 7-14 days from the date of issuance, with "Citibank N.A." as the sender on the external mailing envelope.

Kindest regards,
Geri
Regulatory Complaints & Compliance Specialist

jpcodispoti
Jul 21, 2022, 1:21 PM CDT

Thank you. I accept. If you could please reply that you have received my acceptance email that would be greatly appreciated. Thank you again.

Joe Codispoti

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Jul 21, 2022, 11:56 AM CDT

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Kindest regards,

Geri

Regulatory Complaints & Compliance Specialist

This email is a service from Eligo Energy.

[MQGPQX-LE00L]

Geri J (Eligo Energy) <support@eligoenergy.zendesk.com>
Reply-To: Eligo Energy <support+id541100@eligoenergy.zendesk.com>
To: jpcodispoti <jpcodispoti@gmail.com>

Thu, Jul 21, 2022 at 2:29 PM

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[Quoted text hidden]

[MQGPQX-LE00L]


Joe Codispoti <jpcodispoti@gmail.com>
To: Eligo Energy <support+id541100@eligoenergy.zendesk.com>

Fri, Jul 22, 2022 at 7:43 AM

Good morning,

We have gotten our most recent bill from AEP. I can't understand why this is still on there. Per your email about a courtesy refund for the 'last two billing periods' to me that meant June and May. The contract was canceled. But now we have a July bill that is \$100 more than June. How can we fix this today? I have attached the bill from AEP we received yesterday. Please feel free to call me. Thank you.

Joe Codispoti
614-579-8446
[Quoted text hidden]

 **AEPOhioBill_2022-07-21 MOUGIANIS.pdf**
119K

Geri J (Eligo Energy) <support@eligoenergy.zendesk.com>
Reply-To: Eligo Energy <support+id541100@eligoenergy.zendesk.com>
To: jpcodispoti <jpcodispoti@gmail.com>

Fri, Jul 22, 2022 at 3:09 PM

##- Please type your reply above this line -##

Your request (#541100) has been updated. Reply to this email or click the link below:
<http://eligoenergy.zendesk.com/hc/requests/541100>

Geri J (Eligo Energy)

Jul 22, 2022, 2:09 PM CDT

Good day,

Please be advised that the last 2 billing cycles that we provided a refund for were 05/19/2022 to 06/20/2022 and 06/20/2022 to 07/20/2022.

The bill you attached is for the billing period of 06/20/2022 to 07/20/2022.

Kindest regards,

Geri

Regulatory Complaints & Compliance Specialist

jpcodispoti

Jul 22, 2022, 6:43 AM CDT

Good morning,

We have gotten our most recent bill from AEP. I can't understand why this is still on there. Per your email about a courtesy refund for the 'last two billing periods' to me that meant June and May. The contract was canceled. But now we have a July bill that is \$100 more than June. How can we fix this today? I have attached the bill from AEP we received yesterday. Please feel free to call me. Thank you.

Joe Codispoti

614-579-8446

Attachment(s)

AEPOhioBill_2022-07-21 MOUGIANIS.pdf

Geri J (Eligo Energy)

Jul 21, 2022, 1:29 PM CDT

Good day,

Received and thank you.

Alexandra Mougianis will receive a refund in the amount of \$450.00.

The check is scheduled to be issued next Friday, as refund checks are generally issued in weekly batches every Friday morning. Please note, we issue these checks through our banking provider and you should expect delivery of

the check within 7-14 days from the date of issuance, with "Citibank N.A." as the sender on the external mailing envelope.

Kindest regards,

Geri

Regulatory Complaints & Compliance Specialist

jpcodispoti

Jul 21, 2022, 1:21 PM CDT

Thank you. I accept. If you could please reply that you have received my acceptance email that would be greatly appreciated. Thank you again.

Joe Codispoti

Geri J (Eligo Energy)

Jul 21, 2022, 11:56 AM CDT

Good day,

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Kindest regards,

Geri

Regulatory Complaints & Compliance Specialist

This email is a service from Eligo Energy.

[MQGPQX-LE00L]

Geri J (Eligo Energy) <support@eligoenergy.zendesk.com>
Reply-To: Eligo Energy <support+id541100@eligoenergy.zendesk.com>
To: jpcodispoti <jpcodispoti@gmail.com>

Fri, Jul 22, 2022 at 3:09 PM

7/23/22, 10:22 AM

Gmail - [Eligo Energy] Re: Eligo Energy Escalations Follow Up Email

##- Please type your reply above this line -##

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<http://eligoenergy.zendesk.com/hc/requests/541100>

[Quoted text hidden]

[MQGPQX-LE00L]