

NO
FILE

FILE

22-1060-EL-GSS

775989

Case Number

Ohio

Public Utilities
Commission

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

Formal Complaint Form

DORITA BROWN

Customer Name (Please Print)

6315 FREEMAN ROAD

Customer Address

WESTERVILLE OHIO 43082

City

State Zip

Against

100-722-762-00 (ACP)

Account Number

Customer Service Address (if different from above)

NRG Acct# 0024062405938622

Utility Company Name

City

State Zip

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

CHARGING ME FOR POWER I DID NOT REQUESTOR
SIGN UP FOR AND THEY ARE STILL CHARGING ON
MY ELECTRIC BILL EVEN THOUGH I TOLD THEM
TO STOP

Dorita Brown

Signature

614-707-2727

Customer Telephone Number

RECEIVED-DOCKETING DIV

2022 NOV 16 AM 10:17

PUCO

180 East Broad Street
Columbus, Ohio 43215-3793

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appearing are an accurate and
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course of business.

Updated July 7, 2014
(614) 466-3016
www.PUCO.ohio.gov

Technician EC Date Processed 11/16/2022

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.

**Service Address:**

DORITA J BROWN
6315 FREEMAN RD
GENOA TWP
WESTERVILLE, OH 43082-8005

Account #100-722-762-0-6

Line Item Charges:

Previous Charges	
Total Amount Due At Last Billing	\$ 604.52
Payment 08/16/22 - Thank You	-141.02
Late Payment Charge	2.12
Previous Balance Due	\$ 465.62*
Current AEP Ohio Charges	
Tariff 820 - Residential Service 08/24/22	
Service Delivery Identifier: 00040621059386682	
Transmission Service	\$ 44.56
Distribution Service	57.11
Customer Charge	10.00
Current Electric Charges	\$ 111.67*



Current NRG Home Charges (855-500-8703)	
Service Delivery Identifier: 00040621059386682 08/24/22	
Charge Per kWh (1432kWh X .1250000)	\$ 179.00
Current Supplier Balance Due	\$ 179.00*
Total Balance Due	\$ 756.29
*Charges make up the "Total Balance Due"	

Usage Details:

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

Usage:	Avg. Daily Cost:	Avg. Temperature:
↑ 394 kWh	↑ \$0.56	↑ 2 °F
1738 1808 1422	\$3.27 \$4.41 \$3.85	75°F 75°F 75°F
Aug'21 Jul'22 Aug'22	Aug'21 Jul'22 Aug'22	Aug'21 Jul'22 Aug'22

Total usage for the past 12 months: 17,322 kWh
Average (Avg.) monthly usage: 1,444 kWh

Meter Read Details:

Meter #875561340					
Previous	Type	Current	Type	Metered	Usage
22854	Actual	24286	Actual	1432	1,432 kWh
Service Period 07/26 - 08/24				Multiplier 1	
Next scheduled read date should be between Sep 22 and Sep 27 .					

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: \$2.98
Energy Efficiency Programs: \$0.00
Peak Demand Reduction Programs: \$0.00

Make this bill the last one sent in the mail! Go paperless and get email alerts when your bill is ready. Sign up at AEPPaperless.com!

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 **NRG Home**. 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 NRG Home at (855)500-8703. 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 September 23, 2022

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