



**November 17, 2022**

Ohio Attorney General  
Case Number – 22-0561-EL-CSS  
Attn: Scott, Tonnetta Y.  
Email: [tonnetta.scott@ohioattorneygeneral.gov](mailto:tonnetta.scott@ohioattorneygeneral.gov)

Public Utility Commission of Ohio  
Case Number – 00757697  
Attn: Chilcote, Heather A.  
Email: [heather.chilcote@puco.ohio.gov](mailto:heather.chilcote@puco.ohio.gov)  
Attn: Hunter, Donielle M.  
Email: [donielle.hunter@puco.ohio.gov](mailto:donielle.hunter@puco.ohio.gov)

**Re: Mitchell Staples vs. Planet Energy (Ohio) Corp.**

Good Afternoon,

Please accept the following on behalf of Planet Energy (Ohio) Corp. DBA RiteRate Energy ["Planet Energy"]. The following is in response to the Journal Entrance dated November 14, 2022, by Matthew J. Sandor.

As previously noted, Planet Energy has attempted to contact the consumer multiple times via telephone, as well as via email at - [staples.13@osu.edu](mailto:staples.13@osu.edu). However, the consumer has not responded to any of the emails sent, nor has the consumer answered the telephone.

Planet Energy believes that the consumer's complaint can be quickly resolved, but cannot do so without the participation of the consumer. The consumer's non-responsiveness to Planet Energy's communications makes it impossible to discuss and enact a resolution.

Planet Energy will continue to attempt to contact the consumer; however, Planet Energy requests that the consumer be advised by the office of the Attorney General, as well as the Public Utility Commission, to communicate with Planet Energy in order to come to a resolution.

Should the consumer not communicate with Planet Energy, Planet Energy requests that the settlement conference, currently scheduled for December 8, 2022, be held virtually. Planet Energy does not have representatives in Ohio and believes that non-communication from the consumer should warrant a virtual settlement conference.



We appreciate your understanding in the matter.

Sincerely,

A handwritten signature in black ink, appearing to read "J. Small", is written over a light gray horizontal line.

Jordan Small  
Vice President, Regulatory Affairs & Compliance  
Planet Energy Corp.  
E: [jsmall@planetenergy.ca](mailto:jsmall@planetenergy.ca)

**This foregoing document was electronically filed with the Public Utilities  
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**in**

**Case No(s). 22-0561-EL-CSS**

Summary: Comments electronically filed by Mr. Jordan Small on behalf of Planet  
Energy