

MC



Public Utilities Commission

23-270-EL-255

Case Number

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

Formal Complaint Form

FILE

RECEIVED - DOCKETING DIV
2023 MAR 24 PM 5:50
PUC OH
MAR 27

Alan Ladd
Customer Name (Please Print)

181 Oakridge Drive
Customer Address

Springfield
City

State Zip

Against

10010866241
Account Number

Same as above
Customer Service Address (if different from above)

Brighten Energy
Utility Company Name

City State Zip

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

I am currently a customer of Ohio Edison/First Energy and Brighten Energy. I am filing this complaint against Brighten Energy.

My First Energy bill for service date 1/28/23-2/24/23 arrived on 2/28/23 in the amount due of \$703.60. This is significantly higher than my expected bill, which was a surprise. According to Brighten Energy, the supplier, I was sent a notice on 12/4/22 notifying me that my plan was ending on 1/28/23. I did not receive that notice.

Upon receipt of the bill, I discovered that my rate more than doubled from \$0.0569 per kWh to \$0.1399 per kWh. Had I received the notice on 12/4/22, as Brighten Energy claimed, I would have definitely called them to arrange for a better rate than \$0.1399, one of their highest--if not the highest--rates they offer.

I called Brighten Energy immediately, and their representative said I was sent the 12/4/22 notice, and I respectfully stated to them that I had not received it. The agent never offered to arrange for a better rate for me, instead just agreeing to "open a case" (ID#AHEVCM9) for my dispute. I specifically requested to the representative that Brighten offer a rate structure similar to the one I had been on with them. The Brighten representative stated the case "could take ten (10) business days" to be reviewed.

After asking for the case to be opened with Brighten Energy, and not being offered a chance to renegotiate with them by their representative, my first thought was to immediately shop for a less expensive rate. I went to the PUCO Apples-to-Apples webpage and chose a new provider at a lower rate. This new rate would not go into effect until the end of March, leaving me with yet another month of the extremely high Brighten rate. I have not yet been billed for the next cycle with

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Brighten.

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I also alerted the Public Utility Commission of Ohio (PUCO) about this case and opened an informal complaint. I was told that businesses have three business days to respond to a PUCO case.

I learned on 3/17/23, nearly three weeks after my 2/28/23 call with them, that Brighten denied this request, stating that I was sent the notice. Brighten also cited the fact that I had already chosen another energy provider, implying that I forfeited any complaint against them because of this.

At this point, it is Brighten's word against mine that I received the December 2022 letter signaling the end to my rate period with them. To reiterate, had I received the letter, I would have acted on it immediately to avoid this very situation.

I would like the Public Utilities Commission of Ohio to support and assist me in my request to pay a rate to Brighten similar to the one I had been on with them, vs. the high variable rate they assigned to me.

Signature

937-925-5974

Customer Telephone Number