

8/26/2023 Digital One vs CEI

This is an update on my original complaint. My original complaint was about the lack of transparency of my CEI electric bill. The Ohio PUC requires that bills be easily understood which would also imply that the base cost per KWH would be included. CEI grossly fails on both counts. When I called CEI customer service I found that their phone reps could not explain the line items or the cost per KWH. The PUC requires CEI to maintain an online bill calculator. However, the calculator only helps with some parts of the bill and does not even address the cost per KWH charges and the total amount of the bill.

With a little research on line, I have learned that electric utilities in New York State follow a completely different approach. Their electric bills itemize every single charge in dollars and cents. With more on line research, I discovered that many electric utilities across the US follow the same course. **See Exhibit A**

So, since CEI refused to properly explain my bill, I started to educate myself. It seems like “demand charges” are the main reason why commercial accounts are charged more than residential accounts. The reason for demand charges even makes sense when you consider that an electric utility needs to have reserve capacity to cover even exceptional electric demand situations. However, my business and thousands of other small businesses use less electricity than the average household. Again, the state of New York seems to have a reasonable answer. Small commercial accounts, non-profits and churches that fall below a certain electricity usage amount do not have to pay demand charges. **See Exhibit B**

Another disturbing thing that my research has uncovered is the CEI small commercial account demand charge penalty. My CEI bills show my demand multiplier to run between 2 and 4. **See Exhibit C.** Yet, month after month I am charged a demand multiplier of 5, thus raising my bill even more. I discovered by reading the CEI tariff, that they can charge the actual demand rate or 5 whatever is the higher amount. So, when I compare my home and business CEI bills, I am paying .1438 per KWH at home and .2584 per KWH for my business, a 79% difference. **See Exhibit D**

By my calculations, I have over paid by over \$40,000 for electricity from CEI since 1987 when I started my business. My guess is that small commercial businesses throughout the state have lost 10s of millions of dollars due to this overly complicated and secretive practice.

I am asking CEI to provide commercial customers clear and understandable electric bills. Also, I am requesting that all commercial accounts, including small business, churches and non-profits with a demand load lower than 5kW be exempt from any demand charges.

**This foregoing document was electronically filed with the Public Utilities
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Summary: Entry addition to original complaint electronically filed by Mr. Robert M Busek on behalf of none.