

**Testimony on Senate Bill 157  
(Submetered and Resold Utility Services to Consumers)**

**Presented by Tomi Matanovic**

**Resident of a LC Community – New Albany**

**January 18, 2018**

Hello Senate Beagle and members of the Committee.

My name is Tomi Matanovic. I am a resident of the LC Community in New Albany, where I understand my situation with resold services reflects the experience of many others.

As you are aware, not all Ohioans are directly metered customers of electric utilities.

I personally am a customer of one of these developer/owners and submetering companies, Nationwide Energy Partners (NEP). My electric bill was high during the summer time, compared to other cities where I have lived before in the USA before moving to New Albany. I did not know exactly the reason for why my electric bill was so high.

After my bill (for electric and water) reached a total of \$310 for the month of December, where my wife and I were not even home for 20 days out of the whole month, I started to research a little bit. My bill is attached.

I found a Dispatch article from 2014, ABC 6 on your side investigation and several other complaints and information about NEP. I live in a LC Community (which also apparently owns NEP), therefore I don't even have a choice of selecting my electric supplier like other Ohioans have the right to. If I want to change my electricity provider, I would have to cancel my lease and pay again excessive fees in order to move. There is a clear disadvantage to me as the consumer, as I am being forced to pay whatever price NEP is charging me on my bill. Like I mentioned before, the month of the December the bill is at \$310 with not being home 20 days. I am scared to see my bill for this month, since we are home on a daily basis.

When I contacted the LC office of our community, I was just told with a smile that I am not the only one that is concerned about his high bill, and that I do have to realize that the winter is cold and therefore my bill will be higher. The same response came from NEP when calling the Customer Service line. After I complained to the Better Business Bureau, NEP reduced my bill by \$100. But I wonder if the only customers who get a reduction are those who complain to the Better Business Bureau.

I do understand that the bill might be higher during cold months, but I did live in Chicago before moving to Ohio, right on Lake Shore Drive, with brutal winters and my bill was never that excessively high.

This type of submetering is wrong. Its victims have lacked the protection of the competitive marketplace and those consumer protections put in place by the Public Utilities Commission of Ohio under Ohio law. Submetering customers cannot compare prices and choose a different electric supplier, such as the utility's standard offer, if the victims believe that the submeterers' rates are too high or the service or product is inadequate – unlike Ohioans who are customers of utilities. To add insult to injury, submetering companies do not have to provide basic consumer protections that other public utilities do, such as protection against having your electric shut off for nonpayment in winter months, or the protection against unreasonable delay in restoring electric service after the tenant has paid an overdue bill, or protections from excessive fees or charges. Even the modest consumer protections that the PUCO requires before licensing a marketer are not required of a submetering company.

Based on my bill from NEP the rate that I am paying for kwh is almost 12 cents, as I calculate. Notice that in the attached bill NEP does not even state the rate it is charging.

Senator Beagle, I am grateful that this Committee and the sponsor are looking to protect consumers from abusive practices by resellers of utility services. The current bill needs strong improvements to ensure consumers are protected from excessive rates and to give submetered consumers the same protections as consumers served directly by utilities. I ask that changes be made to the bill to accomplish its goal of protecting Ohio consumers from submetering abuses.



230 West St. Suite 150 | Columbus, OH | 43215

ON BEHALF OF YOUR COMMUNITY, THE  
EXCHANGE

Addressee

TOMISLAV MATANOVIC

Invoice Date

Jan 9, 2018

Due Date

Jan 23, 2018

Account Number

Total Amount Due

\$ 309.85

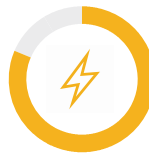
Amount Paid

Please Make Checks Payable And Remit To

NATIONWIDE ENERGY PARTNERS  
PO BOX 183009  
COLUMBUS, OH 43218-3009

TOMISLAV MATANOVIC

AMOUNT DUE:  
\$ 309.85



ELECTRIC

\$ 251.78



WATER & SEWER

\$ 31.07



COMMUNITY CHARGES

\$ 27.00

### Message Center

Thank you for your patronage. Prompt  
payment is greatly appreciated.

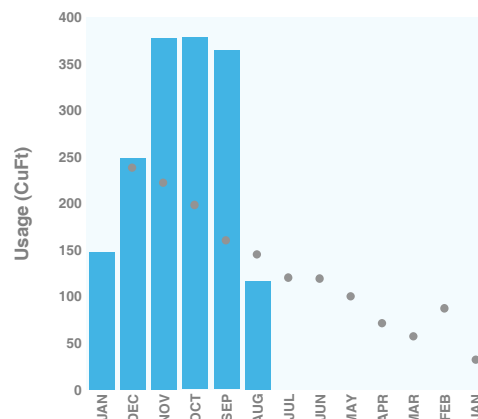
### Questions?

Please call our support team at  
(614) 918-2031 or (877) 818-2637  
or visit us online at  
[NationwideEnergyPartners.com](http://NationwideEnergyPartners.com)



YOUR USAGE

● COMMUNITY AVERAGE

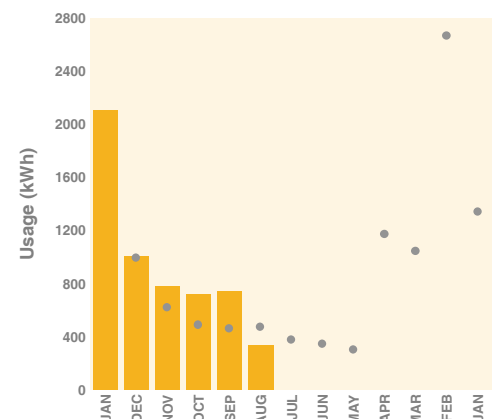


current read	previous read	meter conversion	usage (CuFt)
1661.650	1513.690	X 1 =	147.960
current read date		previous read date	
01-05-18		12-05-17	



YOUR USAGE

● COMMUNITY AVERAGE



current read	previous read	meter conversion	usage (kWh)
6847	4742	X 1 =	2105
current read date		previous read date	
01-05-18		12-05-17	

## PAYMENT METHODS

### NEP Autopay

Sign up for autopay to have the payments for your NEP bill automatically withdrawn from your bank account or credit card each month, at no cost to you.

### Electronic Bill Pay

Set up directly through your bank online, electronic bill pay allows you to send money from your bank account directly to NEP to pay your bill. You choose the amount you want to pay and the date you want the payment to be applied.

### Online Payment

Pay online anytime through NEP's website. Residents can register online or quick pay without having to set up an online account.

### In-Store Payment

A number of stores, such as Wal-Mart, accept payments at all locations in the continental US. **Bring your NEP statement with you.** *Service fees may apply.*





### Mail

Pay by check by mailing the detachable payment stub along with your check in the return envelope provided with your monthly invoice. **Please include your NEP account number on your check.**

### Phone

Residents may pay their bill 24 hours a day, 7 days a week, through NEP's automated phone system. Residents may also call our toll free Resident Support number to pay with a live agent during office hours. *Service fees will apply for payments made with a live agent.*

### Billing Summary

	Previous Balance	\$189.17
	Payments	\$189.17
	Balance Forward/Carry Over	\$0.00
	Customer Charge	\$8.40
	Electric Usage	\$243.38
	Stormwater Charges	\$4.74
	Water Charges	\$16.00
	Sewer Charges	\$10.33
	Common Area Electric	\$8.00
	Common Area Water	\$4.00
	Trash Removal	\$15.00
TOTAL AMOUNT DUE ON JAN 23, 2018		<b>\$309.85</b>

### USEFUL INFO

Never worry about missing a bill and save paper by signing up for paperless billing! You'll receive an email notification the moment your bill is available online when you sign up through "My Account" at [NationwideEnergyPartners.com](http://NationwideEnergyPartners.com). It's convenient for you and benefits the environment! You can also sign up for Autopay to waive your security deposit and enjoy the ease of paying your bill automatically every month. Have peace of mind knowing you will never miss a payment!

### TERMS AND CONDITIONS

NEP provides metering and billing services on behalf of your community owner or community association. Failure to receive a bill does not change the due date or possibility of disconnection due to non-payment. At the direction of your community, a late fee of \$10.00 will be assessed for past due balances under \$100.00; for past due balances over \$100.00 a late fee of \$15.00 will be assessed.

A \$30.00 charge may be applied to your account for all payments not honored by the bank for any reason, including, but not limited to: Insufficient funds (NSF), account closed, payment stopped, no signature, and improperly drawn or submitted.

A security deposit is added to the account of any new residents or delinquent accounts. The deposit will be waived if a resident signs up for autopay or presents NEP with a qualifying letter of credit from a previous utility company. All fees are subject to change.

For more information regarding your billing summary and charges, please visit our website at [NationwideEnergyPartners.com](http://NationwideEnergyPartners.com)

