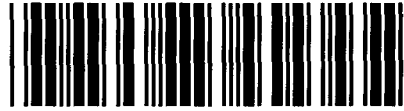


Control Number: 48387



Item Number: 1

Addendum StartPage: 0

48387

May 11, 2018

RECEIVED

2018 MAY 24 AM 9:04

PUBLIC UTILITY COMMISSION
FILING CLERK

Account Holder Name: Dana Schmukal

ESI ID#: 10443720009312248

Billing Address / Service Address: 8 Kimberly Lane, Rockwall, TX 75087

Phone: 972-772-7911

To Whom It May Concern:

This formal complaint is being filed with regard to our electric delivery provider, Oncor Electric. Our energy service company is Champion Energy, but the complaint is not specific to the charges levied by them. We have contacted Oncor directly as well as filed an informal complaint with the PUC (Complaint # CP2018030911). Both actions resulted only in a statement of the tariff rules related to our situation. The circumstances of our situation, detailed below, warrant an exception to the standard tariff rules.

We live in an unincorporated area of Rockwall County, therefore, no proceedings with the city of Rockwall are necessary.

At our address, we have two separate electric meters. One is for our home and one is for a storage building that are on the same 5 acre property. The issue is related to the second meter for the storage building. Because only one residential meter is allowed for a single address, the meter for the storage building is considered to be non-residential. We use power in these building on a very low usage basis for turning the lights on when we need to go into either structure. We don't run heat or air in these structures because they are for storage only.

In February, 2018, we experienced a water leak in the storage building due to frozen pipes. To enable cleanup and dry out of the building, and prevent mold from growing, we had to run heat, fans, and a dehumidifier for several consecutive days. This increased power usage triggered a "usage audit" that put us over a threshold which resulted in a higher rate for the electric delivery pass through charge imposed by Oncor, and passed through by Champion Energy.

Prior to this incident, the rate of the Electric Delivery Pass Through Charge for both meters was ~.03. However, after this incident, our Pass Through Charge rate for the 3/28/18 bill went to 0.10584 (more than three times the prior rate). The rate for the 4/30/18 bill went to 0.43065 (more than 4 times the rate the prior month). We are praying that the rate doesn't continue to climb with the May bill, and

have no idea what the highest possible rate could be. The result of this increased rate is that our average price of electricity went from ~9 cents/kwh to now over 60 cents/kwh. On the April bill, we are paying \$212.18 for 352 kwh in the storage building, but only \$162.33 for 1,832 kwh in our home. We just received our May will, which is an even greater disparity, with 119 kwh for \$200.10. There is definitely something wrong with those comparisons. The pass through rate just continues to climb and climb, with no apparent relief in sight. We cannot afford to pay this rate for electricity for the next year, when we were accustomed to paying \$15-20 per month. We certainly feel that we should pay the higher amount in the months where our usage was higher during the water cleanup, but feel there is no reason to be continuously penalized with such a ridiculously high rate, given that the usage spike was an anomaly.

We were told by Oncor by phone and in the response to our informal complaint that 11 months after our Electric Pass Through Charge was increased that we will eligible for another audit to determine if the rate should go back down. Because our higher usage was due to a unique, one-time situation, the concession we are asking for is that the reassessment be conducted now, which is 3 months after the rate was increased. With the lower usage rates, we would like the Electric Pass Through Charge to be reduced to the same ~.03 rate that we are being charged for our home meter, and the same rate that we were charged for the storage building prior to the incident. I understand that the tariff rules are in place for a reason, and if we suddenly started an activity that would result in prolonged higher usage on this meter, the increased rate would make sense. However, our years of historical usage on this meter, as well as the trend in the months since the increase are showing that we do not fit into the category of usage that warrants the higher rate.

We appreciate your consideration of this matter. Please contact us via phone or email if you have any questions that will help to support a timely resolution.

Thank you,

Dana Schmukal

Attachments Included: Copy of PUC Informal Complaint Result, Graphical representation of oncor pass through charge and usage per month, Copies of Champion Energy Bills dated 1/29/18, 2/26/18, 3/28/18, 4/30/18, and 5/30/18

DeAnn Walker
Chairman
Arthur C. D'Andrea
Commissioner



Greg Abbott
Governor

John Paul Urban
Executive Director

Public Utility Commission of Texas

4/23/2018

Ms Dana Schmukal
8 Kimberly Lane
Rockwall TX 75087

RE: Complaint # CP2018030911

Dear Ms Schmukal:

The Customer Protection Division (CPD) of the Public Utility Commission of Texas has received your correspondence regarding the conclusion of your informal complaint with Oncor Electric Delivery Company. In your complaint, you expressed concerns regarding the transition to the greater than 10 kW Rate Schedule. CPD's investigation found that Oncor acted consistently with Tariff sections 6.1.1.1.3 Secondary Service Greater Than 10 kW.

Given that CPD has concluded the informal complaint process, you may dispute the issue further by filing a formal complaint through the commission. An informational brochure explaining the formal complaint process is enclosed.

We appreciate the opportunity to assist you. If you have any questions about filing a formal complaint, please feel free to call toll-free at 1-888-782-8477.

Sincerely,

Kenneth Wilson
Customer Protection Division
Public Utility Commission of Texas

cc: Oncor Electric Delivery Company

Enclosure



DANA SCHMUKAL
8 KIMBERLY LANE
ROCKWALL, TX 75087

Service at ESI ID #: 10443720009312248
00008 KIMBERLY DR OFC
ROCKWALL, TX 75087-6319
jimndana@earthlink.net

1500 Rankin Rd, Suite 200 | Houston, TX 77073 | PUCT No. 10098

Questions or Comments
877.653.5090 (24 hours a day / 24 horas al dia)

support@championenergyservices.com
www.championenergyservices.com

For Outages / Emergencies Call:
Oncor Electric Delivery
888.313.4747 (24 hours a day)

Please send payments to:
P.O. Box 4190
Houston, TX 77210-4190

Your Champion Connect-A-Friend
Referral ID is DSCHMUKAL01257

For more information
about residential electric
service please visit
www.powertochoose.com

Bill Date: 05/14/18 Bill Period - 04/09/18 thru 05/08/18

Previous Balance	Current Charges	Payments/Adj.	Amount Due	Due Date
\$212.18	\$200.10	-\$212.18	\$200.10	05/30/18

Meter	Type	Dates	Current Meter Read	Previous Meter Read	Multiplier	kWh Usage	kW Demand	Power Factor
138042355LG	ACT	04/09 - 05/08	4616	4497	1	119.00	12.00	0

	Qty	Rate	Amount
Current Charges			
Champion Energy Charges			
Residential Energy.....	119.00	0.06521	\$7.76
Oncor Electric Delivery Pass-Through Charges			
Customer Charge.....			\$40.53
Delivery Charges.....	119.00	1.27294	\$151.48
Taxes			
PUC Assessment.....			\$0.33
Total Current Charges.....			\$200.10

Previous Charges			
Previous Balance.....			\$212.18
Payment on 05/01/2018.....			-\$212.18
Balance Forward.....			\$0.00

Total Amount Due..... \$200.10

Contract Details	Usage kWh	Avg Rate	Amount
04/10/18 - 04/16/18 Fixed Rate (Contract Rate : 0.05600)	27.79	0.05600	\$1.56
04/17/18 - 05/08/18 Fixed Rate (Contract Rate : 0.06800)	91.21	0.06800	\$6.20

The average price you paid for electricity this month is 167.874¢ per kWh.
You have a contract valid until 04/16/2020.

If you believe this bill includes unauthorized charges, please contact us immediately.
If you are not satisfied with our review, you may file a complaint with the Public Utility Commission of Texas, P.O. Box 13326, Austin, Texas 78711-3326, (512)936-7120 or toll-free in Texas at (888)782-8477. Hearing and speech-impaired individuals with text telephones (TTY) may contact the commission at (512)936-7136.

MOVING?



A Calpine Company

Acct #: 1003290177 Bill #: B18041112163 Bill Date: 04/12/18

Page: 1 of 2

DANA SCHMUKAL
8 KIMBERLY LANE
ROCKWALL, TX 75087

Service at ESI ID #: #10443720009312248
00008 KIMBERLY DR OFC
ROCKWALL, TX 75087-6319
jimndana@earthlink.net

1500RankinRd, Suite200 | Houston, TX 77073 | PUCTNo. 10098

Bill Date: 04/12/18 Bill Period - 03/08/18 thru 04/09/18

Summary table with columns: Previous Balance (\$307.44), Current Charges (\$212.18), Payments/Adj. (-\$307.44), Amount Due (\$212.18), Due Date (04/30/18)

Meter information table with columns: Meter ID, Type, Dates, Current Meter, Meter Read, Multiplier, kWh Used, kWh, Factor

Questions or Comments
877.653.5090 (24 hours a day / 24 horas al dia)

support@championenergyservices.com
www.championenergyservices.com

For Outages / Emergencies Call:
Oncor Electric Delivery
888.313.4747 (24 hours a day)

Please send payments to:
P.O. Box 4190
Houston, TX 77210-4190

Your Champion Connect-A-Friend
Referral ID is DSCHMUKAL01257

For more information
about residential electric
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www.powertochoose.com

Qty Rate Amount

Current Charges

Table of current charges including Residential Energy, Oncor Electric Delivery Pass-Through Charges, Customer Charge, Delivery Charges, Taxes, and Total Current Charges (\$212.18)

Previous Charges

Table of previous charges including Previous Balance (\$307.44), Payment on 03/29/2018 (-\$307.44), and Balance Forward (\$0.00)

Total Amount Due \$212.18

Contract Details table with columns: Contract Details, Usage kWh, Avg Rate, Amount

The average price you paid for electricity this month is 60.179¢ per kWh.
You have a contract valid until 04/16/2020.

If you believe this bill includes unauthorized charges, please contact us immediately.
If you are not satisfied with our review, you may file a complaint with the Public Utility
Commission of Texas, P.O. Box 13326, Austin, Texas 78711-3326, (512)936-7120 or
toll-free in Texas at (888)782-8477. Hearing and speech-impaired individuals
with text telephones (TTY) may contact the commission at (512)936-7136.

MOVING?

Please return this portion with your payment



DANA SCHMUKAL
8 KIMBERLY LANE
ROCKWALL, TX 75087

Service at ESI ID #: #10443720009312248
00008 KIMBERLY DR OFC
ROCKWALL, TX 75087-6319
✉ jimndana@earthlink.net

Handwritten:
on 3/13/18
8:58 - 3:13
6:56

1500 Rankin Rd, Suite 200 | Houston, TX 77073 | PUCT No. 10098

Bill Date: 03/12/18 Bill Period - 02/07/18 thru 03/08/18

Previous Balance	Current Charges	Payments/Adj.	Amount Due	Due Date
\$165.11	\$307.44	-\$165.11	\$307.44	03/28/18

Material	Rate	Usage	Amount	Rate	Amount			
138042355LG	ACT	02/07 - 03/08	4145	2499	1	1,646.00	19.00	0

Questions or Comments
☎ 877.653.5090 (24 hours a day / 24 horas al dia)

✉ support@championenergyservices.com
🌐 www.championenergyservices.com

For Outages / Emergencies Call:
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Please send payments to:
P.O. Box 4190
Houston, TX 77210-4190

Your Champion Connect-A-Friend
Referral ID is DSCHMUKAL01257

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www.powertochoose.com

Qty Rate Amount

Current Charges

Champion Energy Charges		
Residential Energy.....	1,646.00	\$92.18
Oncor Electric Delivery Pass-Through Charges		
Customer Charge.....		\$40.53
Delivery Charges.....	1,646.00	\$174.22
Taxes		
PUC Assessment.....		\$0.51
Total Current Charges.....		\$307.44

Previous Charges

Previous Balance.....		\$165.11
Payment on 02/26/2018.....		-\$165.11
Balance Forward.....		\$0.00

Total Amount Due..... \$307.44

Contract Details	Usage kWh	Avg Rate	Amount
02/08/18 - 03/08/18 Fixed Rate (Contract Rate : 0.05600)	1,646.00	0.05600	\$92.18

The average price you paid for electricity this month is 18.647¢ per kWh.
You have a contract valid until 04/16/2018.

If you believe this bill includes unauthorized charges, please contact us immediately.
If you are not satisfied with our review, you may file a complaint with the Public Utility Commission of Texas, P.O. Box 13326, Austin, Texas 78711-3326, (512)936-7120 or toll-free in Texas at (888)782-8477. Hearing and speech-impaired individuals with text telephones (TTY) may contact the commission at (512)936-7136.

MOVING?

.....Please return this portion with your payment



A Calpine Company

Acct #: 1003290177 Bill #: B1802080211 Bill Date : 02/09/18

Page: 1 of 2

DANA SCHMUKAL
8 KIMBERLY LANE
ROCKWALL, TX 75087

Service at ESI ID #: #10443720009312248
00008 KIMBERLY DR OFC
ROCKWALL, TX 75087-8319
jimdana@earthlink.net

1500 Rankin Rd, Suite 200 | Houston, TX 77073 | PUCT No. 10098

Bill Date: 02/09/18 Bill Period - 01/09/18 thru 02/07/18

Summary table with columns: Previous Balance (\$14.43), Current Charges (\$165.11), Payments Adj (-\$14.43), Amount Due (\$165.11), Due Date (02/26/18)

Table with columns: 139042355LG, ACT, 01/09 - 02/07, 2499, 730, 1, 1,769.00

Questions or Comments
877.653.5090 (24 hours a day / 24 horas al dia)

support@championenergyservices.com
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Houston, TX 77210-4190

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Current Charges table with columns: Qty, Rate, Amount. Includes Residential Energy (\$99.06), Customer Charge (\$8.22), Delivery Charges (\$57.58), Taxes (\$0.27), Total Current Charges (\$165.11)

Previous Charges table with columns: Description, Amount. Includes Previous Balance (\$14.43), Payment on 01/26/2018 (-\$14.43), Balance Forward (\$0.00)

Total Amount Due \$165.11

Contract Details table with columns: Usage kWh, Avg Rate, Amount. Shows 1,769.00 kWh at 0.05600 rate for \$99.06

The average price you paid for electricity this month is 9.318¢ per kWh.
You have a contract valid until 04/16/2018.

If you believe this bill includes unauthorized charges, please contact us immediately.
If you are not satisfied with our review, you may file a complaint with the Public Utility
Commission of Texas, P.O. Box 13326, Austin, Texas 78711-3326, (512)936-7120 or
toll-free in Texas at (888)782-8477. Hearing and speech-impaired individuals
with text telephones (TTY) may contact the commission at (512)936-7136.

MOVING?

Please return this portion with your payment



A Calpine Company

DANA SCHMUKAL
8 KIMBERLY LANE
ROCKWALL, TX 75087

Service at ESI ID #: 10443720009312248
00008 KIMBERLY DR OFC
ROCKWALL, TX 75087-6319
jimndana@earthlink.net

1500 Rankin Rd, Suite 200 | Houston, TX 77073 | PUCT No. 10098

Bill Date: 01/11/18 Bill Period - 12/07/17 thru 01/09/18

Summary table with columns: Previous Balance (\$12.67), Current Charges (\$14.43), Payments/Adj. (-\$12.67), Amount Due (\$14.43), Due Date (01/29/18)

Meter information table with columns: Meter, Act, Dates, Usage, Multiplier, Usage, Power Factor

Questions or Comments
877.653.5090 (24 hours a day / 24 horas al dia)

support@championenergyservices.com
www.championenergyservices.com

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888.313.4747 (24 hours a day)

Please send payments to:
P.O. Box 4190
Houston, TX 77210-4190

Your Champion Connect-A-Friend
Referral ID is DSCHMUKAL01257

For more information
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www.powertochoose.com

Qty Rate Amount

Current Charges

Current Charges breakdown table including Residential Energy (\$3.92), Oncor Electric Delivery Pass-Through Charges (\$8.22), Taxes (\$0.02), Total Current Charges (\$14.43)

Previous Charges

Previous Charges breakdown table including Previous Balance (\$12.67), Payment on 12/28/2017 (-\$12.67), Balance Forward (\$0.00)

Total Amount Due \$14.43

Contract Details table with columns: Contract Details, Usage kWh, Avg Rate, Amount

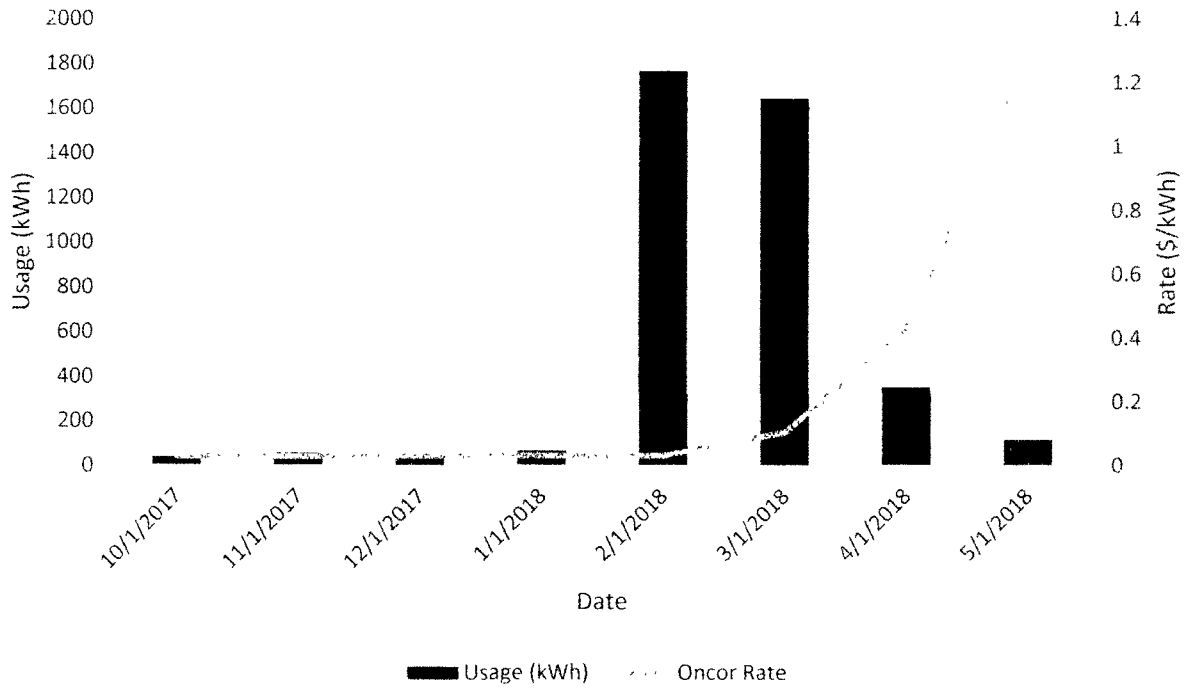
The average price you paid for electricity this month is 20.586¢ per kWh.
You have a contract valid until 04/16/2018.

If you believe this bill includes unauthorized charges, please contact us immediately.
If you are not satisfied with our review, you may file a complaint with the Public Utility
Commission of Texas, P.O. Box 13326, Austin, Texas 78711-3326, (512)936-7120 or
toll-free in Texas at (888)782-8477. Hearing and speech-impaired individuals
with text telephones (TTY) may contact the commission at (512)936-7136.

MOVING?

Please return this portion with your payment

Usage vs Oncor Charge Over Time



On this chart, you can see that after the February peak usage, which crossed over two billing periods, our usage has come way down, but yet the Oncor Pass Through Charge continues to climb at an astronomical rate.