

FILE

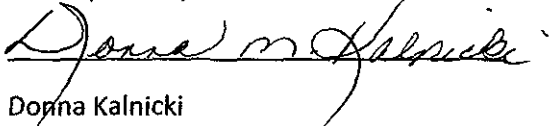
Case number 17-0215-GE-CSS

February 23, 2017

When I filed the complaint with the PUCO, it was not my intent to sue or expect any payment from Direct Energy. At the time, I had conferred with the Aggregation Program person in Parma, OH and it was suggested I file a formal complaint.

My intent was and is to make Direct Energy aware of the people who represent their company handle themselves in a business-like manner. The sales representative did not have her identification with her and gave false information regarding NOPC. So, going forward I am cancelling any further communications with the PUCO and Direct Energy.

Thank you for your consideration in this matter.



Donna Kalnicki

PUCO

2017 FEB 27 PM 3:09

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