Orpheus Craigue

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Thursday, December 27, 2018 4:24 PM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00244057 [ref:_00Dt0GzXt._500t0ECOiB:ref]

Ohio | Public Utilities Commission

Initial Submission of a Consumer Complaint
Provider of Electric
Please Respond Within 3 Business Days

CASE ID: 00244057
COMPANY: [redacted]
CUSTOMER: [redacted]
ADDRESS: [redacted] Cincinnati, Ohio 45206
SERVICE ADDRESS: [redacted] Cincinnati, Ohio 45206
AIQ: Palmco Energy OH LLC
SERVICE ACCOUNT NUMBER: [redacted]
NIQ: [redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

When was this account enrolled, and how?

Please provide copies of:

*The sales to this customer
*The TPV completed at the time of enrollment or the IP address used by the customer to submit the enrollment request
*Welcome Letter with the Terms and Conditions for service mailed or e-mailed to the customer
*Any signed enrollment agreements
*Renewal letters

Sincerely,

Maureen Harbolt
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:_00Dt0GzXt._500t0ECOiB:ref

Orpheus Craigue

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Wednesday, January 2, 2019 8:07 AM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00244057 [ref:_00Dt0GzXt._500t0ECOiB:ref]

Ohio | Public Utilities Commission

PUBLIC UTILITIES COMMISSION OF OHIO
Second Request for Information
Regarding the Initial Submission of a Consumer Complaint

Please Respond Within 3 Days

CASE ID: 00244057
CUSTOMER: [redacted]
ADDRESS: [redacted] Cincinnati, Ohio 45206
SERVICE ADDRESS: [redacted] Cincinnati, Ohio 45206
AIQ: Palmco Energy OH LLC
SERVICE ACCOUNT NUMBER: [redacted]
NIQ: [redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)

DESCRIPTION OF ISSUE:

An initial complaint was sent to you on 12/27/2018. Please review the customer's concerns and respond within three business days.

Sincerely,

Maureen Harbolt
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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---------- Original Message ----------
From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
Sent: 12/27/2018 4:23 PM
To: compliance@indraenergy.com
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00244057 [ref:_00Dt0GzXt._500t0ECOiB:ref]

Ohio | Public Utilities Commission

Initial Submission of a Consumer Complaint
Provider of Electric
Please Respond Within 3 Business Days

CASE ID: 00244057
COMPANY: [redacted]
CUSTOMER: [redacted]
ADDRESS: [redacted] Cincinnati, Ohio 45206
SERVICE ADDRESS: [redacted], Cincinnati, Ohio 45206
AIQ: Palmco Energy OH LLC
SERVICE ACCOUNT NUMBER: [redacted]
NIQ: [redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

When was this account enrolled, and how?

Please provide copies of:

*The sales to this customer
*The TPV completed at the time of enrollment or the IP address used by the customer to submit the enrollment request
*Welcome Letter with the Terms and Conditions for service mailed or e-mailed to the customer
*Any signed enrollment agreements
*Renewal letters

Sincerely,

Maureen Harbolt
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0ECOiB:ref

Orpheus Craigue

From: Orpheus Craigue
Sent: Wednesday, January 2, 2019 5:39 PM
To: PUCO Consumer Call Center
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00244057 [ref:_00Dt0GzXt._500t0ECOiB:ref]
Attachments: [redacted] - TPV.MP3 [redacted] Sales Audio.mp3 [redacted] - Confirmation Pack.pdf

Categories: PUCO Complaint

Good afternoon Maureen,

Sorry for the delay here in getting a response back to you. Our office was closed Monday and Tuesday in observance of the holiday.

This electric account was enrolled in Palmco's service on 8/7/2018. We're attaching the TPV recording which authorized the enrollment, the sales audio from that telephone enrollment, and also the confirmation packet sent following enrollment, which detailed the terms of service.

Starting in October 2018, Palmco began conducting business under its trade name, Indra Energy.

The customer reached out to our Customer Service line on 12/17/2018 with inquiries about his bill. The following day, a Duke Energy rep contacted us with the customer on another line; however, they were unable to conference the customer in, and indicated they would call back at a later time. Since then, we have not heard from the utility or from the customer directly.

We received an inbound drop transaction from Duke 12/31/2018, who established that the customer will receive our supply for a total of four months (9/11/18 – 1/13/19). The customer was not issued any termination fees for cancellation.

The customer enrolled in our supply service in a variable electric product, with a two-month introductory period. According to the TPV conducted in August 2018, the customer agreed to prompts which informed him that "*Palmco will be selling you electricity at the introductory price of 5.80 cents per kWh for your first two bills*" and "*Beginning with your third bill, the price you pay for electricity may vary from month to month... and may be higher or lower than the utility's price in any given month. There are no guaranteed savings*." The customer was billed according to the terms to which he agreed at the time of enrollment.

If we can be of any further assistance, please feel free to reach out. Thank you.

Orpheus Craigue – Asst. Compliance Officer
1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427#
www.IndraEnergy.com

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Wednesday, January 2, 2019 08:07
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00244057 [ref:_00Dt0GzXt._500t0ECOiB:ref]

Ohio | Public Utilities Commission

PUBLIC UTILITIES COMMISSION OF OHIO
Second Request for Information
Regarding the Initial Submission of a Consumer Complaint

Please Respond Within 3 Days

CASE ID: 00244057
CUSTOMER: [redacted]
ADDRESS: [redacted] Cincinnati, Ohio 45206
SERVICE ADDRESS: [redacted] Cincinnati, Ohio 45206
AIQ: Palmco Energy OH LLC
SERVICE ACCOUNT NUMBER: [redacted]
NIQ: [redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)

DESCRIPTION OF ISSUE:

An initial complaint was sent to you on 12/27/2018. Please review the customer's concerns and respond within three business days.

Sincerely,

Maureen Harbolt
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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---------- Original Message ----------
From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
Sent: 12/27/2018 4:23 PM
To: compliance@indraenergy.com
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00244057 [ref:_00Dt0GzXt._500t0ECOiB:ref]

Ohio | Public Utilities Commission

Initial Submission of a Consumer Complaint
Provider of Electric
Please Respond Within 3 Business Days

CASE ID: 00244057
COMPANY:
CUSTOMER: [redacted]
ADDRESS: [redacted], Cincinnati, Ohio 45206
SERVICE ADDRESS: [redacted], Cincinnati, Ohio 45206
AIQ: Palmco Energy OH LLC
SERVICE ACCOUNT NUMBER: [redacted]
NIQ [redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

When was this account enrolled, and how?

Please provide copies of:

*The sales to this customer
*The TPV completed at the time of enrollment or the IP address used by the customer to submit the enrollment request
*Welcome Letter with the Terms and Conditions for service mailed or e-mailed to the customer
*Any signed enrollment agreements
*Renewal letters

Sincerely,

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ref:_00Dt0GzXt._500t0ECOiB:ref

Orpheus Craigue

From: Michael Coady <contactthepuco@puc.state.oh.us>
Sent: Tuesday, January 22, 2019 3:46 PM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00248657 [ref:_00Dt0GzXt._500t0EgglK:ref]

Ohio | Public Utilities Commission

Initial Submission of a Consumer Complaint
Provider of Electric
Please Respond Within 3 Business Days

CASE ID: 00248657
COMPANY: [redacted]
CUSTOMER: [redacted]
ADDRESS: [redacted] Lancaster, Ohio 43130
SERVICE ADDRESS: [redacted], Lancaster, Ohio 43130
AIQ: Palmco Power OH LLC
SERVICE ACCOUNT NUMBER:
NIQ:

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

This customer contacted the PUCO to dispute enrollment with the company. She says that the sales representative led her to believe that she would save money on her electric bill, but the company has been charging her a rate of $.20096131 per kWh.

1. What was the method of enrollment?

2. Please provide all proof of enrollment consistent with the method of enrollment including, but not limited to, copies of any sales calls, copies of any welcome letters, copies of any TPVs, I.P. addresses used, e-mail addresses used to enroll, copies of any signed

enrollment documents, and the terms and conditions of the enrollment.

Sincerely,

Michael Coady
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Lead Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0EglK:ref

Orpheus Craigue

From: Michael Coady <contactthepuco@puc.state.oh.us>
Sent: Wednesday, February 6, 2019 9:33 AM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00248657 [ref: 00Dt0GzXt._500t0EgglK:ref]
Attachments: Electric Refund calculation.xlsx; dec18 - [redacted]pdf; nov18 - [redacted]).pdf; sept18 - [redacted]pdf

Ohio | Public Utilities Commission

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00248657
COMPANY: [redacted]
CUSTOMER: [redacted]
ADDRESS: [redacted], Ohio 43130
SERVICE ADDRESS: [redacted] Lancaster, Ohio 43130
AIQ: Palmco Power OH LLC
SERVICE ACCOUNT NUMBER:
NIQ:

To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!

DESCRIPTION OF ISSUE:

I have attached my calculations and supporting documentation.

1. Please advise when the refund will be sent over to AEP Ohio so that her account with them will be credited.

The agent told the customer that she was currently paying $.0553 per kWh and that the company could provide an 8% savings. Inasmuch as the salesperson had no idea what this customer was actually paying for her electricity at that time (customer PTC was not public information, the customer did not provide that information, and the customer might have had a supplier at a lower rate), these statements by the agent were misleading at best.

2. Is this a part of a company approved script?

Sincerely,

Michael Coady
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Lead Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0EgglK:ref

Orpheus Craigue

From: Michael Coady <contactthepuco@puc.state.oh.us>
Sent: Thursday, February 7, 2019 4:08 PM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00248657 [ref:_00Dt0GzXt._500t0EgglK:ref]

Ohio | Public Utilities Commission

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00248657
COMPANY:
CUSTOMER: [redacted]
ADDRESS: [redacted] Lancaster, Ohio 43130
SERVICE ADDRESS: [redacted],Lancaster, Ohio 43130
AIQ: Palmco Power OH LLC
SERVICE ACCOUNT NUMBER:
NIQ:

To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!

DESCRIPTION OF ISSUE:

Please be advised that Staff does find referring to the information in the websites provided to be misleading, because they do not contain accurate information. The customer could also have had another supplier and there is no way to know what her rate with that supplier was or if she would be subject to an ETF without asking, assuming the customer knows.

Sincerely,

Michael Coady
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Lead Customer Service Investigator
(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0EgglK:ref

Orpheus Craigue

From: Orpheus Craigue
Sent: Wednesday, February 13, 2019 9:49 AM
To: Michael Coady
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00248657 [ref:_00Dt0GzXt._500t0EgglK:ref]

Categories: PUCO Complaint

Hello Michael,

Just to follow up here, we want to say thanks. We understand your point about the information these websites present, so we'll reassess our approach to monthly research.

Also, just for the record, on this call the customer stated she didn't realize she had the ability to enroll with an alternative a supplier due to HEAP, which the agent likely took to mean that she was not presently receiving alternative supply service and was not subject to an ETF. Considering the customer thought she was unable to enroll with a supplier until speaking with the agent, it's implied that she was not receiving third party supply prior to this enrollment.

Orpheus Craigue – Asst. Compliance Officer
1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427#
www.IndraEnergy.com

From: Michael Coady <contactthepuco@puc.state.oh.us>
Sent: Thursday, February 7, 2019 16:08
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00248657 [ref:_00Dt0GzXt._500t0EgglK:ref]

Ohio | Public Utilities Commission

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00248657
COMPANY:
CUSTOMER: [redacted]
ADDRESS: [redacted], Ohio 43130
SERVICE ADDRESS: [redacted] Lancaster, Ohio 43130
AIQ: Palmco Power OH LLC
SERVICE ACCOUNT NUMBER:
NIQ:

To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!

DESCRIPTION OF ISSUE:

Please be advised that Staff does find referring to the information in the websites provided to be misleading, because they do not contain accurate information. The customer could also have had another supplier and there is no way to know what her rate with that supplier was or if she would be subject to an ETF without asking, assuming the customer knows.

Sincerely,

Michael Coady
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Lead Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0EgglK:ref

William Schaaf

From: Thomas Sheehy
Sent: Wednesday, February 6, 2019 9:11 PM
To: Michael Coady
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00248657 [ref:_00Dt0GzXt._500t0EglK:ref]

Michael,

Regarding Case # 00248657[redacted]

There are websites that publicly post Utility Prices to Compare online. There are rates posted on websites like these:
http://www.ohioelectricity.org/aep-ohio/
or
https://www.electricrate.com/ratefinder/pub/index.php?action=Search%3ARate&ratefinder_custtype=Residential&ratefinder_zipcode=43130&Find=Compare+Rates

Each month we conduct research to try to find as much information as possible about utility rates and how our offers compare. We do this to present agents as much information as possible in hopes that they are adequately informed and capable of providing accurate information to consumers.

The fixed rate offer the agent pitched in this case included a rate of $0.051. Our research indicated the PTC at the time was $0.0553. The difference between those figures is about 7.78%, or 8% rounded to the nearest whole. Based on information available to the public, the agent's statements were based on research conducted in good faith. However, if you believe that those figures are inaccurate and that the information available online is misleading, please advise us of such so that we can take measures to avoid any incorrect information. We previously provided our Billing Team the total amount of $204.33 to be refunded to Ms. [redacted] The figures you provided round up to $206.92, for a difference of $2.59. We'll advise our Billing Team to send the additional adjustment to be applied to Ms. [redacted] account as soon as possible in order to reflect your calculations.

Additionally, if you ever want to check in on the status of an item or make sure something wasn't overlooked, please do not hesitate to reach out to me directly at 718-975-6601. We're managing a number of items on our end and strive to give each case the attention it deserves, but I also know that any delay in your desired feedback turnaround is not ideal. We want to help you as you serve Ohioans, and a phone call to connect, touch base, and be on the same page can always be of help.

Thanks.

Thomas Sheehy – Compliance Officer
indra ENERGY
1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 718.975.6601
F: 718.851.2427
www.IndraEnergy.com

From: Michael Coady <contactthepuco@puc.state.oh.us>
Sent: Wednesday, February 6, 2019 9:33 AM
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00248657 [ref:_00Dt0GzXt._500t0EgglK:ref]

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00248657
COMPANY: [redacted]
CUSTOMER: [redacted]
ADDRESS: [redacted] Lancaster, Ohio 43130
SERVICE ADDRESS: [redacted] Lancaster, Ohio 43130
AIQ: Palmco Power OH LLC
SERVICE ACCOUNT NUMBER:
NIQ:

To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!

DESCRIPTION OF ISSUE:

I have attached my calculations and supporting documentation.

1. Please advise when the refund will be sent over to AEP Ohio so that her account with them will be credited.

The agent told the customer that she was currently paying $.0553 per kWh and that the company could provide an 8% savings. Inasmuch as the salesperson had no idea what this customer was actually paying for her electricity at that time (customer PTC was not public information, the customer did not provide that information, and the customer might have had a supplier at a lower rate), these statements by the agent were misleading at best.

2. Is this a part of a company approved script?

Sincerely,

Michael Coady
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Lead Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0EgglK:ref

Orpheus Craigue

From: Michael Coady <contactthepuco@puc.state.oh.us>
Sent: Thursday, January 31, 2019 9:48 AM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00248657 [ref:_00Dt0GzXt._500t0EggIK:ref]
Attachments: Electric Refund calculation.xlsx; dec18 - [redacted] pdf; nov18 - [redacted] df; oct18 - [redacted] pdf

Ohio | Public Utilities Commission

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00248657
COMPANY: [redacted]
CUSTOMER: [redacted]
ADDRESS: [redacted] Lancaster, Ohio 43130
SERVICE ADDRESS: [redacted] Lancaster, Ohio 43130
AIQ: Palmco Power OH LLC
SERVICE ACCOUNT NUMBER:
NIQ:

To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!

DESCRIPTION OF ISSUE:

I have attached my calculations and supporting documentation.

1. Please advise when the refund will be sent over to AEP Ohio so that her account with them will be credited.

The agent told the customer that she was currently paying $.0553 per kWh and that the company could provide an 8% savings. Inasmuch as the salesperson had no idea what this customer was actually paying for her electricity at that time (customer PTC was not public information, the customer did not provide that information, and the customer might have had a supplier at a lower rate), these statements by the agent were misleading at best.

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Sincerely,

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Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
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(800) 686-PUCO (7826)
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ref:_00Dt0GzXt._500t0EggIK:ref

Billing Period	Usage	Palmco Price	AEP PTC	Difference	Refund before monthly fee	Monthly Fee	Refund Amount
8/2/18 to 9/4/218	297	0.0520000000	0.0550000000	-0.003	-0.8910000000	0.0000000000	-0.8910000000
9/4/18 to 10/3/18	278	0.0520000000	0.0550000000	-0.003	-0.8340000000	0.0000000000	-0.8340000000
10/3/18 to 11/1/18	294	0.1139111560	0.0540000000	0.059911156	17.6138798640	0.0000000000	17.6138798640
11/1/18 to 12/4/18	704	0.1451000000	0.0540000000	0.0911	64.1344000000	0.0000000000	64.1344000000
12/4/18 to 1/7/19	853	0.2009613100	0.0540000000	0.14696131	125.3579974300	1.5300000000	126.8879974300
Total							206.9112772940

PO BOX 24401
CANTON, OH 44701-4401

Amount due on or before September 21, 2018 **$47.26**

Bill mailing date is Sep 5, 2018
Account [redacted]

SERVICE ADDRESS: [redacted], LANCASTER, OH 43130-1591 CY 05

[redacted] 0.37

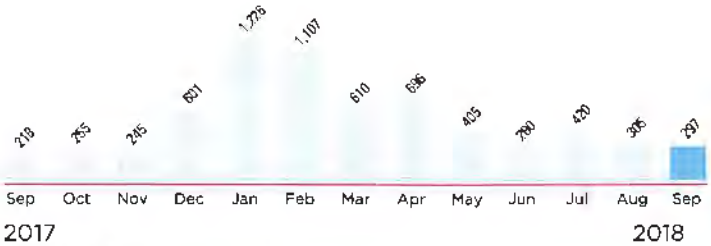
[redacted]

LANCASTER, OH 43130-1591

Notes from AEP Ohio:

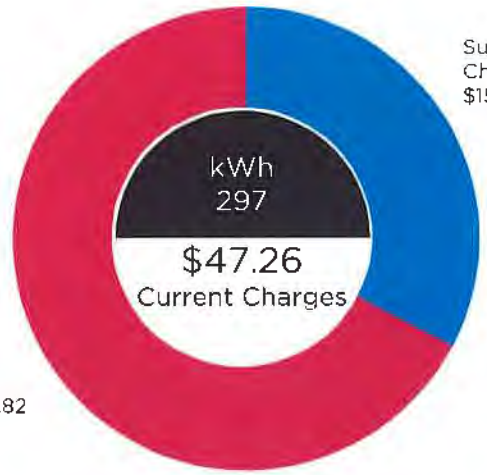
Make this bill the last one sent in the mail! Go paperless and get email alerts when your bill is ready. Sign up at AEPPaperless.com!

Usage History (kWh):



Current bill summary:

Billing from 08/03/18 - 09/04/18 (33 days)



Methods of Payment

aepohio.com

PO Box 371496
Pittsburgh, PA 15250-7496

1-800-611-0964 ($1.85 fee)

Need to get in touch?

Customer Operations Center: 1-800-672-2231

View outage information at aepohio.com

Please tear on dotted line.

Turn over for important information!

Thank you for your prompt payment. Please include your account number on your check and return this stub with your payment.

[redacted] LANCASTER, OH 43130-1591

Send Inquiries To:
PO BOX 24401
CANTON, OH 44701-4401

3182
Account [redacted]

Amount due on or before September 21, 2018 **$47.26**

Payment Amount $

Make check payable and send to:
AMERICAN ELECTRIC POWER
PO BOX 371496
PITTSBURGH, PA 15250-7496

☐ The **Neighbor to Neighbor** program helps disadvantaged customers pay their electric bill. I want to help. My payment reflects my gift of $_____

0000047260000047260100000000000079883607440509210900590000 5

Important Message

Bills may be paid by mail or to an authorized agent. Payment to others is at your own risk. For names and locations of authorized agents, please call us toll free at 1-800-807-6789. Customers who are hearing impaired may call 1-800-617-1234 (TDD/TTY).

We offer several ways for you to pay your bill. In addition to paying in person or by mail, you may receive and pay your bill electronically (e-Bill) or have your payments deducted automatically from your checking or savings account.

Definitions:

Actual: Reflects that a reading was taken from your meter.

Estimate: Reflects that we were unable to read your meter this month. We calculated your bill based on prior usage and seasonal variations. You can choose to call us with an actual meter read at 1-888-237-8811.

Kilowatt-hour (kWh): The unit measure for the electricity you use. For example, you use one kWh of electricity to light a 100-watt light bulb for 10 hours.

Customer Charge: The fixed monthly basic distribution charge to partially cover costs for billing, meter reading, service line maintenance and equipment.

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Generation Service or Supply: Charges associated with the production of electricity.

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Deferred Asset Phase-In Rider (DAPIR): Recovers previously incurred deferrals for distribution assets.

Delivery: The graph on the first page shows charges associated with moving electricity through transmission lines and distribution lines as well as costs to maintain those lines and other distribution costs.

We welcome the opportunity to assist you. Our customer service center is open 24 hours a day, 7 days a week. If you have a question, please call us toll free at 1-800-672-2231, or 1-800-617-1234 (TDD/TTY). If you feel your concern has not been resolved, you can file a complaint at www.aepohio.com under "Contact Us", call 1-800-672-2231 or by writing to Customer Concerns, 4500 S. Hamilton Road, Groveport, OH 43125.

Customers may be assessed a deposit if they have not made a full payment (or arrangements) on a bill that contains a previous balance, or have been disconnected for nonpayment, fraudulent practice, tampering, or unauthorized reconnection during the preceding 12 months. Residential deposits may be made through a cash deposit or approved guarantor. Non-residential deposits may be made by cash, approved letters of credit, or approved surety bonds. To discuss any further options please call AEP Ohio. To contest a deposit you can file a complaint at www.aepohio.com under "Contact Us", call 1-800-672-2231 or by writing to Customer Concerns, 4500 S. Hamilton Road, Groveport, OH 43125.

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Rates Available on Request

Electronic Check Conversion – If you pay by check, you authorize us to convert your paper check into an electronic debit.

If you have questions, please call AEP Ohio at 1-800-672-2231 or visit us at www.AEPOhio.com

AEP OHIO

Service Address:

[redacted]
LANCASTER, OH 43130-1591
Account [redacted]

Line Item Charges:

Previous Charges		
Total Amount Due At Last Billing	$	67.83
Payment 08/08/18 - Thank You		-13.98
Payment 08/22/18 - Thank You		-53.85
Previous Balance Due	**$**	**.00***
Current AEP Ohio Charges		
Tariff 820 - Residential Service 09/04/18 Service Delivery Identifier: [redacted]		
Transmission Service	$	5.95
Distribution Service		14.70
Customer Charge		8.40
Deferred Asset Phase-In Rider		1.09
Phase-In Recovery Rider		1.65
Power Purchase Agreement Rider		.03
Current Electric Charges	**$**	**31.82***

ENERGY PALMCO

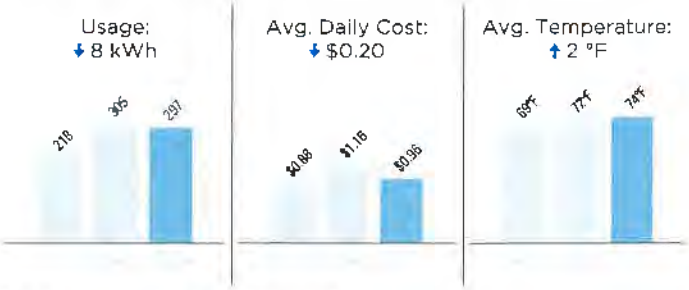
Current Palmco Power OH LLC Charges (877-726-5862) Supplier Account Number [redacted]		
Service Delivery Identifier: [redacted] 9/04/18		
Commodity Charge 297 kWh @ 0.052	$	15.44
Current Supplier Balance Due	**$**	**15.44***

Total Balance Due	**$**	**47.26**

*Charges make up the "Total Balance Due"

Usage Details:

↑↓Values reflect changes between current month and previous month



Total usage for the past 12 months: 6,368 kWh

Average (Avg.) monthly usage: 531 kWh

Meter Read Details:

Meter # [redacted]					
Previous	Type	Current	Type	Metered	Usage
72816	Actual	73113	Actual	297	297 kWh
Service Period 08/02 - 09/04					Multiplier 1
Next scheduled read date should be between Oct 2 and Oct 5.					

Notes from AEP Ohio:

Price-to-Compare: For **tariff 820,** in order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than AEP Ohio's price of **$0.055** per kWh for the same usage that appears on this bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" web site at www.energychoice.ohio.gov.

For Informational Purposes only: The below costs are NOT NEW CHARGES and are approximate values. AEP participates in programs required by the state of Ohio to support energy conservation and to secure renewable energy resources. For more information on energy efficiency programs, please visit **aepohio.com/ItsYourPower**.

Renewable Programs: $0.29
Energy Efficiency Programs: $0.69
Peak Demand Reduction Programs: $0.32

In Case No. 16-1852-EL-SSO, the Public Utilities Commission of Ohio approved adjustments to Ohio Power Company's gridSMART Phase 2 rider. This rider allows the Company to recover costs for grid modernization projects. A residential customer will see a decrease of $0.11 per month.

In Case No. 12-2627-EL-RDR, the PUCO approved an adjustment to decrease the Distribution Investment Rider, effective with this bill. This rider, which is adjusted quarterly, recovers capital costs associated with distribution infrastructure. A residential customer using 1,000 kWh per month will see a decrease of $0.17 per month.

As of October 22, 2018, AEP will no longer remit payments to Switch Energy LLC for 00140060712607720.

As a participant in the AEP Ohio Customer Choice Program, your electric energy is being supplied by **Palmco Power OH LLC**. This bill reflects AEP Ohio charges for delivery of the electric and all electric energy supply charges AEP Ohio has received from your supplier as of the Billing Date shown on this bill. For questions about your electric energy supply charges please contact Palmco Power OH LLC at (877)726-5862. Please note that failure to pay charges for competitive retail electric services (CRES) may result in loss of those products and services, the cancellation of your contract with the CRES provider and your return to AEP Ohio's Standard Offer for energy supply services.

Due date does not apply to previous balance due

Enjoy the benefits of constant connection. Download our mobile app today, at Google Play and iTunes stores.

To avoid unnecessary delays in crediting your electric payment, please **do not paper clip or staple your check to the bill payment stub.**

*If you pay your electric bill in person, remember to pay only at **AUTHORIZED** pay stations. These locations send notice of your payment immediately to **AEP Ohio** which could prevent service disconnection. Pay stations may charge a fee for this service. Keep your receipt as proof of payment. For a list of authorized pay stations or other payment options, visit our website at **www.aepohio.com** or call the number above.**

You're already paying your bill electronically; why not receive it that way too? End the clutter of paper bills by going paperless! You'll receive an email notification when your new bill is available for viewing. Go to www.AEPPaperless.com to enroll today!

PO BOX 24401
CANTON, OH 44701-4401

Amount due on or before October 22, 2018 **$45.09**

Bill mailing date is Oct 4, 2018
Accou[redacted]

[redacted] LANCASTER, OH 43130-1591 CY 05

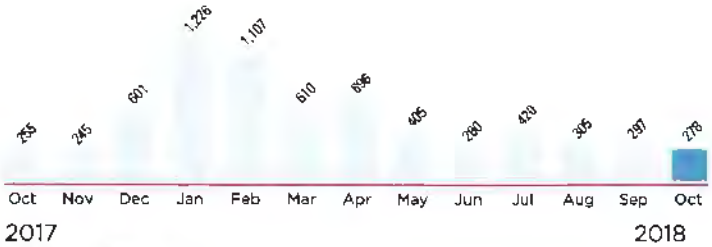
677-1 96381
070000677 01 AV 0.37

[redacted]
LANCASTER, OH 43130-1591

Notes from AEP Ohio:

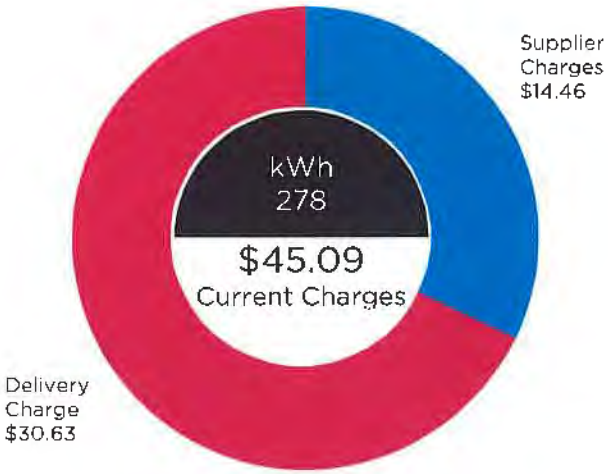
Make this bill the last one sent in the mail! Go paperless and get email alerts when your bill is ready. Sign up at AEPPaperless.com!

Usage History (kWh):



Current bill summary:

Billing from 09/05/18 - 10/03/18 (29 days)



Methods of Payment

aepohio.com

PO Box 371496
Pittsburgh, PA 15250-7496

1-800-611-0964 ($1.85 fee)

Need to get in touch?

Customer Operations Center: 1-800-672-2231
View outage information at aepohio.com

Please tear on dotted line.

Turn over for important information!

Thank you for your prompt payment. Please include your account number on your check and return this stub with your payment.

[redacted] LANCASTER, OH 43130-1591

Send Inquiries To:
PO BOX 24401
CANTON, OH 44701-4401

Account [redacted]

Amount due on or before October 22, 2018 **$45.09**

Payment Amount $

Make check payable and send to:
AMERICAN ELECTRIC POWER
PO BOX 371496
PITTSBURGH, PA 15250-7496

☐ The **Neighbor to Neighbor** program helps disadvantaged customers pay their electric bill. I want to help. My payment reflects my gift of $_____

0000045090000004509010000000000007988360744041022100059000007

Important Message

Bills may be paid by mail or to an authorized agent. Payment to others is at your own risk. For names and locations of authorized agents, please call us toll free at 1-800-807-6789. Customers who are hearing impaired may call 1-800-617-1234 (TDD/TTY).

We offer several ways for you to pay your bill. In addition to paying in person or by mail, you may receive and pay your bill electronically (e-Bill) or have your payments deducted automatically from your checking or savings account.

Definitions

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Estimate: Reflects that we were unable to read your meter this month. We calculated your bill based on prior usage and seasonal variations. You can choose to call us with an actual meter read at 1-888-237-8811.

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Electronic Check Conversion – If you pay by check, you authorize us to convert your paper check into an electronic debit.

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AEP OHIO

Service Address:

[redacted]
LANCASTER, OH 43130-1591
Accoun[redacted]

Line Item Charges:

Previous Charges		
Total Amount Due At Last Billing	$	47.26
Payment 09/20/18 - Thank You		-47.26
Previous Balance Due	**$**	**.00***
Current AEP Ohio Charges		
Tariff 820 - Residential Service 10/03/18 Service Delivery Identifier: [redacted]		
Transmission Service	$	5.57
Distribution Service		13.89
Customer Charge		8.40
Deferred Asset Phase-In Rider		1.05
Phase-In Recovery Rider		1.54
Power Purchase Agreement Rider		.18
Current Electric Charges	**$**	**30.63***

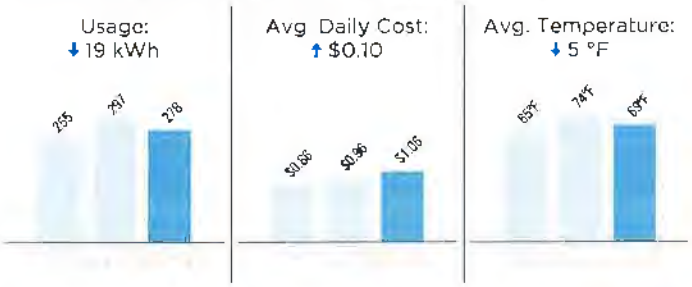
PALMCO ENERGY

Current Palmco Power OH LLC Charges (877-726-5862) Supplier Account Number - 03868009569223		
Service Delivery Identifier: [redacted]		
Commodity Charge 278 kWh @ 0.052	$	14.46
Current Supplier Balance Due	**$**	**14.46***

Total Balance Due	**$**	**45.09**
*Charges make up the "Total Balance Due"		

Usage Details:

↑↓Values reflect changes between current month and previous month



Total usage for the past 12 months: 6,447 kWh

Average (Avg.) monthly usage: 537 kWh

Meter Read Details:

Meter #[redacted]					
Previous	Type	Current	Type	Metered	Usage
73113	Actual	73391	Actual	278	278 kWh
Service Period 09/04 - 10/03				Multiplier 1	
Next scheduled read date should be between Oct 31 and Nov 5.					

Notes from AEP Ohio:

Price-to-Compare: For **tariff 820,** in order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than AEP Ohio's price of **$0.055** per kWh for the same usage that appears on this bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" web site at www energychoice.ohio gov.

For Informational Purposes only: The below costs are NOT NEW CHARGES and are approximate values. AEP participates in programs required by the state of Ohio to support energy conservation and to secure renewable energy resources. For more information on energy efficiency programs, please visit **aepohio.com/ItsYourPower**.

Renewable Programs: $0.27
Energy Efficiency Programs: $0.65
Peak Demand Reduction Programs: $0.30

In case number 16-1852-EL-SSO, the PUCO approved an adjustment to Ohio Power Company's Purchased Power Agreement (PPA) Rider effective with this bill. The PPA allows AEP Ohio to collect or pass back the difference between total costs and revenues associated with a specific purchase power agreement. A residential customer using 1,000 kWh of electricity will see an increase of $0.55 per month.

The Public Utilities Commission of Ohio, in case number 18-1256-EL-RDR, approved AEP Ohio's request to adjust its Economic Development Rider (EDR) effective with this bill. The EDR supports industrial customers that retain and increase Ohio jobs. A residential customer using 1,000 kWh of electricity will see an increase of $0.27 per month.

The Public Utilities Commission of Ohio in Case number 15-1549-EL-RDR on September 5, 2015 approved an adjustment to Ohio Power Company's Enhanced Service Reliability Rider rate effective with this bill. A residential customer using 1,000 kWh of electricity will see a decrease of $0.43 per month.

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Pay online for free when you sign up for paperless billing. Go to www.AEPPaperless.com to enroll today!

PO BOX 24401
CANTON, OH 44701-4401

Amount due on or before November 20, 2018 **$64.23**

Bill mailing date is Nov 2, 2018

Accou[redacted]

[redacted] LANCASTER, OH 43130-1591 CY 05

[redacted] 0.37

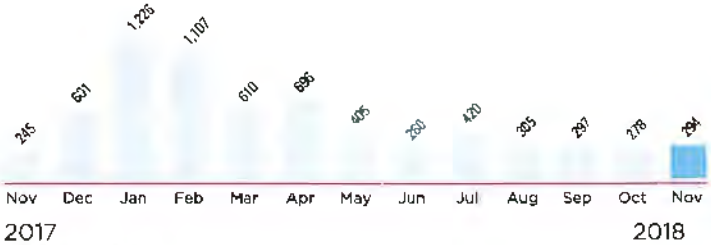
[redacted]

LANCASTER, OH 43130-1591

Notes from AEP Ohio:

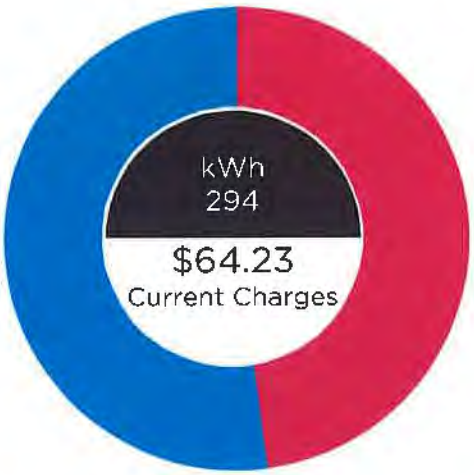
In May 2018, our payment address changed! The new address is **PO Box 371496, Pittsburgh, PA 15250-7496**. Please update your records and any bill-pay services to avoid fees or service interruptions. If you have updated your records no action is needed.

Usage History (kWh):



Current bill summary:

Billing from 10/04/18 - 11/01/18 (29 days)



Supplier Charges $33.49

Delivery Charge $30.74

Methods of Payment

aepohio.com

PO Box 371496
Pittsburgh, PA 15250-7496

1-800-611-0964 ($1.85 fee)

Need to get in touch?

Customer Operations Center: 1-844-237-6446

View outage information at aepohio.com

Please tear on dotted line.

Turn over for important information!

Thank you for your prompt payment. Please include your account number on your check and return this stub with your payment.

[redacted] ANCASTER, OH 43130-1591

Send Inquiries To:
PO BOX 24401
CANTON, OH 44701-4401

Account [redacted]

Amount due on or before November 20, 2018 **$64.23**

Payment Amount $

Make check payable and send to:
AMERICAN ELECTRIC POWER
PO BOX 371496
PITTSBURGH, PA 15250-7496

☐ The **Neighbor to Neighbor** program helps disadvantaged customers pay their electric bill. I want to help. My payment reflects my gift of $_____

0000064230000064230100000000000079883607440211201100590000 9

Important Message

Bills may be paid by mail or to an authorized agent. Payment to others is at your own risk. For names and locations of authorized agents, please call us toll free at 1-800-807-6789. Customers who are hearing impaired may call 1-800-617-1234 (TDD/TTY).

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Deferred Asset Phase-In Rider (DAPIR): Recovers previously incurred deferrals for distribution assets.

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The Ohio consumer counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 from eight a.m. to five p.m. weekdays, or at http://www.pickocc.org.

Rates Available on Request

Electronic Check Conversion – if you pay by check, you authorize us to convert your paper check into an electronic debit.

If you have questions, please call AEP Ohio at 1-800-672-2231 or visit us at www.AEPOhio.com.

AEP OHIO

Service Address:

[redacted]
LANCASTER, OH 43130-1591
Account [redacted]

Line Item Charges:

Previous Charges		
Total Amount Due At Last Billing	$	45.09
Payment 10/17/18 - Thank You		-45.09
Previous Balance Due	**$**	**.00***
Current AEP Ohio Charges		
Tariff 820 - Residential Service 11/01/18 Service Delivery Identifier [redacted]		
Transmission Service	$	5.89
Distribution Service		13.55
Customer Charge		8.40
Deferred Asset Phase-In Rider		1.08
Phase-In Recovery Rider		1.63
Power Purchase Agreement Rider		.19
Current Electric Charges	**$**	**30.74***

ENERGY PALMCO

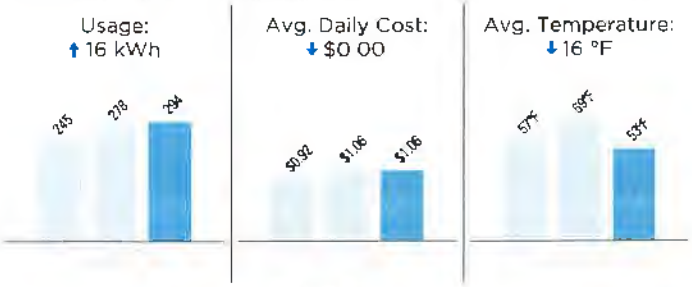
Current Palmco Power [redacted] (877-726-5862) Supplier Account Number - [redacted]		
Service Delivery Identifier [redacted]		
Commodity Charge 294.000 kWh @ 0.11391156	$	33.49
Current Supplier Balance Due	**$**	**33.49***

Total Balance Due	**$**	**64.23**

*Charges make up the "Total Balance Due"

Usage Details:

↑↓Values reflect changes between current month and previous month



Total usage for the past 12 months: 6,470 kWh

Average (Avg.) monthly usage: 539 kWh

Meter Read Details:

Meter #Meter Change					
Previous	Type	Current	Type	Metered	Usage
73391	Actual	73480	Actual	89	89 kWh
Service Period 10/03 - 10/11					Multiplier 1
Meter [redacted]					
Previous	Type	Current	Type	Metered	Usage
0	Actual	0	Actual	0	0 kWh
Service Period 10/11 - 10/11					Multiplier 1
Meter [redacted]					
Previous	Type	Current	Type	Metered	Usage
0	Actual	205	Actual	205	205 kWh
Service Period 10/11 - 11/01					Multiplier 1
Next scheduled read date should be between Dec 3 and Dec 6 .					

Notes from AEP Ohio:

Price-to-Compare: For **tariff 820,** in order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than AEP Ohio's price of **$0.054** per kWh for the same usage that appears on this bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" web site at www energychoice.ohio.gov.

For Informational Purposes only: The below costs are NOT NEW CHARGES and are approximate values. AEP participates in programs required by the state of Ohio to support energy conservation and to secure renewable energy resources. For more information on energy efficiency programs, please visit **aepohio.com/ItsYourPower**.

Renewable Programs: $0.29
Energy Efficiency Programs: $0.68
Peak Demand Reduction Programs: $0.32

Make this bill the last one sent in the mail! Go paperless and get email alerts when your bill is ready. Sign up at AEPPaperless.com!

The Public Utilities Commission of Ohio in Case number 15-1549-EL-RDR on September 5, 2015 approved an adjustment to Ohio Power Company's Enhanced Service Reliability Rider rate effective with this bill. A residential customer using 1,000 kWh of electricity will see a decrease of $0.43 per month.

As a participant in the AEP Ohio Customer Choice Program, your electric energy is being supplied by **Palmco Power OH LLC**. This bill reflects AEP Ohio charges for delivery of the electric and all electric energy supply charges AEP Ohio has received from your supplier as of the Billing Date shown on this bill. For questions about your electric energy supply charges please contact Palmco Power OH LLC at (877)726-5862. Please note that failure to pay charges for competitive retail electric services (CRES) may result in loss of those products and services, the cancellation of your contract with the CRES provider and your return to AEP Ohio's Standard Offer for energy supply services.

Due date does not apply to previous balance due.

Enjoy the benefits of constant connection. Download our mobile app today, at Google Play and iTunes stores.

In Case Nos. 18-1007-EL-UNC and 18-1451-EL-ATA, the Commission approved a reduction to rates that reflects the pass back of the remaining tax savings recognized through the Tax Cuts and Jobs Act of 2017. The credits will be provided through the Tax Savings Credit Rider, the Distribution Investment Rider and the Pilot Throughput Balancing Adjustment Rider. These riders will be updated until such time that the credit is fully distributed. A residential customer using 1,000 kilowatt hours will see a reduction of ($3.22) effective with this bill.

Register for online services at www.AEPOhio.com. Registration is **free and easy** and gives you the convenience of 24-hour access to your account. You can sign up for paperless billing, view your bill, check your usage, update your contact information, and much more.

Pay online for free when you sign up for paperless billing. Go to www.AEPPaperless.com to enroll today!

PO BOX 24401
CANTON, OH 44701-4401

Amount due on or before December 21, 2018 **$158.56**

Bill mailing date is Dec 5, 2018

Account [redacted]

[redacted] LANCASTER, OH 43130-1591 CY 05

[redacted] 0.37

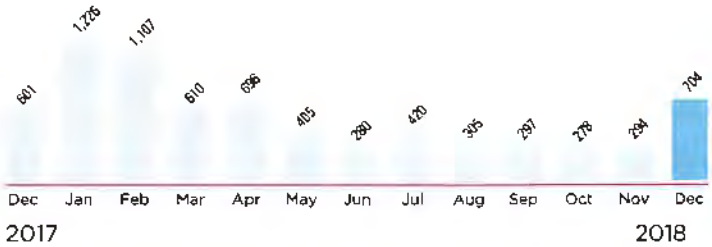
[redacted]

LANCASTER, OH 43130-1591

Notes from AEP Ohio:

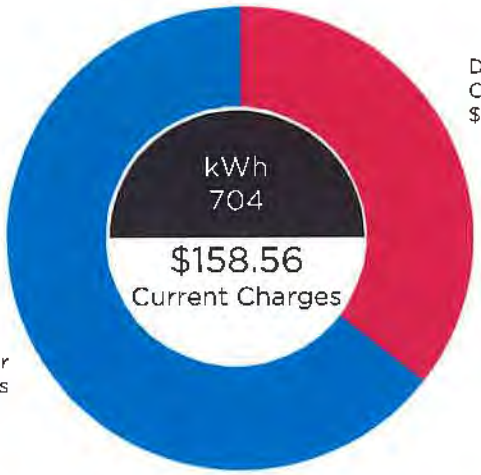
In May 2018, our payment address changed! The new address is **PO Box 371496, Pittsburgh, PA 15250-7496**. Please update your records and any bill-pay services to avoid fees or service interruptions. If you have updated your records no action is needed.

Usage History (kWh):



Current bill summary:

Billing from 11/02/18 - 12/04/18 (33 days)



Methods of Payment

aepohio.com

PO Box 371496
Pittsburgh, PA 15250-7496

1-800-611-0964 ($1.85 fee)

Need to get in touch?

Customer Operations Center: 1-844-237-6446

Outages: AEPOhio.com/outages or 1-800-672-2231

Please tear on dotted line.

Turn over for important information!

Thank you for your prompt payment. Please include your account number on your check and return this stub with your payment

[redacted] ANCASTER, OH 43130-1591

Send Inquiries To:
PO BOX 24401
CANTON, OH 44701-4401

Account [redacted] 5641
EVELYN A ALEXANDER

Amount due on or before December 21, 2018 **$158.56**

Payment Amount $

Make check payable and send to:
AMERICAN ELECTRIC POWER
PO BOX 371496
PITTSBURGH, PA 15250-7496

☐ The **Neighbor to Neighbor** program helps disadvantaged customers pay their electric bill. I want to help. My payment reflects my gift of $_____

0000158560000158560100000000000079883607440512211200590000 5

Important Message

Bills may be paid by mail or to an authorized agent. Payment to others is at your own risk. For names and locations of authorized agents, please call us toll free at 1-800-807-6789. Customers who are hearing impaired may call 1-800-617-1234 (TDD/TTY).

We offer several ways for you to pay your bill. In addition to paying in person or by mail, you may receive and pay your bill electronically (e-Bill) or have your payments deducted automatically from your checking or savings account.

Definitions:

Actual: Reflects that a reading was taken from your meter.

Estimate: Reflects that we were unable to read your meter this month. We calculated your bill based on prior usage and seasonal variations. You can choose to call us with an actual meter read at 1-888-237-8811.

Kilowatt-hour (kWh): The unit measure for the electricity you use. For example, you use one kWh of electricity to light a 100-watt light bulb for 10 hours.

Customer Charge: The fixed monthly basic distribution charge to partially cover costs for billing, meter reading, service line maintenance and equipment.

Late Payment Charge: (If applicable) A late charge is added to the overdue amount of the regulated portion of your bill if you do not pay your bill by the due date.

Standard Service Offer: When customers purchase generation through AEP Ohio's auction process and not through a supplier.

Generation Service or Supply: Charges associated with the production of electricity.

Purchased Power Agreement Rider (PPA): The PPA allows AEP Ohio to collect or pass back the difference between total costs and revenues associated with a specific purchase power agreement.

Transmission Service: Charge for moving high-voltage electricity from a generation facility to the distribution station of the local electric utility. Transmission charges show under the delivery portion of the bill.

Distribution Service: Charge for use of local wires, transformers, substations and other equipment used to deliver electricity to your home/business. Distribution charges show under the delivery portion of the bill.

Retail Stability Rider (RSR): The RSR is necessary to provide AEP Ohio with stability while transitioning to 100% auction based Standard Service Offering (generation service) pricing.

Phase-In Recovery Rider (PIRR): The PIRR will allow AEP Ohio to recover the cost of fuel deferred from 2009-2011 as previously authorized by the PUCO.

Deferred Asset Phase-In Rider (DAPIR): Recovers previously incurred deferrals for distribution assets.

Delivery: The graph on the first page shows charges associated with moving electricity through transmission lines and distribution lines as well as costs to maintain those lines and other distribution costs.

We welcome the opportunity to assist you. Our customer service center is open 24 hours a day, 7 days a week. If you have a question, please call us toll free at 1-800-672-2231, or 1-800-617-1234 (TDD/TTY). If you feel your concern has not been resolved, you can file a complaint at www.aepohio.com under "Contact Us", call 1-800-672-2231 or by writing to Customer Concerns, 4500 S. Hamilton Road, Groveport, OH 43125.

Customers may be assessed a deposit if they have not made a full payment (or arrangements) on a bill that contains a previous balance, or have been disconnected for nonpayment, fraudulent practice, tampering, or unauthorized reconnection during the preceding 12 months. Residential deposits may be made through a cash deposit or approved guarantor. Non-residential deposits may be made by cash, approved letters of credit, or approved surety bonds. To discuss any further options please call AEP Ohio. To contest a deposit you can file a complaint at www.aepohio.com under "Contact Us", call 1-800-672-2231 or by writing to Customer Concerns, 4500 S. Hamilton Road, Groveport, OH 43125.

If you have a complaint in regard to this disconnection notice that cannot be resolved after you have called AEP Ohio, or for general utility company information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at http://www.puco.ohio.gov. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). You may write to: Public Utilities Commission of Ohio, Attention: CSD, 180 E. Broad Street, Columbus, Ohio 43215-3793.

The Ohio consumer counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 from eight a.m. to five p.m. weekdays, or at http://www.pickocc.org.

Rates Available on Request

Electronic Check Conversion - If you pay by check, you authorize us to convert your paper check into an electronic debit.

If you have questions, please call AEP Ohio at 1-800-672-2231 or visit us at www.AEPOhio.com

AEP OHIO

Service Address:

[redacted]
LANCASTER, OH 43130-1591
Account [redacted]

Line Item Charges:

Previous Charges		
Total Amount Due At Last Billing	$	64.23
Payment 11/19/18 - Thank You		-64.23
Previous Balance Due	**$**	**.00***
Current AEP Ohio Charges		
Tariff 820 - Residential Service 12/04/18		
Service Delivery Identifier [redacted]		
Transmission Service	$	14.11
Distribution Service		27.88
Customer Charge		8.40
Deferred Asset Phase-In Rider		1.66
Phase-In Recovery Rider		3.91
Power Purchase Agreement Rider		.45
Current Electric Charges	**$**	**56.41***

indra

Current Indra Energy Charges (888-504-6372)		
Supplier Account Number [redacted]		
Service Delivery Identifier [redacted]		
Commodity Charge 704 kWh @ 0.1451	$	102.15
Current Supplier Balance Due	**$**	**102.15***

Total Balance Due	**$**	**158.56**
*Charges make up the "Total Balance Due"		

Usage Details:

↑↓Values reflect changes between current month and previous month

Total usage for the past 12 months: 6,519 kWh

Average (Avg.) monthly usage: 543 kWh

Meter Read Details:

Meter [redacted]					
Previous	Type	Current	Type	Metered	Usage
205	Actual	909	Actual	704	704 kWh
Service Period 11/01 - 12/04				Multiplier 1	
Next scheduled read date should be between Jan 4 and Jan 9.					

Notes from AEP Ohio:

Price-to-Compare: For **tariff 820**, in order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than AEP Ohio's price of **$0.054** per kWh for the same usage that appears on this bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" web site at www.energychoice.ohio.gov.

For Informational Purposes only: The below costs are NOT NEW CHARGES and are approximate values. AEP participates in programs required by the state of Ohio to support energy conservation and to secure renewable energy resources. For more information on energy efficiency programs, please visit **aepohio.com/ItsYourPower**.

Renewable Programs: $0.69
Energy Efficiency Programs: $1.63
Peak Demand Reduction Programs: $0.76

Make this bill the last one sent in the mail! Go paperless and get email alerts when your bill is ready. Sign up at AEPPaperless.com!

In Case No. 16-1852-EL-SSO, the Public Utilities Commission of Ohio approved adjustments to Ohio Power Company's gridSMART Phase 2 rider. This rider allows the Company to recover costs for grid modernization projects. A residential customer using 1,000 kWh per month will see an increase of $0.16 per month.

In Case No. 12-2627-EL-RDR, the PUCO approved an adjustment to decrease the Distribution Investment Rider, effective with this bill. This rider, which is adjusted quarterly, recovers capital costs associated with distribution infrastructure. A residential customer using 1,000 kWh per month will see a decrease of $0.05 per month.

As a participant in the AEP Ohio Customer Choice Program, your electric energy is being supplied by **Indra Energy**. This bill reflects AEP Ohio charges for delivery of the electric and all electric energy supply charges AEP Ohio has received from your supplier as of the Billing Date shown on this bill. For questions about your electric energy supply charges please contact Indra Energy at (888)504-6372. Please note that failure to pay charges for competitive retail electric services (CRES) may result in loss of those products and services, the cancellation of your contract with the CRES provider and your return to AEP Ohio's Standard Offer for energy supply services.

Due date does not apply to previous balance due.

Supplier Message(s)

For inquiries about Indra Energy charges, call us at 888-504-6372

See IndraEnergy.com for your most updated environmental disclosure information.

End Supplier Message(s)

To avoid unnecessary delays in crediting your electric payment, please **do not paper clip or staple your check to the bill payment stub**.

*If you pay your electric bill in person, remember to pay only at **AUTHORIZED** pay stations. These locations send notice of your payment immediately to **AEP Ohio** which could prevent service disconnection. Pay stations may charge a fee for this service. Keep your receipt as proof of payment. For a list of authorized pay stations or other payment options, visit our website at **www.aepohio.com** or call the number above.**

Enjoy the benefits of constant connection. Download our mobile app today, at Google Play and iTunes stores.

Non-Payment/Return Mail:
PO BOX 24401
CANTON, OH 44701-4401

Amount due on or before
January 24, 2019 **$237.61**

Bill mailing date is Jan 8, 2019
Account [redacted]

[redacted] LANCASTER, OH 43130-1591 CY 05

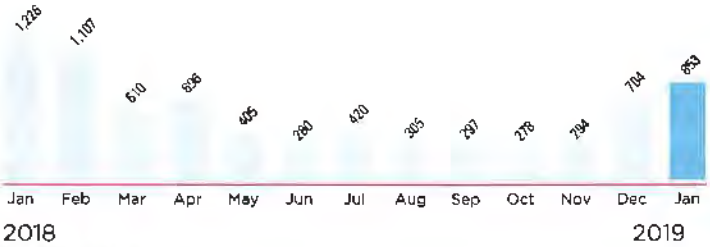
[redacted]

LANCASTER, OH 43130-1591

Notes from AEP Ohio:

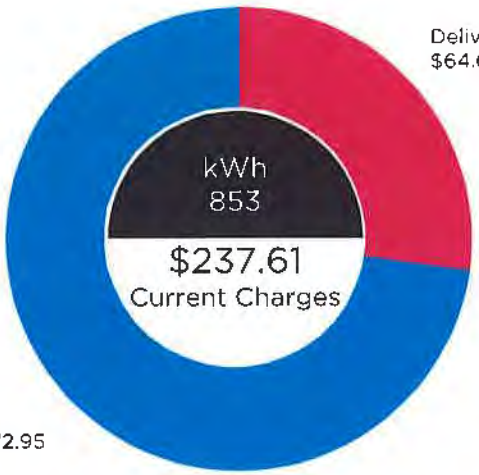
Make this bill the last one sent in the mail! Go paperless and get email alerts when your bill is ready. Sign up at AEPPaperless.com!

Usage History (kWh):



Current bill summary:

Billing from 12/05/18 - 01/07/19 (34 days)



Methods of Payment

aepohio.com

PO Box 371496
Pittsburgh, PA 15250-7496

1-800-611-0964 (fee may apply)

Need to get in touch?

Customer Operations Center: 1-844-237-6446

Outages: AEPOhio.com/outages or 1-800-672-2231

Please tear on dotted line.

Turn over for important information!

[redacted] ck and return this stub with your payment

LANCASTER, OH 43130-1591

Non-Payment/Return Mail:
PO BOX 24401
CANTON, OH 44701-4401

Account [redacted]

Amount due on or before
January 24, 2019 **$237.61**

Payment Amount $

Make check payable and send to:
AMERICAN ELECTRIC POWER
PO BOX 371496
PITTSBURGH, PA 15250-7496

☐ The **Neighbor to Neighbor** program helps disadvantaged customers pay their electric bill. I want to help. My payment reflects my gift of $_____

0000237610000237610100000000000079883607440801240100590000 5

Important Message

Bills may be paid by mail or to an authorized agent. Payment to others is at your own risk. For names and locations of authorized agents, please call us toll free at 1-800-807-6789. Customers who are hearing impaired may call 1-800-617-1234 (TDD/TTY).

We offer several ways for you to pay your bill. In addition to paying in person or by mail, you may receive and pay your bill electronically (e-Bill) or have your payments deducted automatically from your checking or savings account.

Actual: Reflects that a reading was taken from your meter.

Estimate: Reflects that we were unable to read your meter this month. We calculated your bill based on prior usage and seasonal variations. You can choose to call us with an actual meter read at 1-888-237-8811.

Kilowatt-hour (kWh): The unit measure for the electricity you use. For example, you use one kWh of electricity to light a 100-watt light bulb for 10 hours.

Customer Charge: The fixed monthly basic distribution charge to partially cover costs for billing, meter reading, service line maintenance and equipment.

Late Payment Charge: (if applicable) A late charge is added to the overdue amount of the regulated portion of your bill if you do not pay your bill by the due date.

Standard Service Offer: When customers purchase generation through AEP Ohio's auction process and not through a supplier.

Generation Service or Supply: Charges associated with the production of electricity.

Purchased Power Agreement Rider (PPA): The PPA allows AEP Ohio to collect or pass back the difference between total costs and revenues associated with a specific purchase power agreement.

Definitions

Transmission Service: Charge for moving high-voltage electricity from a generation facility to the distribution station of the local electric utility. Transmission charges show under the delivery portion of the bill.

Distribution Service: Charge for use of local wires, transformers, substations and other equipment used to deliver electricity to your home/business. Distribution charges show under the delivery portion of the bill.

Retail Stability Rider (RSR): The RSR is necessary to provide AEP Ohio with stability while transitioning to 100% auction-based Standard Service Offering (generation service) pricing.

Phase-In Recovery Rider (PIRR): The PIRR will allow AEP Ohio to recover the cost of fuel deferred from 2009-2011 as previously authorized by the PUCO.

Deferred Asset Phase-In Rider (DAPIR): Recovers previously incurred deferrals for distribution assets.

Delivery: The graph on the first page shows charges associated with moving electricity through transmission lines and distribution lines as well as costs to maintain those lines and other distribution costs.

We welcome the opportunity to assist you. Our customer service center is open 24 hours a day, 7 days a week. If you have a question, please call us toll free at 1-800-672-2231, or 1-800-617-1234 (TDD/TTY). If you feel your concern has not been resolved, you can file a complaint at www.aepohio.com under "Contact Us", call 1-800-672-2231 or by writing to Customer Concerns, 4500 S. Hamilton Road, Groveport, OH 43125.

Customers may be assessed a deposit if they have not made a full payment (or arrangements) on a bill that contains a previous balance, or have been disconnected for nonpayment, fraudulent practice, tampering, or unauthorized reconnection during the preceding 12 months. Residential deposits may be made through a cash deposit or approved guarantor. Non-residential deposits may be made by cash, approved letters of credit, or approved surety bonds. To discuss any further options please call AEP Ohio. To contest a deposit you can file a complaint at www.aepohio.com under "Contact Us", call 1-800-672-2231 or by writing to Customer Concerns, 4500 S. Hamilton Road, Groveport, OH 43125.

If you have a complaint in regard to this disconnection notice that cannot be resolved after you have called AEP Ohio, or for general utility company information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at http://www.puco.ohio.gov. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). You may write to: Public Utilities Commission of Ohio, Attention: CSD, 180 E. Broad Street, Columbus, Ohio 43215-3793.

The Ohio consumer counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 from eight a.m. to five p.m. weekdays, or at http://www.pickocc.org.

Rates Available on Request

Electronic Check Conversion - If you pay by check, you authorize us to convert your paper check into an electronic debit.

If you have questions, please call AEP Ohio at 1-800-672-2231 or visit us at www.AEPOhio.com

AEP OHIO

Service Address:

[redacted]
LANCASTER, OH 43130-1591
Accou[redacted]

Line Item Charges:

Previous Charges		
Total Amount Due At Last Billing	$	158.56
Payment 12/31/18 - Thank You		-158.56
Previous Balance Due	**$**	**.00***
Current AEP Ohio Charges		
Tariff 820 - Residential Service 01/07/19 Service Delivery Identifi[redacted]		
Transmission Service	$	17.10
Distribution Service		31.67
Customer Charge		8.40
Deferred Asset Phase-In Rider		1.88
Phase-In Recovery Rider		4.74
Power Purchase Agreement Rider		.87
Current Electric Charges	**$**	**64.66***

indra

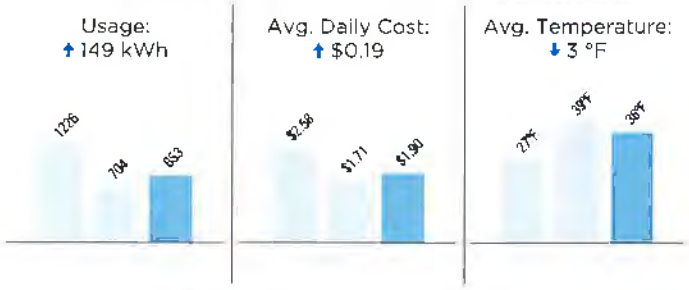
Current Indra Energy Charges (888-504-6372)		
Service Delivery Identifier: [redacted]		
Commodity Charge 853.000 kWh @ 0.20096131	$	171.42
Past Due Interest @ 0.015		1.53
Current SDI Charges	$	172.95*
Current Supplier Balance Due	**$**	**172.95***

Total Balance Due	**$**	**237.61**

*Charges make up the "Total Balance Due"

Usage Details:

↑↓Values reflect changes between current month and previous month.



Total usage for the past 12 months: 6,622 kWh

Average (Avg.) monthly usage: 552 kWh

Meter Read Details:

Meter [redacted]					
Previous	Type	Current	Type	Metered	Usage
909	Actual	1762	Actual	853	853 kWh
Service Period 12/04 - 01/07				Multiplier 1	
Next scheduled read date should be between Feb 4 and Feb 7 .					

Notes from AEP Ohio:

Price-to-Compare: For **tariff 820,** in order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than AEP Ohio's price of **$0.054** per kWh for the same usage that appears on this bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" web site at www.energychoice.ohio.gov.

For Informational Purposes only: The below costs are NOT NEW CHARGES and are approximate values. AEP participates in programs required by the state of Ohio to support energy conservation and to secure renewable energy resources. For more information on energy efficiency programs, please visit **aepohio.com/ItsYourPower**.

Renewable Programs: $1.02
Energy Efficiency Programs: $1.98
Peak Demand Reduction Programs: $0.91

In case number 16-1852-EL-SSO, the Public Utilities Commission of Ohio approved adjustments to Ohio Power Company's Purchased Power Agreement (PPA) Rider. The PPA allows AEP Ohio to collect or pass back the difference between total costs and revenues associated with a specific purchase power agreement. A residential customer using 1,000 kWh of electricity will see an increase of $0.38 per month

Pursuant to state law in Case No. 18-976-EL-USF the Universal Service Fund (USF) rider has been adjusted effective with this bill. The USF helps low income customers avoid disconnect during the winter. A residential customer using 1,000 kWh per month will see a decrease of $0.96

In case number 16-1852-EL-SSO, the Public Utilities Commission of Ohio approved adjustments to Ohio Power Company's Auction Cost Recovery Rider (ACRR) and Alternative Energy Rider (AER). The ACRR allows AEP Ohio to collect or pass back the difference between auction costs billed to customers versus what was paid to auction winners for the procurement of power and includes the costs associated with the competitive bid process. The AER recovers costs related to renewable energy. A residential customer using 1,000 kWh will see a decrease of $0.05 per month.

As of March 28, 2019, AEP will no longer remit payments to INDRA ENERGY for 00140060712607720.

As a participant in the AEP Ohio Customer Choice Program, your electric energy is being supplied by **Indra Energy**. This bill reflects AEP Ohio charges for delivery of the electric and all electric energy supply charges AEP Ohio has received from your supplier as of the Billing Date shown on this bill. For questions about your electric energy supply charges please contact Indra Energy at (888)504-6372. Please note that failure to pay charges for competitive retail electric services (CRES) may result in loss of those products and services, the cancellation of your contract with the CRES provider and your return to AEP Ohio's Standard Offer for energy supply services.

Due date does not apply to previous balance due.

Supplier Message(s)

For inquiries about Indra Energy charges, call us at 888-504-6372.

See IndraEnergy.com for your most updated environmental disclosure information.

End Supplier Message(s)

Enjoy the benefits of constant connection. Download our mobile app today, at Google Play and iTunes stores.

William Schaaf

From: William Schaaf
Sent: Friday, January 25, 2019 3:24 PM
To: Michael Coady
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00248657 [ref:_00Dt0GzXt._500t0EgglK:ref]
Attachments: [redacted]ales Call.wav; [redacted]TPV.MP3; [redacted]-Confirmation Pack.pdf

Hello Michael and the PUCO,

Regarding Case # 00248657, [redacted]

Ms. [redacted] enrolled her electric account in Palmco's service on 6/29/18, as the result of a telephone sale. We've attached the sales call audio and TPV recording for this enrollment, as well as the confirmation package sent to the customer detailing the terms of service. Palmco began servicing the customer's account on 8/2/18.

In September 2018, the customer was sent a postcard explaining that Palmco was changing its trade name to Indra Energy. Palmco began conducting business under Indra Energy in October 2018.

On 12/13/18, Ms. [redacted] contacted our Customer Service line regarding her account. The customer declined an offer to switch her existing variable rate plan to a fixed rate product, and ultimately requested to cancel her service with Indra. An outbound drop transaction was submitted, and the customer's utility (AEP) established a service end date of 1/7/19. No termination fees were issued for the customer's decision to opt out of our supply service. We confirmed the customer's end date when Ms. [redacted]llowed up with us on 1/14/19.

On the TPV recording she completed in June 2018, Ms. [redacted] agreed to enroll her electric account in a variable rate product. However, despite the customer ultimately agreeing to these terms, we have found that the TPV was conducted incorrectly: the sales representative pitched the customer on a fixed product that was available at the time, but mistakenly selected a variable product when setting up the TPV. Our Quality Assurance process reviews a percentage of each sales agent's production at random. This enrollment was not selected as part of this random review, and unfortunately, the agent's oversight was not picked up on at the time of enrollment. As a result, we will be rerating the customer's electric account for the duration of time it received our supply. This results in an adjustment of $204.33 for the billing period of 8/2/18 – 1/7/19 ($202.80 in supply charges as well as reimbursing $1.53 in accrued late fees). This adjustment will be submitted to AEP in order to be applied to the customer's account.

Thank you.

William Schaaf – Lead Compliance Investigator

1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427

www.IndraEnergy.com

From: Michael Coady [mailto:contactthepuco@puc.state.oh.us]
Sent: Tuesday, January 22, 2019 3:46 PM
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00248657 [ref:_00Dt0GzXt._500t0EgglK:ref]

Initial Submission of a Consumer Complaint
Provider of Electric
Please Respond Within 3 Business Days

CASE ID: 00248657
COMPANY: [redacted]
CUSTOMER: [redacted]
ADDRESS: [redacted] Lancaster, Ohio 43130
SERVICE ADDRESS: [redacted] Lancaster, Ohio 43130
AIQ: Palmco Power OH LLC
SERVICE ACCOUNT NUMBER:
NIQ:

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

This customer contacted the PUCO to dispute enrollment with the company. She says that the sales representative led her to believe that she would save money on her electric bill, but the company has been charging her a rate of $.20096131 per kWh.

1. What was the method of enrollment?

2. Please provide all proof of enrollment consistent with the method of enrollment including, but not limited to, copies of any sales calls, copies of any welcome letters, copies of any TPVs, I.P. addresses used, e-mail addresses used to enroll, copies of any signed enrollment documents, and the terms and conditions of the enrollment.

Sincerely,

Michael Coady
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Lead Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:_00Dt0GzXt._500t0EglK:ref

Orpheus Craigue

From: Alfred Thompson <contactthepuco@puc.state.oh.us>
Sent: Friday, February 8, 2019 2:57 PM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00252185 [ref:_00Dt0GzXt._500t0FKaF1:ref]

Ohio | Public Utilities Commission

Initial Submission of a Consumer Complaint
Provider of Electric
Please Respond Within 3 Business Days

CASE ID: 00252185
COMPANY: [redacted]
CUSTOMER: [redacted]
ADDRESS: [redacted] Ashtabula, Ohio 44004
SERVICE ADDRESS: [redacted] Ashtabula, Ohio 44004
AIQ: Indra Energy
SERVICE ACCOUNT NUMBER [redacted]
NIQ: [redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

Good afternoon,

Mr. [redacted] is elderly and was approached by 3 different supplier representatives within the same week. He agreed to service due to his confusion. Now he is concerned about being assessed a large penalty for cancelling service with Palmco Power. Customer wonders if this can be forgiven.

Please review and advise:

1. When was customer enrolled with Palmco Power/Indra Energy?
2. What are the terms and conditions of the plan for which he was enrolled?

3. Is it possible to cancel any penalties associated with ending service early with your company as a customer courtesy?

Any additional information would be appreciated. Thank you.

Sincerely,

Alfred Thompson
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FKaF1:ref

William Schaaf

From: William Schaaf
Sent: Wednesday, February 13, 2019 2:54 PM
To: Alfred Thompson
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00252185 [ref:_00Dt0GzXt._500t0FKaF1:ref]
Attachments: [redacted]TPV.MP3; [redacted]-Confirmation Pack-Acct[redacted]df; [redacted]Confirmation Pack-A[redacted]odf

Hello Alfred and the PUCO,

Regarding Case # 00252185, [redacted]

Mr. [redacted] enrolled his two electric accounts in Indra's service on 10/22/18, upon completion of the attached TPV recording. We've also attached the confirmation packages sent to the customer detailing the terms of service. Indra began servicing the customer's accounts on 12/1/18.

On 12/3/18, we received inbound drop transactions for Mr. [redacted] accounts, and his utility established a service end date of 1/3/19 for both accounts. No termination fees were issued for cancellation.

At the time of enrollment, Mr. [redacted] agreed to enroll his electric accounts in a variable rate product, which included an introductory rate of 5.2 cents per kWh for the first two billing cycles. Both of the customer's electric accounts received our supply for just one month (12/1/18 - 1/3/19), and both accounts were billed at the agreed upon introductory rate of 5.2 cents per kWh, which was lower than the rate we have on file for the customer's electric utility. As stated above, no termination fees were issued for the customer's decision to opt out of our supply.

Please let us know if we can be of further assistance.

Thank you.

William Schaaf – Lead Compliance Investigator
1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427
www.IndraEnergy.com

From: Alfred Thompson [mailto:contactthepuco@puc.state.oh.us]
Sent: Friday, February 8, 2019 2:57 PM
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00252185 [ref:_00Dt0GzXt._500t0FKaF1:ref]

Initial Submission of a Consumer Complaint
Provider of Electric
Please Respond Within 3 Business Days

CASE ID: 00252185
COMPANY:
CUSTOMER: [redacted]
ADDRESS: [redacted] Ashtabula, Ohio 44004
SERVICE ADDRESS: [redacted] Ashtabula, Ohio 44004
AIQ: Indra Energy [redacted]
SERVICE ACCOUNT NUMBER:
NIQ [redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

Good afternoon,

Mr. [redacted] is elderly and was approached by 3 different supplier representatives within the same week. He agreed to service due to his confusion. Now he is concerned about being assessed a large penalty for cancelling service with Palmco Power. Customer wonders if this can be forgiven.

Please review and advise:

1. When was customer enrolled with Palmco Power/Indra Energy?
2. What are the terms and conditions of the plan for which he was enrolled?
3. Is it possible to cancel any penalties associated with ending service early with your company as a customer courtesy?

Any additional information would be appreciated. Thank you.

Sincerely,

Alfred Thompson

Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FKaF1:ref

Orpheus Craigue

From: Michael Coady <contactthepuco@puc.state.oh.us>
Sent: Wednesday, February 13, 2019 9:37 AM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00252703 [ref:_00Dt0GzXt._500t0FKsTx:ref]

Ohio | Public Utilities Commission

Initial Submission of a Consumer Complaint
Provider of Electric
Please Respond Within 3 Business Days

CASE ID: 00252703
COMPANY: [redacted]
CUSTOMER: [redacted]
ADDRESS: [redacted], Ravenna, Ohio 44266
SERVICE ADDRESS: [redacted] Ravenna, Ohio 44266
AIQ: Palmco Power OH LLC
[redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

This customer contacted the PUCO for assistance in resolving a billing dispute she has with the company. She says that her bills have increased in the past months to the point where she can no longer afford her electric bills.

1. What was the method of enrollment?

2. Please provide all proof of enrollment consistent with the method of enrollment including, but not limited to, copies of any sales calls, copies of any welcome letters, copies of any TPVs, I.P. addresses used, e-mail addresses used to enroll, copies of any signed enrollment documents, and the terms and conditions of the enrollment.

3. If this was originally a fixed contract which transitioned to a variable rate after the fixed contract expired, please provide a copy of the notice sent to the customer per O.A.C. 4901:1-21-11(G).

Sincerely,

Michael Coady
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Lead Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FKsTx:ref

William Schaaf

From:	Michael Coady <contactthepuco@puc.state.oh.us>
Sent:	Monday, February 25, 2019 12:45 PM
To:	Indra Energy Compliance
Subject:	PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00252703 [ref:_00Dt0GzXt._500t0FKsTx:ref]
Attachments:	AltRachelFebBill.pdf; Electric Refund calculation.xlsx

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00252703
COMPANY:
CUSTOMER: [redacted]
ADDRESS: [redacted] Ravenna, Ohio 44266
SERVICE ADDRESS: [redacted] Ravenna, Ohio 44266
AIQ: Palmco Power OH LLC
SERVICE ACCOUNT NUMBER: [redacted]

To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!

DESCRIPTION OF ISSUE:

I have attached my calculations and supporting documentation for the re-rate. The customer has indicated her satisfaction with the resolution.

1. Does the company propose to credit her account at Ohio Edison or mail her a check?

2. Please advise when Ohio Edison should receive the credit or the customer should receive her check.

Sincerely,

Michael Coady

Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Lead Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FKsTx:ref

William Schaaf

From: William Schaaf
Sent: Tuesday, February 26, 2019 7:57 AM
To: Michael Coady
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00252703 [ref:_00Dt0GzXt._500t0FKsTx:ref]

Hello Michael,

Regarding Case # 00252703, [redacted]

We will go ahead and issue a credit using the calculations you provided, which amounts to $456.51. This will be sent to the customer's utility in the form of check. We expect the utility to receive the check within 7-10 business days.

Thank you.

William Schaaf – Lead Compliance Investigator
1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427
www.IndraEnergy.com

From: Michael Coady [mailto:contactthepuco@puc.state.oh.us]
Sent: Monday, February 25, 2019 12:45 PM
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00252703 [ref:_00Dt0GzXt._500t0FKsTx:ref]

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00252703
COMPANY:
CUSTOMER:
ADDRESS: Ravenna, Ohio 44266
SERVICE ADDRESS: Ravenna, Ohio 44266
AIQ: Palmco Power OH LLC
SERVICE ACCOUNT NUMBER

To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!

DESCRIPTION OF ISSUE:

I have attached my calculations and supporting documentation for the re-rate. The customer has indicated her satisfaction with the resolution.

1. Does the company propose to credit her account at Ohio Edison or mail her a check?

2. Please advise when Ohio Edison should receive the credit or the customer should receive her check.

Sincerely,

Michael Coady
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Lead Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FKsTx:ref

William Schaaf

From: William Schaaf
Sent: Tuesday, February 19, 2019 8:13 AM
To: Michael Coady
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00252703 [ref:_00Dt0GzXt._500t0FKsTx:ref]
Attachments: [redacted]PV.MP3;[redacted]Confirmation Pack-Electric.pdf;[redacted]Confirmation Pack-Gas.pdf

Hello Michael and the PUCO,

Regarding Case # 00252703,[redacted]

Ms.[redacted]enrolled her gas and electric accounts in Palmco's service on 9/13/18, upon completion of the attached TPV recording. We've also attached the confirmation packages sent to the customer detailing the terms of service. Additionally, outbound Quality Control calls were made to the customer in an attempt to confirm her enrollment and gauge her sales experience. However, our caller was only able to leave voice messages. Because no issues were identified, the enrollment was submitted to the customer's gas and electric utilities. Shortly thereafter, Palmco began doing business as Indra Energy. Customers were provided a postcard explaining the brand name change. Ms.[redacted] electric account began receiving Indra's supply on 10/4/18. The customer's gas account was not successfully enrolled, and as a result did not receive our supply.

On 1/14/19, Ms.[redacted]ontacted our Customer Service line and requested the cancellation of her electric account. Per her request, an outbound drop transaction was processed, and her utility (Ohio Edison) determined a service end date of 2/4/19. No termination fees were issued for the customer's decision to opt out of our supply.

At the time of enrollment, Ms.[redacted]agreed to enroll in a variable rate product, which included an introductory rate for the first two billing cycles. Although the customer was billed according to the terms she agreed to, in the interest of providing the customer a satisfactory resolution to her concerns, we are planning to rerate her most recent bill to the rate we have on file for her electric utility, which results in an adjustment of $451.01 for the billing cycle of 1/5/19 – 2/4/19. The goal is to provide the financial effect of expediting the customer's return to the utility, making the termination of Indra supply effective prior to Ms.[redacted]call into our office. We ask that you let us know if your rerate figures for this period differ from ours.

Please let us know if we can be of any further assistance.

Thank you.

William Schaaf – Lead Compliance Investigator
1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427
www.IndraEnergy.com

From: Michael Coady [mailto:contactthepuco@puc.state.oh.us]
Sent: Wednesday, February 13, 2019 9:37 AM
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00252703 [ref:_00Dt0GzXt._500t0FKsTx:ref]

Initial Submission of a Consumer Complaint
Provider of Electric
Please Respond Within 3 Business Days

CASE ID: 00252703
COMPANY: [redacted]
CUSTOMER: [redacted]
ADDRESS: [redacted] Ravenna, Ohio 44266
SERVICE ADDRESS: [redacted] Ravenna, Ohio 44266
AIQ: Palmco Power OH LLC
SERVICE ACCOUNT NUMBER: [redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

This customer contacted the PUCO for assistance in resolving a billing dispute she has with the company. She says that her bills have increased in the past months to the point where she can no longer afford her electric bills.

1. What was the method of enrollment?

2. Please provide all proof of enrollment consistent with the method of enrollment including, but not limited to, copies of any sales calls, copies of any welcome letters, copies of any TPVs, I.P. addresses used, e-mail addresses used to enroll, copies of any signed enrollment documents, and the terms and conditions of the enrollment.

3. If this was originally a fixed contract which transitioned to a variable rate after the fixed contract expired, please provide a copy of the notice sent to the customer per O.A.C. 4901:1-21-11(G).

Sincerely,

Michael Coady
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Lead Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FKsTx:ref

Sariah Brinker

From:	Darita Patterson <contactthepuco@puc.state.oh.us>
Sent:	Wednesday, March 13, 2019 4:56 PM
To:	Indra Energy Compliance
Subject:	PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256979 [ref:_00Dt0GzXt._500t0FN7kj:ref]
Follow Up Flag:	Follow up
Flag Status:	Completed

Ohio | Public Utilities Commission

Initial Submission of a Consumer Complaint
Provider of Electric
Please Respond Within 3 Business Days

CASE ID: 00256979
COMPANY: [redacted]
CUSTOMER: [redacted]
ADDRESS: [redacted] Hudson, Ohio 44236
SERVICE ADDRESS: [redacted], Hudson, Ohio 44236
AIQ: Palmco Energy OH LLC
SERVICE ACCOUNT NUMBER:
NIQ:

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

Customer acknowledges enrolling with Indra for a two month fixed rate and that it would then go variable but the rep told her their rate stays around the same and would not go crazy. Her rate went from $2.60 to $17.36/Mcf.

-Please explain the $17.36/Mcf rate.
-Please cancel immediately.
-Please place customer on your DNC list.

Sariah Brinker

From:	Orpheus Craigue
Sent:	Tuesday, March 19, 2019 4:06 PM
To:	Darita Patterson
Cc:	Indra Energy Compliance
Subject:	RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256979 [ref:_00Dt0GzXt._500t0FN7kj:ref]
Attachments:	[redacted] TPV.mp3; [redacted] - Confirmation Pack.pdf
Categories:	PUCO Complaint

Hello Darita,

Regarding PUCO Case ID 00256979; [redacted]

This account was enrolled as a result of a telephone sale on 11/1/2018. We've attached the TPV recording and confirmation packet from this enrollment. We are still working on locating the sales audio.

The customer has been added to both our internal Do Not Call and Do Not Knock lists.

The account was dropped, with no ETF issued, and an end date established of 4/2/2019.

The customer had been speaking with our Customer Service staff. We will follow up with you when possible with the outcome of that, as well as the other information you had asked for in your email below.

Thanks.

Orpheus Craigue – Compliance Officer

indra ENERGY

www.IndraEnergy.com

1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427

From: Darita Patterson <contactthepuco@puc.state.oh.us>
Sent: Wednesday, March 13, 2019 16:56
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256979 [ref:_00Dt0GzXt._500t0FN7kj:ref]

Ohio | Public Utilities Commission

Initial Submission of a Consumer Complaint
Provider of Electric
Please Respond Within 3 Business Days

CASE ID: 00256979
COMPANY:
CUSTOMER: [redacted]
ADDRESS: [redacted] Hudson, Ohio 44236
SERVICE ADDRESS: [redacted] Hudson, Ohio 44236
AIQ: Palmco Energy OH LLC
SERVICE ACCOUNT NUMBER:
NIQ:

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

Customer acknowledges enrolling with Indra for a two month fixed rate and that it would then go variable but the rep told her their rate stays around the same and would not go crazy. Her rate went from $2.60 to $17.36/Mcf.

-Please explain the $17.36/Mcf rate.
-Please cancel immediately.
-Please place customer on your DNC list.
-Please respond with full resolution including drop date and re rate credit.

Sincerely,

Darita Patterson
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FN7kj:ref

Indra Energy
1515 Market Street, Suite 1200
Philadelphia, PA, 19102

w: IndraEnergy.com
e: CustomerCare@IndraEnergy.com
toll free: 1 (888) 50-INDRA
1 (888) 504 6372

11/5/2018

[redacted]
Hudson, OH 44236

Thank you for choosing Indra Energy as your energy supplier!

This letter is confirming your selection of Indra Energy as your **natural gas** supplier and this package contains a copy of the *Terms and Conditions* of your service with Indra Energy.

We are currently processing your enrollment

Your enrollment will be sent to **Dominion East Ohio**. You will receive a confirmation notice from **Dominion East Ohio** confirming your selection of Indra Energy as your **natural gas** supplier. Your service will begin with your first meter read by your utility after your enrollment is accepted, which may take up to 1-2 billing cycles. If you decide to rescind your enrollment request, per Ohio state regulations, you must contact your utility to do so.

If, for any reason, we are unable to enroll your account we will be sure to contact you to resolve the issue.

Below is a summary of your service account with Indra Energy:

Utility Account Number [redacted]
Rate Plan: Introductory R[redacted] **for the first two billing cycles, and a variable rate thereafter. To access future variable pricing information, updated monthly, visit Indra's website at https://IndraEnergy.com/ohio/ohio-variable-rates/.**
Cancellation Fees: None.
Budget Billing: Please contact Dominion East Ohio.

Your feedback is important to us!

You may receive a phone call from us to obtain your feedback regarding your enrollment experience.
If not, we'd love to hear from you, so please call us at the number below.

Questions?

If you have any questions, please feel free to contact us at 888-504-6372 weekdays 8:00 am to 7:00 pm or email us at *CustomerCare@IndraEnergy.com*.

Thank you again for choosing us as your energy supplier!

Sincerely,

Indra Energy Customer Care

PS. Learn how to refer friends for rewards! Visit IndraEnergyRewards.com

OHIO TERMS AND CONDITIONS

INTRODUCTION. This is an agreement, together with your Confirmation Letter, and any and all Renewal Notices (if applicable) (collectively, the "Agreement"), between Indra Energy ("Indra") and you for natural gas supply service and/or electric supply service at each of the account service addresses listed in your Confirmation Letter (or in an addendum). You agree to authorize a switch of your natural gas and/or electric supply service to Indra and to purchase all the natural gas and/or electricity required to service each of the accounts listed in your Confirmation Letter (or listed in an addendum) at a price as described in this Agreement.

ACKNOWLEDGEMENT. You acknowledge as follows: **(A)** Any Indra sales representative with whom you have spoken represents Indra and is not from your utility or affiliated with your utility. **(B)** You are the named customer on each of the account(s) listed above (or in any addendum), or you are the spouse of the named customer on such account(s), or you are over 18 years old and authorized to make decisions concerning such account(s). **(C)** Indra will not charge you a fee to switch to Indra as your natural gas and/or electric supplier. **(D)** Your utility (ies) will continue to deliver your gas and/or electricity and send you your natural gas and/or electricity bills, which will contain both your utility's charges and Indra's charges. **(E)** Indra does not guarantee savings or promise rates lower than your utility (ies). **(F)** Your incumbent natural gas and/or electric utility may charge you switching fees. **(G)** There are no cancellation fees under this Agreement. **(H)** You are not currently approved for or enrolled in PIPP and/or any other such utility arrearage crediting program.

CONFIRMATION NOTICE, YOUR RIGHT OF RESCISSION. YOU WILL RECEIVE A WRITTEN CONFIRMATION NOTICE FROM YOUR NATURAL GAS AND/OR ELECTRIC UTILITY (IES) OF THE TRANSFER OF YOUR NATURAL GAS AND/OR ELECTRIC SUPPLY SERVICE TO INDRA AND ADVISING YOU OF YOUR RIGHT TO RESCIND YOUR ENROLLMENT WITH INDRA. FOR GAS SUPPLY SERVICE, YOU HAVE 7 BUSINESS DAYS FROM THE DATE OF THE POSTMARK OF THAT NOTICE DURING WHICH YOU MAY RESCIND THIS AGREEMENT AND YOUR NATURAL GAS ENROLLMENT WITH INDRA WITHOUT PENALTY BY CONTACTING YOUR GAS UTILITY (ORALLY OR IN WRITING). FOR ELECTRIC SUPPLY SERVICE, YOU HAVE 7 DAYS FROM THE DATE OF THE POSTMARK OF THAT NOTICE DURING WHICH YOU MAY RESCIND THIS AGREEMENT AND YOUR ELECTRIC ENROLLMENT WITH INDRA WITHOUT PENALTY BY CONTACTING YOUR ELECTRIC UTILITY (ORALLY, ELECTRONICALLY, OR IN WRITING).

LENGTH OF AGREEMENT AND TERMINATION. This Agreement will begin when your local utility switches your account to Indra. For Variable Price natural gas and/or electric supply service, this Agreement will continue on a month-to-month basis. For Fixed Price natural gas and/or electric supply service, this Agreement will continue for the period of time set forth in your Confirmation Letter. If Indra decides to terminate as provided in this Agreement, it shall provide advance notice to you in writing to your Service Address (es). You may terminate this Agreement at any time by: (a) calling (888) 504-6372; (b) sending a letter to 1515 Market Street, Suite 1200, Philadelphia, PA 19102; or (c) emailing CustomerCare@IndraEnergy.com. Upon termination as provided in this Agreement, you will be returned to your utility's standard service or you may choose another supplier. In any case in which your natural gas and/or electric supply service with Indra is terminated as provided in this Agreement, you will remain obligated to pay for the natural gas and/or electric supply service provided by Indra prior to the effective date of the termination. The effective date of termination will be determined by your utility. Your natural gas and/or electric supply service from Indra will terminate automatically without penalty to you if any of the following occurs: (a) your Service Address(es) is not served or no longer served by your utility; (b) you move outside your utility's service area or to an area not served by Indra; or (c) Indra returns you to your utility's applicable tariff service pursuant to the terms of this Agreement. You may also cancel your natural gas and/or electric supply service with Indra without penalty if you relocate your Service Address(es): (a) outside of the service territory of your gas and/or electric utility(ies); (b) within the service territory of your gas and/or electric utility(ies) if your utility does not permit you to transfer your Indra contract to your new Service Address(es); or (c) to an area where Indra charges a different price for natural gas and/or electric supply service. If you voluntarily return or switch back to your natural gas and/or electric utility after choosing Indra, you may not be served under the same rates, terms, and conditions as those available to other customers served by your natural gas and/or electric utility.

PRICING.

Natural Gas and/or Electric Introductory or Initial Price (when applicable): You will pay an Introductory/Initial Price as set forth in your Confirmation Letter for the time period set forth in your Confirmation Letter, and thereafter, your price for natural gas and/or electric supply service will automatically become for the length of this Agreement either a Variable or Fixed price as described herein and as stated in your Confirmation Letter.

Natural Gas and/or Electric Fixed Price (when applicable): You will pay a Fixed Price as set forth in your Confirmation Letter for the fixed term indicated in your Confirmation Letter. Before the end of your fixed term, Indra will send you a notice with your contract renewal and pricing options.

Natural Gas Variable Price (when applicable): You will pay a Variable Price for natural gas supply service that may vary from month to month as determined by Indra in its sole discretion, based on the wholesale cost of natural gas to the Delivery Point, administrative and regulatory compliance costs, supply and agency functions that Indra performs for you, and other prevailing business considerations and market conditions, plus Indra's costs, expenses and margins. This list of factors is not exhaustive and no single factor will determine the rate.

Electric Variable Price (when applicable): You will pay a variable rate for electric supply service that may vary from month to month as determined by Indra based on the wholesale market prices acquired for energy, any supply and agency functions that Indra performs for you, line loss, certain transmission, capacity, ancillary, administrative and regulatory compliance costs incurred by Indra, alternative and renewable energy requirements, market conditions, expenses and margins.

Natural Gas and/or Electric Supply Price Disclosures: There is no limit on how much the Variable Price of your natural gas

and/or electric supply service may change from one billing cycle to the next and your Variable Price may be higher or lower than your utility's standard offer service rate in any given month. Indra does not guarantee savings in any month or for the entire length of this Agreement. Indra's current and historical prices are not an indicator of future prices. You can access future variable pricing information, updated monthly, by visiting Indra's website at https://IndraEnergy.com/ohio/ohio-variable-rates/ or by calling (888) 504-6372.

Other Charges: You are also responsible for paying and reimbursing Indra for all applicable taxes, and other government fees, assessments, and charges, however designated, relating to the natural gas and/or electric supply service provided under this Agreement. This may include, but shall not be limited to, utility taxes, gross receipts taxes, and sales or use taxes imposed on Indra and/or you by federal, state, and/or local authorities. If you are tax exempt, you must furnish Indra an exemption certificate before service commences. This Agreement does not include utility transportation, delivery, or other charges that your gas or electric utility charges you for those services.

NO EARLY TERMINATION FEE. If you terminate this Agreement prior to the expiration of the term, you will not be subject to any early termination fees.

FIXED TERM AUTOMATIC RENEWAL. *At least forty-five (45)* days before the expiration of your Fixed Term, Indra will provide written notice to you of the Agreement's renewal ("Renewal Notice"). The Renewal Notice will set forth the proposed renewal option(s), including any applicable information required by the Commission. If you do not respond to the Renewal Notice or otherwise terminate this Agreement by notifying Indra in accordance with the Termination section herein, then your Agreement will automatically renew at the rate then in effect in accordance with the terms set forth in the Renewal Notice. **Indra can renew this Agreement without your affirmative consent even when there is a change in the rate or other terms and conditions.**

RESOURCE MIX, ENVIRONMENTAL CHARACTERISTICS, & RENEWABLE ENERGY INFORMATION. The applicable generation resource mix and environmental characteristics of the electric supply sold by Indra are available at www.IndraEnergy.com. This information is updated periodically following the requirements of the Public Utilities Commission of Ohio. If you select an electric renewable energy product, one hundred percent (100%) of your electricity usage will be matched with renewable energy credits (RECs), generated from renewable or alternative energy sources in the United States which have been qualified as such.

BILL PAYMENT/LATE PAYMENT CHARGES/BUDGET BILLING. You will be billed by your utility(ies) at intervals established by your utility(ies). You will pay Indra's charges for natural gas and/or electric supply service based on meter readings and consumption information that Indra receives from your utility ("Billing Quantity"). You will receive a single monthly bill from your utility that contains both Indra's charges and your utility's charges. Your payment for natural gas and/or electric supply service is due on the date set forth on the bill. You shall pay a late payment charge on all unpaid amounts (including arrears and late payment charges) owing and not received by Indra by the due date of the bill, at a rate of 1.5% per month or the maximum amount permitted by law, whichever is lower. You shall also be responsible for paying Indra's reasonable attorneys' fees, costs, and expenses incurred by it in collecting any such payment from you. If you fail to pay your bill for natural gas and/or electric supply service or you fail to satisfy any agreed upon payment arrangement you may have, your utility may disconnect your service in accordance with the provisions of its tariff. If your utility disconnects your service, this Agreement may be automatically terminated. In addition, if your payment for natural gas and/or electric supply service is not received from you on a timely basis or does not meet any agreed-upon payment plan, Indra may, after 14 calendar days' written notice to you, terminate this Agreement and its natural gas and/or electric supply service to you. You have the right to request from Indra, without charge, up to 24 months of your payment history covering services rendered by Indra, without charge, twice within any 12-month period. Budget Billing is available for both the delivery and natural gas and/or electric supply service portions of your bill. If you are interested in Budget Billing, you should contact your utility and request to be placed on a Budget Billing plan. If your electric utility is Duke Energy Ohio, to request Budget Billing for the electric supply service portion of your electric bill, you should contact Indra and request to be placed on a Budget Billing plan.

CUSTOMER INFORMATION RELEASE. You authorize Indra to begin your enrollment, initiate service to the accounts listed in your Confirmation Letter (or in any addendum) and to obtain historical billing data and other information about you ("Customer Information") from your natural gas and/or electric utility (ies), so that Indra can start and continue its service to you. Indra reserves the right to refuse to provide service to you under this Agreement if it is unable to obtain the necessary Customer Information or it obtains Customer Information that it considers to be unsatisfactory. For your **natural gas supply**, Indra will not release your social security number, account number(s), or any other Customer Information without your express written or electronic consent, except in accordance with rules 4901:1-28-04 and 4901:1-29-09 of the Ohio Administrative Code, or if it sells or assigns this Agreement to another third-party supplier. For your **electric supply**, Indra will not release your social security number, account number(s) without your written or electronic consent, except for Indra's own collections and/or credit reporting, participation in programs funded by the universal service fund, pursuant to section 4928.52 of the Revised Code, or if it sells or assigns this Agreement to another third-party supplier.

DISPUTE PROCEDURES AND QUESTIONS CONCERNING YOUR SERVICE. Contact Indra at (888) 504-6372 (toll free), by U.S. mail at 1515 Market Street, Suite 1200, Philadelphia, PA 19102, or by e-mail at CustomerCare@IndraEnergy.com, if you have any questions or complaints about your service under this Agreement. If your complaint is not resolved after you have contacted Indra and/or your utility, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from 8 a.m. to 5 p.m. weekdays, or at http://www.puco.ohio.gov. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from 8 a.m. to 5 p.m. weekdays, or at www.pickocc.org.

ELECTRONIC COMMUNICATION. Unless otherwise required by law, if you provide Indra with your email address, you agree that Indra may transmit to you all notices and other communications, including those required in this Agreement, electronically to the email address provided by you. You shall be responsible for notifying Indra of any change in email address and/or any withdrawal of your consent to electronic communications. Notices transmitted to you via email will be deemed to have been received if transmitted to you at the email address provided to Indra by you.

FORCE MAJEURE. Neither Indra nor you will be liable for a breach of this Agreement if such breach is due to a force majeure event. A "force majeure event" means a material, unavoidable occurrence beyond a party's control, such as a fire, act of god or public enemy, labor strike, lockout or other industrial disturbance, act of terrorism, government action, utility action, storm, hurricane, flood, explosion, shortage or unavailability of transmission facilities, and other events that cannot be prevented or overcome by ordinary due diligence. A force majeure event does not include an inability to pay any amount owing under this Agreement.

LIMITATION OF LIABILITY. TO THE FULLEST EXTENT PERMITTED BY APPLICABLE OHIO LAW, NEITHER YOU NOR INDRA WILL BE LIABLE TO THE OTHER FOR ANY CONSEQUENTIAL, EXEMPLARY, PUNITIVE, INCIDENTAL, OR INDIRECT DAMAGES ARISING FROM A BREACH OF THIS AGREEMENT, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOST REVENUES.

ARBITRATION. TO THE FULLEST EXTENT PERMITTED BY APPLICABLE OHIO LAW, IF THERE IS AN ISSUE, CLAIM OR DISPUTE RELATING TO THIS AGREEMENT FOR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE THAT NEEDS TO BE RESOLVED AND WE ARE UNABLE TO RESOLVE IT INFORMALLY, IT MAY BE RESOLVED THROUGH ARBITRATION. INCLUDED ARE ALL ISSUES, CLAIMS AND DISPUTES ARISING OUT OF OR RELATING TO ANY ASPECT OF YOUR PARTICIPATION IN THIS AGREEMENT FOR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE WHETHER ARISING DURING OR AFTER YOUR PARTICIPATION IN THIS AGREEMENT FOR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE. ANY SUCH ARBITRATIONS PERMITTED BY APPLICABLE OHIO LAW SHALL BE CONDUCTED ON AN INDIVIDUAL (AND NOT A CLASS-WIDE) BASIS AND AN ARBITRATOR SHALL HAVE NO AUTHORITY TO AWARD CLASS-WIDE RELIEF. NOTWITHSTANDING THE FOREGOING, THIS PARAGRAPH DOES NOT PREVENT YOU FROM FILING A COMPLAINT RELATING TO YOUR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE WITH INDRA PURSUANT TO THE LAWS GOVERNING RETAIL ELECTRIC AND/OR NATURAL GAS SUPPLIERS IN YOUR STATE AND THE REGULATIONS OF ANY AGENCY IN YOUR STATE WITH JURISDICTION OVER RETAIL ELECTRIC AND/OR NATURAL GAS SUPPLIERS.

NO WARRANTIES. INDRA ENERGY MAKES ANY WARRANTIES, AFFIRMATIONS OF FACT, OR PROMISES, EXPRESS OR IMPLIED, THAT EXTEND BEYOND THE FACE OF THIS AGREEMENT, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

APPLICABLE LAWS, ETC. This Agreement is subject to all applicable Federal, state, and local laws, and the orders, rules, and regulations of governmental agencies having jurisdiction over the subject matter of this Agreement, including, without limitation, the Public Utilities Commission of Ohio. THIS AGREEMENT WILL BE GOVERNED AND CONSTRUED IN ACCORDANCE WITH OHIO LAW, WITHOUT REGARD TO PRINCIPLES RELATING TO CONFLICTS OF LAW.

AGREEMENT DETAILS. Our full, legal name is Palmco Power OH, LLC dba Indra Energy for electric supply service and Palmco Energy OH, LLC dba Indra Energy for natural gas supply service, but we have used "we", "us", "our" or "Indra Energy" to refer to ourselves for the purposes of this Agreement. We use "you" or "your" to refer to you, the customer.

MISCELLANEOUS. Indra assumes no responsibility or liability for the following items that are the responsibility of the utility (ies): operation and maintenance of the utility's natural gas and/or electrical system, any interruption of service, termination of service, and deterioration of the utility's service. This Agreement is the entire understanding between you and Indra with respect to the subject matter hereof and there are no promises, covenants, or undertakings other than those expressly set forth in this Agreement. Indra will not make a material change to the terms of this Agreement without first obtaining your consent in writing or through third party verification (TPV), except if due a change in market conditions, Indra wishes lower the price (per ccf or mcf or kilowatt-hour as applicable) charged under this Agreement and no other terms and conditions are changed. You may not assign this Agreement without Indra's prior written consent. Indra may sell, transfer, pledge, or assign the accounts, revenues, or proceeds hereof, in connection with any financial agreement and may assign this Agreement to another energy supplier, energy services company or other entity in accordance with the rules and procedures of the PUCO, if any, governing such transactions. This Agreement will inure to and be binding upon the successors and assignees of the parties hereto. No delay or failure by either you or Indra to exercise any right or remedy to which either party may be entitled to herein will constitute a waiver of that right or remedy.

EMERGENCIES. IN THE EVENT OF A GAS OR ELECTRICITY-RELATED EMERGENCY, SUCH AS A GAS OR ELECTRIC OUTAGE OR GAS LEAK, YOU SHOULD IMMEDIATELY CONTACT YOUR LOCAL UTILITY.

V.E.18-10.01

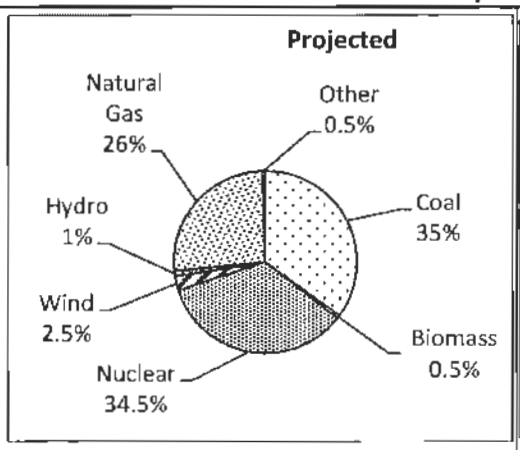
Environmental Disclosure Information – Quarterly Comparisons

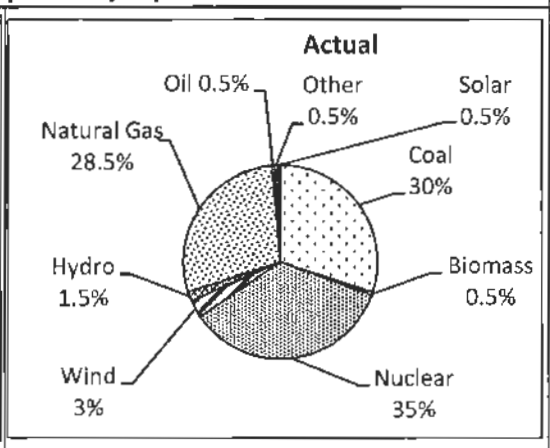
Indra Energy

Projected Data for the 2018 Calendar Year

Actual Data for the Period 01/01/18 to 6/30/18

Generation Resource Mix -
A comparison between the sources of generation projected to be used to generate this product and the actual resources used during this period.





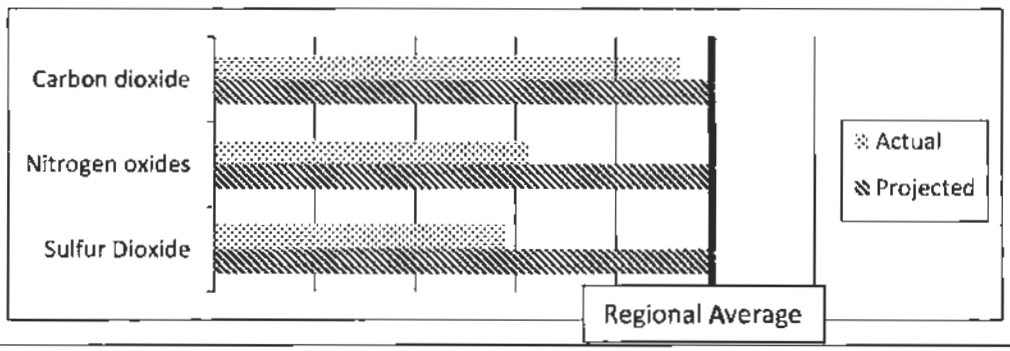
Environmental Characteristics–

A description of the characteristics associated with each possible generation resource.

Biomass Power	Air Emissions and Solid Waste
Coal Power	Air Emissions and Solid Waste
Hydro Power	Wildlife Impacts
Natural Gas Power	Air Emissions and Solid Waste
Nuclear Power	Radioactive Waste
Oil Power	Air Emissions and Solid Waste
Other Sources	Unknown Impacts
Solar Power	No Significant Impacts
Unknown Purchased Resources	Unknown Impacts
Wind Power	Wildlife Impacts

Air Emissions –

Product-specific projected and actual air emissions for this period compared to the regional average air emissions.



Radioactive Waste –

Radioactive waste associated with the product.

Type:	Quantity:	
High-Level Radioactive Waste	Unknown	Lbs./1,000 kWh
Low-Level Radioactive Waste	Unknown	Ft^3/1,000 kWh

With in-depth analysis, the environmental characteristics of any form of electric generation will reveal benefits as well as costs. For further information, contact Indra Energy at www.IndraEnergy.com or by phone at (888) 504-6372.

Sariah Brinker

From: Orpheus Craigue
Sent: Thursday, March 28, 2019 5:21 PM
To: Darita Patterson
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256979 [ref:_00Dt0GzXt._500t0FN7kj:ref]
Attachments: [redacted] Sales Call.mp3

Categories: PUCO Complaint

Hello Darita,

Sorry for any delay as we pieced everything together for this one. Following up here, we have obtained the sales audio from this enrolment and attached here. Additionally, after conversations with our staff, we most recently spoke with the customer on 3/26/2019, and believe we resolved the customer's concerns. With that said, if the PUCO was looking for anything further from us regarding this customer, please let us know.

In response to their earlier concerns, we followed up with Ms. [redacted] nd advised that we would be rerating her most recent bill to the standard offer of the utility, and will also be rerating the customer's final bill, once it is rendered. This credit amounts to $316.96 and is detailed below.

Begin Date	End Date	Billed Usage (Ccf)	Supply Charge (with tax)	ReRate To:	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
1/29/19	2/27/19	207	$ 383.69	0.30200	62.51	4.22	66.73	**$ 316.96**

Thank you.

Orpheus Craigue – Compliance Officer

1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427

www.IndraEnergy.com

From: Orpheus Craigue
Sent: Tuesday, March 19, 2019 16:06
To: Darita Patterson <contactthepuco@puc.state.oh.us>
Cc: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256979 [ref:_00Dt0GzXt._500t0FN7kj:ref]

Hello Darita,

Regarding PUCO Case ID 00256979; [redacted]

This account was enrolled as a result of a telephone sale on 11/1/2018. We've attached the TPV recording and confirmation packet from this enrollment. We are still working on locating the sales audio.

The customer has been added to both our internal Do Not Call and Do Not Knock lists.

The account was dropped, with no ETF issued, and an end date established of 4/2/2019.

The customer had been speaking with our Customer Service staff. We will follow up with you when possible with the outcome of that, as well as the other information you had asked for in your email below.

Thanks.

Orpheus Craigue – Compliance Officer

indra ENERGY

1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427

www.IndraEnergy.com

From: Darita Patterson <contactthepuco@puc.state.oh.us>
Sent: Wednesday, March 13, 2019 16:56
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256979 [ref:_00Dt0GzXt._500t0FN7kj:ref]

Ohio | Public Utilities Commission

Initial Submission of a Consumer Complaint
Provider of Electric
Please Respond Within 3 Business Days

CASE ID: 00256979
COMPANY:
CUSTOMER: [redacted]
ADDRESS: [redacted] Hudson, Ohio 44236
SERVICE ADDRESS: [redacted] Hudson, Ohio 44236
AIQ: Palmco Energy OH LLC
SERVICE ACCOUNT NUMBER:
NIQ:

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

Customer acknowledges enrolling with Indra for a two month fixed rate and that it would then go variable but the rep told her their rate stays around the same and would not go crazy. Her rate went from $2.60 to $17.36/Mcf.

-Please explain the $17.36/Mcf rate.
-Please cancel immediately.
-Please place customer on your DNC list.
-Please respond with full resolution including drop date and re rate credit.

Sincerely,

Darita Patterson
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:_00Dt0GzXt._500t0FN7kj:ref

William Schaaf

From: William Schaaf
Sent: Friday, March 1, 2019 5:18 PM
To: Andrea Smith
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255168 [ref:_00Dt0GzXt._500t0FMK5J:ref]
Attachments: [redacted]TPV.MP3; [redacted]Confirmation Pack-Gas.pdf; [redacted]Confirmation Pack-Electric.pdf[redacted]Sales Call.wav

Hello Andrea and the PUCO,

Regarding Case # 00255168[redacted]

Mr.[redacted]enrolled his gas and electric accounts in Indra's variable rate service on 10/1/18, as the result of a telephone sale. We've attached the sales call audio and TPV recording for this enrollment, as well as the confirmation packages sent to the customer detailing the terms of service. Indra began servicing the customer's gas account on 10/12/18. The customer's electric account did not receive our supply, as the enrollment was rejected by the customer's electric utility.

On 2/22/19, Mr[redacted]contacted our Customer 5ervice line regarding his gas bill. The customer was advised of a fixed rate product that Indra could offer as an alternative to his existing variable rate plan. However, the customer did not make any changes to his account at this time.

We don't have any record of the customer reaching out to us since our conversation 2/22/19, but have now submitted a drop to Columbia Gas, who will determine his service end date. No termination fees were issued for cancellation.

In the interest of ensuring customer satisfaction, we are willing to rerate the customer's most recent bill to the rate we have on file for his gas utility, which results in an adjustment of $229.35 for the billing cycle of 1/16/19 – 2/14/19. We've included a chart below detailing our calculations for this adjustment. The customer's upcoming final bill(s) will also be flagged to be adjusted accordingly. This will ultimately provide the customer with the financial effect of expediting his return to his gas utility's standard service.

Begin Date	End Date	Billed Usage	Supply Charge (with tax)	ReRate To:	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
1/16/2019	2/14/2019	161	$301.53	$0.4180	$67.30	$4.88	$72.18	**$229.35**

Let us know if we can be of any further assistance.

Thank you.

William Schaaf – Lead Compliance Investigator
indra ENERGY
1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427
www.IndraEnergy.com

From: Andrea Smith [mailto:contactthepuco@puc.state.oh.us]
Sent: Tuesday, February 26, 2019 8:52 AM
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255168 [ref:_00Dt0GzXt._500t0FMK5J:ref]

Initial Submission of a Consumer Complaint
Marketer of Natural Gas
Please Respond Within 3 Business Days

CASE ID: 00255168
CUSTOMER: [redacted]
ADDRESS: [redacted] Canfield, Ohio 44406
SERVICE ADDRESS: [redacted], Canfield, Ohio 44406
AIQ: Palmco Energy OH LLC
SERVICE ACCOUNT NUMBER: [redacted]
NIQ: [redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)

DESCRIPTION OF ISSUE: Mr. [redacted] states that his most recent bill was for $344.35 and Columbia Gas charges were only $113.71 and the rest were Indra charges. He has not been able to reach anyone at Indra and wants this cancelled as the bills have increased. He believes he has been with them for years and does not know the current rate he is paying with the company.

1. Do you have record of customer?
2. If so, when and how was the customer signed up?
3. Please send copy of signed contract, TPV and sales call.
4. Will the customer be charged a etf for cancelling?
5. Any additional information you could provide would be greatly appreciated.

Sincerely,
Andrea Smith
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department

Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:_00Dt0GzXt._500t0FMK5J:ref

Orpheus Craigue

From: Andrea Smith <contactthepuco@puc.state.oh.us>
Sent: Tuesday, February 26, 2019 8:52 AM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255168 [ref:_00Dt0GzXt._500t0FMK5J:ref]

Ohio | Public Utilities Commission

Initial Submission of a Consumer Complaint
Marketer of Natural Gas
Please Respond Within 3 Business Days

CASE ID: 00255168
CUSTOMER: [redacted]
ADDRESS: [redacted] Canfield, Ohio 44406
SERVICE ADDRESS: [redacted] Canfield, Ohio 44406
AIQ: Palmco Energy OH LLC
SERVICE ACCOUNT NUMBER: [redacted]
NIQ: [redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)

DESCRIPTION OF ISSUE: Mr. [redacted] states that his most recent bill was for $344.35 and Columbia Gas charges were only $113.71 and the rest were Indra charges. He has not been able to reach anyone at Indra and wants this cancelled as the bills have increased. He believes he has been with them for years and does not know the current rate he is paying with the company.

1. Do you have record of customer?
2. If so, when and how was the customer signed up?
3. Please send copy of signed contract, TPV and sales call.
4. Will the customer be charged a etf for cancelling?
5. Any additional information you could provide would be greatly appreciated.

Sincerely,
Andrea Smith
Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:_00Dt0GzXt._500t0FMK5J:ref

Orpheus Craigue

From: Mariner Taft <contactthepuco@puc.state.oh.us>
Sent: Thursday, February 21, 2019 9:49 AM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00254337 [ref:_00Dt0GzXt._500t0FLqFH:ref]

Ohio | Public Utilities Commission

Initial Submission of a Consumer Complaint
Marketer of Natural Gas
Please Respond Within 3 Business Days

CASE ID: 00254337
COMPANY:
CUSTOMER: [redacted]
ADDRESS: [redacted] Cincinnati, Ohio 45231
SERVICE ADDRESS: [redacted] Cincinnati, Ohio 45231
AIQ: Palmco Energy OH LLC
SERVICE ACCOUNT NUMBER:
[redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)

DESCRIPTION OF ISSUE:
The customer states participating on the percentage of income plan(pip) and receiving a bill showing being a Indra customer. The customer spoke to a company rep in 2017 or 2018. After receiving the current bill showing her being with the company, the customer cancelled service but now wishes a refund or credit of the charges for the time they were a customer with the company.
When does the company show the customer starting with the company? Are there records of the customer being on pip while being charged for gas supply through Indra? Provide the tpv, sales call and welcome letter with terms and conditions of the contract. Has the service been cancelled? Work to resolve the customer's concerns.

Sincerely,

Mariner Taft
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:_00Dt0GzXt._500t0FLqFH:ref

William Schaaf

From: William Schaaf
Sent: Wednesday, February 27, 2019 9:10 AM
To: Mariner Taft
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00254337 [ref:_00Dt0GzXt._500t0FLqFH:ref]
Attachments: [redacted]PV.MP3; [redacted]greement.pdf; [redacted]onfirmation Pack.pdf

Hello Mariner and the PUCO,

Regarding Case # 00254337[redacted]

Ms. [redacted]enrolled her gas account in Palmco's variable rate plan on 3/23/17, upon completion of the attached TPV recording and signed agreement. We've also attached the confirmation package sent to the customer detailing the terms of service. Palmco began servicing the customer's account on 5/2/17.

In October 2018, Palmco began doing business as Indra Energy. The customer was sent a postcard explaining the brand name change, and Indra continued servicing the customer's account in line with the terms of her enrollment.

On 1/25/19, Ms.[redacted]ontacted our Customer Service line to cancel her account. As a result, an outbound drop transaction was processed, and the customer's utility determined a service end date of 3/1/19. No termination fees were issued for the customer's decision to opt out of our supply.

We have no indication that this customer was on PIP while she received our supply, but we are willing to assist in resolving the customer's concerns and to assist with any financial hardship. We are planning to rerate the customer's most recent variable bill to the rate of her utility, which results in an adjustment of $126.32 for the billing cycle of 1/2/19 – 1/31/19. We've provided a chart below detailing our calculations for this adjustment. The customer's upcoming final bill is also flagged to be adjusted accordingly. This will provide the customer with the financial effect of expediting her return to the utility's standard service, making the termination of Indra's supply effective nearly a month before the customer's cancellation request.

Begin Date	End Date	Billed Usage	Supply Charge (with tax)	ReRate To:	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
1/2/2019	1/31/2019	89	$166.98	$0.4270	$38.00	$2.66	$40.66	**$126.32**

Please let us know if we can be of any further assistance.

Thank you.

William Schaaf – Lead Compliance Investigator
1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427
www.IndraEnergy.com

From: Mariner Taft [mailto:contactthepuco@puc.state.oh.us]
Sent: Wednesday, February 27, 2019 7:50 AM
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00254337 [ref:_00Dt0GzXt._500t0FLqFH:ref]

PUBLIC UTILITIES COMMISSION OF OHIO
Second Request for Information
Regarding the Initial Submission of a Consumer Complaint
Please Respond Within 3 Days

CASE ID: 00254337
COMPANY: [redacted]
CUSTOMER: [redacted]
ADDRESS: [redacted] Cincinnati, Ohio 45231
SERVICE ADDRESS [redacted] Cincinnati, Ohio 45231
AIQ: Palmco Energy OH LLC
SERVICE ACCOUNT NUMBER:
[redacted]

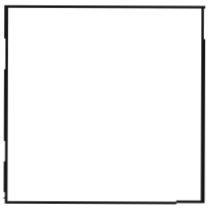
Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)

DESCRIPTION OF ISSUE:
Do we have a final resolution to the customer's concerns? Please advise. An initial complaint was sent to you on . Please review the customer's concerns and respond within three business days.

Sincerely,

Mariner Taft
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.



ref:_00Dt0GzXt._500t0FLqFH:ref

Orpheus Craigue

From: Shawn Thompson <contactthepuco@puc.state.oh.us>
Sent: Thursday, February 28, 2019 2:32 PM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255658 [ref:_00Dt0GzXt._500t0FMXD0:ref]

Ohio | Public Utilities Commission

Initial Submission of a Consumer Complaint
Marketer of Natural Gas
Please Respond Within 3 Business Days

CASE ID: 00255658 (gas) and 00255680 (electric)
CUSTOMER: [redacted]
ADDRESS: [redacted] Sylvania, Ohio 43560
SERVICE ADDRESS [redacted] Sylvania, Ohio 43560
AIQ: Palmco Energy OH LLC
SERVICE ACCOUNT NUMBER:
NIQ: [redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)

DESCRIPTION OF ISSUE:

Good afternoon,

Caller states that in October, he agreed to .307 per ccf, for 12 months. Caller states that his month, Indra is charging him 1.7463 per ccf and he did not agree to that rate. Caller states that Indra said that they have the recording. He states that they could have doctored it. He cancelled the gas and electric on 2/27/19.

Caller states that he has the same problem with his electric. That the bill is sky high. Caller states that he is a retired 79 year old man and feels like the company has scammed him.

*** Please provide how you obtained the authorization to enroll the customer.
*** Please provide the sales call or signed contract, tpv, welcome letter and terms.
*** Do you show that the customer has cancelled the service for electric and gas?
*** If applicable, are you willing to re-rate the customer for the period of the variable rate?
*** If yes, please provide the detailed calculation to determine the re-rate amount.
*** Please provide all of the details regarding this issue to our office for review.

Sincerely,

Shawn Thompson
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:_00Dt0GzXt._500t0FMXD0:ref

Orpheus Craigue

From: Orpheus Craigue
Sent: Friday, March 8, 2019 5:17 PM
To: Shawn Thompson
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255658 [ref:_00Dt0GzXt._500t0FMXD0:ref]
Attachments: [redacted] - TPV.mp3; [redacted] - Confirmation Pack Electric.pdf; [redacted] - Confirmation Pack Gas.pdf; [redacted] - Sales Audio 4.mp3; [redacted] Sales Audio 1.mp3; [redacted] Sales Audio 2.mp3; [redacted] Sales Audio 3.mp3

Categories: PUCO Complaint

Hello Shawn,

Following up here, we're reattaching the TPV from this enrollment on 9/27/2018, as well as the sales audio (4 attachments) and the electric and gas confirmation packets mailed to the customer following enrollment.

Electric Plan: Variable. This included a two-month introductory rate of 5.2 cents, after which rate would vary month-to-month
Gas Plan: Variable. This included a two-month introductory rate of 37 cents, after which rate would vary month-to-month

Palmco began conducting business under its trade name, Indra Energy, in October 2018. We're attaching the postcard sent out to customers explaining this change.

The customer reached out to our Customer Service line regarding his accounts on 2/27/2019. Both accounts were dropped, and no ETFs were issued for either cancellation. Columbia Gas established an end date of 2/14/19 and Toledo Edison established an end date of 3/12/19. The customer requested an adjustment of his accounts, and this was escalated for review, before we followed up and had additional conversations with the customer on 2/28 and 3/1. As a result, we provided the customer with an adjustment of his most recent electric and gas bill to the estimated rate we have on record for each utility; we've detailed these calculations below. Additionally, since the customer has one more electric bill remaining, we intend on providing the customer with a rerate for that bill as well.

Gas

Begin Date	End Date	Billed Usage	Supply Charge (with tax)	ReRate To:	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
1/16/19	2/14/19	84	$ 157.33	0.41800	35.11	2.55	37.66	**$ 119.67**

Electric

Begin Date	End Date	Billed Usage	Supply Charge	ReRate To:	ReRate Total	Amt Due Customer
1/12/19	2/12/19	636	$ 144.96	0.05520	35.11	**$ 109.84**

If you have any concerns regarding this customer's account, or with our calculations listed here, please let us know.

Thank you.

Orpheus Craigue – Compliance Officer
1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427#
www.IndraEnergy.com

From: Orpheus Craigue
Sent: Tuesday, March 5, 2019 19:42
To: Shawn Thompson <contactthepuco@puc.state.oh.us>
Cc: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255658 [ref:_00Dt0GzXt._500t0FMXD0:ref]

Hello Shawn,

We are attaching the TPV recording from this customer's enrollment on 9/27/2018. The customer has since contacted us to cancel his accounts. We're still reviewing the customer's accounts, but will provide a complete response to this complaint when we're able to.

Thank you.

Orpheus Craigue – Asst. Compliance Officer
1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427#
www.IndraEnergy.com

From: Shawn Thompson <contactthepuco@puc.state.oh.us>
Sent: Thursday, February 28, 2019 14:32
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255658 [ref:_00Dt0GzXt._500t0FMXD0:ref]

Ohio | Public Utilities Commission

Initial Submission of a Consumer Complaint
Marketer of Natural Gas
Please Respond Within 3 Business Days

CASE ID: 00255658 (gas) and 00255680 (electric)
CUSTOMER: [redacted]
ADDRESS: [redacted] Sylvania, Ohio 43560
SERVICE ADDRESS: [redacted] Sylvania, Ohio 43560
AIQ: Palmco Energy OH LLC
SERVICE ACCOUNT NUMBER:
NIQ: [redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)

DESCRIPTION OF ISSUE:

Good afternoon,

Caller states that in October, he agreed to .307 per ccf, for 12 months. Caller states that his month, Indra is charging him 1.7463 per ccf and he did not agree to that rate. Caller states that Indra said that they have the recording. He states that they could have doctored it. He cancelled the gas and electric on 2/27/19.

Caller states that he has the same problem with his electric. That the bill is sky high. Caller states that he is a retired 79 year old man and feels like the company has scammed him.

*** Please provide how you obtained the authorization to enroll the customer.
*** Please provide the sales call or signed contract, tpv, welcome letter and terms.
*** Do you show that the customer has cancelled the service for electric and gas?
*** If applicable, are you willing to re-rate the customer for the period of the variable rate?
*** If yes, please provide the detailed calculation to determine the re-rate amount.
*** Please provide all of the details regarding this issue to our office for review.

Sincerely,

Shawn Thompson
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FMXD0:ref

Sariah Brinker

From: Keenia Joseph
Sent: Friday, May 03, 2019 1:23 PM
To: PUCO Consumer Call Center
Cc: Indra Energy Compliance; Mark Whitt; Becky Glover
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255658 [ref:_00Dt0GzXt._500t0FMXD0:ref]

Shawn,

As an update, we have calculated a rerate for the customer's final billing cycle of 2/13/19-3/13/19, which amounts to an adjustment of $29.20.

Additionally, upon further review of the account, for billing cycle 1/12/19-2/12/19, we see that the utility originally provided us with the customer's usage to be 636kwh, which equaled a supply charge of $144.96. This billing cycle was re-rated resulting in a credit of $109.84. This adjustment was already applied to the account. The utility then recalculated the usage for that billing cycle to be 240kwh, which totaled to the actual supply charge of $54.70. We've recalculated the rerate for the billing cycles of 1/12/19-3/13/19, which results in a total credit of $71.40. Based on the revised calculation, we see the customer received an additional credit of $38.44. Outlined below is the updated re-rate calculations.

PH#:		Name:		Acct:					
[redacted]		[redacted]		[redacted]					
Begin Date	End Date	Billed Usage	Supply Charge	ReRate To:	ReRate Total	Amt Due Customer			
2/13/2019	3/13/2019	219	$ 40.61	0.05210	11.41	$ 29.20			
1/12/2019	2/12/2019	240	$ 54.70	0.05210	12.50	$ 42.20			
						($109.84)			<- Already rc'vd c
						$ (38.44)			

Keenia Joseph – Director of Compliance

indra ENERGY

1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427

www.IndraEnergy.com

From: Keenia Joseph
Sent: Thursday, May 2, 2019 10:14 PM
To: PUCO Consumer Call Center
Cc: Indra Energy Compliance ; Mark Whitt ; Becky Glover
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255658 [ref:_00Dt0GzXt._500t0FMXD0:ref]

Shawn – we are in the process of calculating the re-rate to align with your directions. I will update you once completed.

Regards,

Keenia Joseph – Director of Compliance

indra ENERGY

1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427

www.IndraEnergy.com

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Wednesday, April 24, 2019 10:29 AM
To: Orpheus Craigue <ocraigue@indraenergy.com>
Cc: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255658 [ref:_00Dt0GzXt._500t0FMXD0:ref]

Good morning Orpheus,

I have confirmed with the EDU (First Energy) that the price to compare for the bill cycle, 1/12/19-2/12/19 was .0521.

* Please correct the re-rate to reflect the customer's price to compare.
* Please provide the amount due to the customer.
* Please advise when and how you will refund the amount for gas and electric.

Thank you,

Shawn Thompson

---------- Original Message ----------
From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
Sent: 4/13/2019 2:35 PM
To: ocraigue@indraenergy.com
Cc: compliance@indraenergy.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255658 [ref:_00Dt0GzXt._500t0FMXD0:ref]

Good afternoon Orpheus,

Thank you for your response.

I will send you a follow up email sometime this week, after I obtain/confirm the price to compare for the electric.

Thank you,

Shawn Thompson

---------- Original Message ----------
From: Orpheus Craigue [ocraigue@indraenergy.com]
Sent: 3/26/2019 7:07 PM
To: contactthepuco@puco.ohio.gov
Cc: compliance@indraenergy.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255658 [ref:_00Dt0GzXt._500t0FMXD0:ref]

Hello Shawn,

Regarding Mr. Barbour's PUCO complaint(s):

The customer's only variable electric bill was already rerated, and since the customer has just one additional variable gas bill not covered previously, we'll proceed with an additional adjustment as shown below, in the interest of resolving this customer's complaint. If you need further information, please let us know. Thanks.

Begin Date	End Date	Billed Usage	Supply Charge (with tax)	ReRate To:	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
12/13/18	1/16/19	77	$ 65.59	0.48720	37.51	2.72	40.23	**$ 25.36**

Orpheus Craigue – Compliance Officer

1515 Market Street, Suite 1200

Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Wednesday, March 20, 2019 07:37
To: Orpheus Craigue <ocraigue@indraenergy.com>
Cc: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255658 [ref:_00Dt0GzXt._500t0FMXD0:ref]

Good morning,

Are you willing to re-rate the customer from the start date of the variable rate to the end date of the variable rate? If yes, please provide the detailed calculation. If no, please provide the detailed calculation for the final bill when it becomes available.

Thanks,

Shawn Thompson

---------- Original Message ----------
From: Orpheus Craigue [ocraigue@indraenergy.com]
Sent: 3/8/2019 5:17 PM
To: contactthepuco@puco.ohio.gov
Cc: compliance@indraenergy.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255658 [ref:_00Dt0GzXt._500t0FMXD0:ref]

Hello Shawn,

Following up here, we're reattaching the TPV from this enrollment on 9/27/2018, as well as the sales audio (4 attachments) and the electric and gas confirmation packets mailed to the customer following enrollment.

Electric Plan: Variable. This included a two-month introductory rate of 5.2 cents, after which rate would vary month-to-month

Gas Plan: Variable. This included a two-month introductory rate of 37 cents, after which rate would vary month-to-month

Palmco began conducting business under its trade name, Indra Energy, in October 2018. We're attaching the postcard sent out to customers explaining this change.

The customer reached out to our Customer Service line regarding his accounts on 2/27/2019. Both accounts were dropped, and no ETFs were issued for either cancellation. Columbia Gas established an end date of 2/14/19 and Toledo Edison established an end date of 3/12/19. The customer requested an adjustment of his accounts, and this was escalated for review, before we followed up and had additional conversations with the customer on 2/28 and 3/1. As a

result, we provided the customer with an adjustment of his most recent electric and gas bill to the estimated rate we have on record for each utility; we've detailed these calculations below. Additionally, since the customer has one more electric bill remaining, we intend on providing the customer with a rerate for that bill as well.

Gas

Begin Date	End Date	Billed Usage	Supply Charge (with tax)	ReRate To:	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
1/16/19	2/14/19	84	$ 157.33	0.41800	35.11	2.55	37.66	**$ 119.67**

Electric

Begin Date	End Date	Billed Usage	Supply Charge	ReRate To:	ReRate Total	Amt Due Customer
1/12/19	2/12/19	636	$ 144.96	0.05520	35.11	**$ 109.84**

If you have any concerns regarding this customer's account, or with our calculations listed here, please let us know.

Thank you.

Orpheus Craigue – Compliance Officer

1515 Market Street, Suite 1200

Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

From: Orpheus Craigue
Sent: Tuesday, March 5, 2019 19:42

To: Shawn Thompson <contactthepuco@puc.state.oh.us>
Cc: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255658 [ref:_00Dt0GzXt._500t0FMXD0:ref]

Hello Shawn,

We are attaching the TPV recording from this customer's enrollment on 9/27/2018. The customer has since contacted us to cancel his accounts. We're still reviewing the customer's accounts, but will provide a complete response to this complaint when we're able to.

Thank you.

Orpheus Craigue – Asst. Compliance Officer

1515 Market Street, Suite 1200

Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

From: Shawn Thompson <contactthepuco@puc.state.oh.us>
Sent: Thursday, February 28, 2019 14:32
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255658 [ref:_00Dt0GzXt._500t0FMXD0:ref]

Ohio | Public Utilities Commission

Initial Submission of a Consumer Complaint

Marketer of Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00255658 (gas) and 00255680 (electric)

CUSTOMER: [redacted]

ADDRESS: [redacted] Sylvania, Ohio 43560

SERVICE ADDRESS: [redacted] Sylvania, Ohio 43560

AIQ: Palmco Energy OH LLC

SERVICE ACCOUNT NUMBER:

NIQ: [redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)

DESCRIPTION OF ISSUE:

Good afternoon,

Caller states that in October, he agreed to .307 per ccf, for 12 months. Caller states that his month, Indra is charging him 1.7463 per ccf and he did not agree to that rate. Caller states that Indra said that they have the recording. He states that they could have doctored it. He cancelled the gas and electric on 2/27/19.

Caller states that he has the same problem with his electric. That the bill is sky high. Caller states that he is a retired 79 year old man and feels like the company has scammed him.

*** Please provide how you obtained the authorization to enroll the customer.

*** Please provide the sales call or signed contract, tpv, welcome letter and terms.

*** Do you show that the customer has cancelled the service for electric and gas?

*** If applicable, are you willing to re-rate the customer for the period of the variable rate?

*** If yes, please provide the detailed calculation to determine the re-rate amount.

*** Please provide all of the details regarding this issue to our office for review.

Sincerely,

Shawn Thompson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FMXD0:ref

Sariah Brinker

From: Orpheus Craigue
Sent: Tuesday, March 26, 2019 7:08 PM
To: PUCO Consumer Call Center
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255658 [ref:_00Dt0GzXt._500t0FMXD0:ref]

Categories: PUCO Complaint

Hello Shawn,

Regarding M[redacted]PUCO complaint(s):

The customer's only variable electric bill was already rerated, and since the customer has just one additional variable gas bill not covered previously, we'll proceed with an additional adjustment as shown below, in the interest of resolving this customer's complaint. If you need further information, please let us know. Thanks.

Begin Date	End Date	Billed Usage	Supply Charge (with tax)	ReRate To:	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
12/13/18	1/16/19	77	$ 65.59	0.48720	37.51	2.72	40.23	**$ 25.36**

Orpheus Craigue – Compliance Officer

indra ENERGY

1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427

www.IndraEnergy.com

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Wednesday, March 20, 2019 07:37
To: Orpheus Craigue <ocraigue@indraenergy.com>
Cc: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255658 [ref:_00Dt0GzXt._500t0FMXD0:ref]

Good morning,

Are you willing to re-rate the customer from the start date of the variable rate to the end date of the variable rate? If yes, please provide the detailed calculation. If no, please provide the detailed calculation for the final bill when it becomes available.

Thanks,

Shawn Thompson

---------- Original Message ----------
From: Orpheus Craigue [ocraigue@indraenergy.com]
Sent: 3/8/2019 5:17 PM
To: contactthepuco@puco.ohio.gov
Cc: compliance@indraenergy.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255658 [ref:_00Dt0GzXt._500t0FMXD0:ref]

Hello Shawn,

Following up here, we're reattaching the TPV from this enrollment on 9/27/2018, as well as the sales audio (4 attachments) and the electric and gas confirmation packets mailed to the customer following enrollment.

Electric Plan: Variable. This included a two-month introductory rate of 5.2 cents, after which rate would vary month-to-month

Gas Plan: Variable. This included a two-month introductory rate of 37 cents, after which rate would vary month-to-month

Palmco began conducting business under its trade name, Indra Energy, in October 2018. We're attaching the postcard sent out to customers explaining this change.

The customer reached out to our Customer Service line regarding his accounts on 2/27/2019. Both accounts were dropped, and no ETFs were issued for either cancellation. Columbia Gas established an end date of 2/14/19 and Toledo Edison established an end date of 3/12/19. The customer requested an adjustment of his accounts, and this was escalated for review, before we followed up and had additional conversations with the customer on 2/28 and 3/1. As a result, we provided the customer with an adjustment of his most recent electric and gas bill to the estimated rate we have on record for each utility; we've detailed these calculations below. Additionally, since the customer has one more electric bill remaining, we intend on providing the customer with a rerate for that bill as well.

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Electric

Begin Date	End Date	Billed Usage	Supply Charge	ReRate To:	ReRate Total	Amt Due Customer
1/12/19	2/12/19	636	$ 144.96	0.05520	35.11	**$ 109.84**

If you have any concerns regarding this customer's account, or with our calculations listed here, please let us know.

Thank you.

Orpheus Craigue – Compliance Officer

1515 Market Street, Suite 1200

Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

From: Orpheus Craigue
Sent: Tuesday, March 5, 2019 19:42
To: Shawn Thompson <contactthepuco@puc.state.oh.us>
Cc: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255658 [ref:_00Dt0GzXt._500t0FMXD0:ref]

Hello Shawn,

We are attaching the TPV recording from this customer's enrollment on 9/27/2018. The customer has since contacted us to cancel his accounts. We're still reviewing the customer's accounts, but will provide a complete response to this complaint when we're able to.

Thank you.

Orpheus Craigue – Asst. Compliance Officer

1515 Market Street, Suite 1200

Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

From: Shawn Thompson <contactthepuco@puc.state.oh.us>
Sent: Thursday, February 28, 2019 14:32
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255658 [ref:_00Dt0GzXt._500t0FMXD0:ref]

Ohio | Public Utilities Commission

Orpheus Craigue

From: Shawn Thompson <contactthepuco@puc.state.oh.us>
Sent: Thursday, February 28, 2019 2:32 PM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255658 [ref:_00Dt0GzXt._500t0FMXD0:ref]

Ohio | Public Utilities Commission

Initial Submission of a Consumer Complaint
Marketer of Natural Gas
Please Respond Within 3 Business Days

CASE ID: 00255658 (gas) and 00255680 (electric)
CUSTOMER:[redacted]
ADDRESS: [redacted] Sylvania, Ohio 43560
SERVICE ADDRESS: [redacted] Sylvania, Ohio 43560
AIQ: Palmco Energy OH LLC
SERVICE ACCOUNT NUMBER:
NIQ:[redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)

DESCRIPTION OF ISSUE:

Good afternoon,

Caller states that in October, he agreed to .307 per ccf, for 12 months. Caller states that his month, Indra is charging him 1.7463 per ccf and he did not agree to that rate. Caller states that Indra said that they have the recording. He states that they could have doctored it. He cancelled the gas and electric on 2/27/19.

Caller states that he has the same problem with his electric. That the bill is sky high. Caller states that he is a retired 79 year old man and feels like the company has scammed him.

*** Please provide how you obtained the authorization to enroll the customer.
*** Please provide the sales call or signed contract, tpv, welcome letter and terms.
*** Do you show that the customer has cancelled the service for electric and gas?
*** If applicable, are you willing to re-rate the customer for the period of the variable rate?
*** If yes, please provide the detailed calculation to determine the re-rate amount.
*** Please provide all of the details regarding this issue to our office for review.

Sincerely,

Shawn Thompson
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:_00Dt0GzXt._500t0FMXD0:ref

Orpheus Craigue

From: Orpheus Craigue
Sent: Friday, March 8, 2019 5:17 PM
To: Shawn Thompson
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255658 [ref:_00Dt0GzXt._500t0FMXD0:ref]
Attachments: [redacted] - TPV.mp3; [redacted] - Confirmation Pack Electric.pdf; [redacted] - Confirmation Pack Gas.pdf; [redacted] Sales Audio 4.mp3; [redacted] Sales Audio 1.mp3; [redacted] Sales Audio 2.mp3; [redacted] Sales Audio 3.mp3

Categories: PUCO Complaint

Hello Shawn,

Following up here, we're reattaching the TPV from this enrollment on 9/27/2018, as well as the sales audio (4 attachments) and the electric and gas confirmation packets mailed to the customer following enrollment.

Electric Plan: Variable. This included a two-month introductory rate of 5.2 cents, after which rate would vary month-to-month
Gas Plan: Variable. This included a two-month introductory rate of 37 cents, after which rate would vary month-to-month

Palmco began conducting business under its trade name, Indra Energy, in October 2018. We're attaching the postcard sent out to customers explaining this change.

The customer reached out to our Customer Service line regarding his accounts on 2/27/2019. Both accounts were dropped, and no ETFs were issued for either cancellation. Columbia Gas established an end date of 2/14/19 and Toledo Edison established an end date of 3/12/19. The customer requested an adjustment of his accounts, and this was escalated for review, before we followed up and had additional conversations with the customer on 2/28 and 3/1. As a result, we provided the customer with an adjustment of his most recent electric and gas bill to the estimated rate we have on record for each utility; we've detailed these calculations below. Additionally, since the customer has one more electric bill remaining, we intend on providing the customer with a rerate for that bill as well.

Gas

Begin Date	End Date	Billed Usage	Supply Charge (with tax)	ReRate To:	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
1/16/19	2/14/19	84	$ 157.33	0.41800	35.11	2.55	37.66	**$ 119.67**

Electric

Begin Date	End Date	Billed Usage	Supply Charge	ReRate To:	ReRate Total	Amt Due Customer
1/12/19	2/12/19	636	$ 144.96	0.05520	35.11	**$ 109.84**

If you have any concerns regarding this customer's account, or with our calculations listed here, please let us know.

Thank you.

Orpheus Craigue – Compliance Officer
1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427#
www.IndraEnergy.com

From: Orpheus Craigue
Sent: Tuesday, March 5, 2019 19:42
To: Shawn Thompson <contactthepuco@puc.state.oh.us>
Cc: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255658 [ref:_00Dt0GzXt._500t0FMXD0:ref]

Hello Shawn,

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Orpheus Craigue – Asst. Compliance Officer
1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427#
www.IndraEnergy.com

From: Shawn Thompson <contactthepuco@puc.state.oh.us>
Sent: Thursday, February 28, 2019 14:32
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255658 [ref:_00Dt0GzXt._500t0FMXD0:ref]

Ohio | Public Utilities Commission

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Sincerely,

Shawn Thompson
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
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ref:_00Dt0GzXt._500t0FMXD0:ref

Sariah Brinker

From: Keenia Joseph
Sent: Friday, May 03, 2019 1:23 PM
To: PUCO Consumer Call Center
Cc: Indra Energy Compliance; Mark Whitt; Becky Glover
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255658 [ref:_00Dt0GzXt._500t0FMXD0:ref]

Shawn,

As an update, we have calculated a rerate for the customer's final billing cycle of 2/13/19-3/13/19, which amounts to an adjustment of $29.20.

Additionally, upon further review of the account, for billing cycle 1/12/19-2/12/19, we see that the utility originally provided us with the customer's usage to be 636kwh, which equaled a supply charge of $144.96. This billing cycle was re-rated resulting in a credit of $109.84. This adjustment was already applied to the account. The utility then recalculated the usage for that billing cycle to be 240kwh, which totaled to the actual supply charge of $54.70. We've recalculated the rerate for the billing cycles of 1/12/19-3/13/19, which results in a total credit of $71.40. Based on the revised calculation, we see the customer received an additional credit of $38.44. Outlined below is the updated re-rate calculations.

PH#:		Name:		Acct:					
[redacted]		[redacted]		[redacted]					
Begin Date	End Date	Billed Usage	Supply Charge	ReRate To:	ReRate Total	Amt Due Customer			
2/13/2019	3/13/2019	219	$ 40.61	0.05210	11.41	$ 29.20			
1/12/2019	2/12/2019	240	$ 54.70	0.05210	12.50	$ 42.20			
						($109.84)			<- Already rc'vd c
						$ (38.44)			

Keenia Joseph – Director of Compliance

indra ENERGY

1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427

www.IndraEnergy.com

From: Keenia Joseph
Sent: Thursday, May 2, 2019 10:14 PM
To: PUCO Consumer Call Center
Cc: Indra Energy Compliance ; Mark Whitt ; Becky Glover
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255658 [ref:_00Dt0GzXt._500t0FMXD0:ref]

Shawn – we are in the process of calculating the re-rate to align with your directions. I will update you once completed.

Regards,

Keenia Joseph – Director of Compliance

1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427

www.IndraEnergy.com

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Wednesday, April 24, 2019 10:29 AM
To: Orpheus Craigue <ocraigue@indraenergy.com>
Cc: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255658 [ref:_00Dt0GzXt._500t0FMXD0:ref]

Good morning Orpheus,

I have confirmed with the EDU (First Energy) that the price to compare for the bill cycle, 1/12/19-2/12/19 was .0521.

* Please correct the re-rate to reflect the customer's price to compare.
* Please provide the amount due to the customer.
* Please advise when and how you will refund the amount for gas and electric.

Thank you,

Shawn Thompson

---------- Original Message ----------
From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
Sent: 4/13/2019 2:35 PM
To: ocraigue@indraenergy.com
Cc: compliance@indraenergy.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255658 [ref:_00Dt0GzXt._500t0FMXD0:ref]

Good afternoon Orpheus,

Thank you for your response.

I will send you a follow up email sometime this week, after I obtain/confirm the price to compare for the electric.

Thank you,

Shawn Thompson

---------- Original Message ----------
From: Orpheus Craigue [ocraigue@indraenergy.com]
Sent: 3/26/2019 7:07 PM
To: contactthepuco@puco.ohio.gov
Cc: compliance@indraenergy.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255658 [ref:_00Dt0GzXt._500t0FMXD0:ref]

Hello Shawn,

Regarding Mr. [redacted] PUCO complaint(s):

The customer's only variable electric bill was already rerated, and since the customer has just one additional variable gas bill not covered previously, we'll proceed with an additional adjustment as shown below, in the interest of resolving this customer's complaint. If you need further information, please let us know. Thanks.

Begin Date	End Date	Billed Usage	Supply Charge (with tax)	ReRate To:	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
12/13/18	1/16/19	77	$ 65.59	0.48720	37.51	2.72	40.23	**$ 25.36**

Orpheus Craigue – Compliance Officer

1515 Market Street, Suite 1200

Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Wednesday, March 20, 2019 07:37
To: Orpheus Craigue <ocraigue@indraenergy.com>
Cc: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255658 [ref:_00Dt0GzXt._500t0FMXD0:ref]

Good morning,

Are you willing to re-rate the customer from the start date of the variable rate to the end date of the variable rate? If yes, please provide the detailed calculation. If no, please provide the detailed calculation for the final bill when it becomes available.

Thanks,

Shawn Thompson

---------- Original Message ----------
From: Orpheus Craigue [ocraigue@indraenergy.com]
Sent: 3/8/2019 5:17 PM
To: contactthepuco@puco.ohio.gov
Cc: compliance@indraenergy.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255658 [ref:_00Dt0GzXt._500t0FMXD0:ref]

Hello Shawn,

Following up here, we're reattaching the TPV from this enrollment on 9/27/2018, as well as the sales audio (4 attachments) and the electric and gas confirmation packets mailed to the customer following enrollment.

Electric Plan: Variable. This included a two-month introductory rate of 5.2 cents, after which rate would vary month-to-month

Gas Plan: Variable. This included a two-month introductory rate of 37 cents, after which rate would vary month-to-month

Palmco began conducting business under its trade name, Indra Energy, in October 2018. We're attaching the postcard sent out to customers explaining this change.

The customer reached out to our Customer Service line regarding his accounts on 2/27/2019. Both accounts were dropped, and no ETFs were issued for either cancellation. Columbia Gas established an end date of 2/14/19 and Toledo Edison established an end date of 3/12/19. The customer requested an adjustment of his accounts, and this was escalated for review, before we followed up and had additional conversations with the customer on 2/28 and 3/1. As a

result, we provided the customer with an adjustment of his most recent electric and gas bill to the estimated rate we have on record for each utility; we've detailed these calculations below. Additionally, since the customer has one more electric bill remaining, we intend on providing the customer with a rerate for that bill as well.

Gas

Begin Date	End Date	Billed Usage	Supply Charge (with tax)	ReRate To:	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
1/16/19	2/14/19	84	$ 157.33	0.41800	35.11	2.55	37.66	**$ 119.67**

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Begin Date	End Date	Billed Usage	Supply Charge	ReRate To:	ReRate Total	Amt Due Customer
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If you have any concerns regarding this customer's account, or with our calculations listed here, please let us know.

Thank you.

Orpheus Craigue – Compliance Officer

1515 Market Street, Suite 1200

Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

From: Orpheus Craigue
Sent: Tuesday, March 5, 2019 19:42

To: Shawn Thompson <contactthepuco@puc.state.oh.us>
Cc: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255658 [ref:_00Dt0GzXt._500t0FMXD0:ref]

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Thank you.

Orpheus Craigue – Asst. Compliance Officer

1515 Market Street, Suite 1200

Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

From: Shawn Thompson <contactthepuco@puc.state.oh.us>
Sent: Thursday, February 28, 2019 14:32
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255658 [ref:_00Dt0GzXt._500t0FMXD0:ref]

Ohio | Public Utilities Commission

Initial Submission of a Consumer Complaint

Marketer of Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00255658 (gas) and 00255680 (electric)

CUSTOMER [redacted]

ADDRESS: [redacted] Sylvania, Ohio 43560

SERVICE ADDRESS: [redacted] Sylvania, Ohio 43560

AIQ: Palmco Energy OH LLC

SERVICE ACCOUNT NUMBER:

NIQ: [redacted]

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*** Please provide all of the details regarding this issue to our office for review.

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Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

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Sariah Brinker

From: Orpheus Craigue
Sent: Tuesday, March 26, 2019 7:08 PM
To: PUCO Consumer Call Center
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255658 [ref:_00Dt0GzXt._500t0FMXD0:ref]

Categories: PUCO Complaint

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Orpheus Craigue – Compliance Officer

1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427

www.IndraEnergy.com

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Wednesday, March 20, 2019 07:37
To: Orpheus Craigue <ocraigue@indraenergy.com>
Cc: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255658 [ref:_00Dt0GzXt._500t0FMXD0:ref]

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From: Orpheus Craigue [ocraigue@indraenergy.com]
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Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

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Sariah Brinker

From: Keenia Joseph
Sent: Thursday, May 02, 2019 10:14 PM
To: PUCO Consumer Call Center
Cc: Indra Energy Compliance; Mark Whitt; Becky Glover
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255658 [ref:_00Dt0GzXt._500t0FMXD0:ref]

Shawn – we are in the process of calculating the re-rate to align with your directions. I will update you once completed.

Regards,

Keenia Joseph – Director of Compliance

1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427

www.IndraEnergy.com

From: PUCO Consumer Call Center
Sent: Wednesday, April 24, 2019 10:29 AM
To: Orpheus Craigue
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255658 [ref:_00Dt0GzXt._500t0FMXD0:ref]

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* Please correct the re-rate to reflect the customer's price to compare.
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From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
Sent: 4/13/2019 2:35 PM
To: ocraigue@indraenergy.com
Cc: compliance@indraenergy.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255658 [ref:_00Dt0GzXt._500t0FMXD0:ref]

Good afternoon Orpheus,

Thank you for your response.

I will send you a follow up email sometime this week, after I obtain/confirm the price to compare for the electric.

Thank you,

Shawn Thompson

---------- Original Message ----------
From: Orpheus Craigue [ocraigue@indraenergy.com]
Sent: 3/26/2019 7:07 PM
To: contactthepuco@puco.ohio.gov
Cc: compliance@indraenergy.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255658 [ref:_00Dt0GzXt._500t0FMXD0:ref]

Hello Shawn,

Regarding [redacted] PUCO complaint(s):

The customer's only variable electric bill was already rerated, and since the customer has just one additional variable gas bill not covered previously, we'll proceed with an additional adjustment as shown below, in the interest of resolving this customer's complaint. If you need further information, please let us know. Thanks.

Begin Date	End Date	Billed Usage	Supply Charge (with tax)	ReRate To:	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
12/13/18	1/16/19	77	$ 65.59	0.48720	37.51	2.72	40.23	**$ 25.36**

Orpheus Craigue – Compliance Officer

1515 Market Street, Suite 1200

Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Wednesday, March 20, 2019 07:37
To: Orpheus Craigue <ocraigue@indraenergy.com>
Cc: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255658 [ref:_00Dt0GzXt._500t0FMXD0:ref]

Good morning,

Are you willing to re-rate the customer from the start date of the variable rate to the end date of the variable rate? If yes, please provide the detailed calculation. If no, please provide the detailed calculation for the final bill when it becomes available.

Thanks,

Shawn Thompson

---------- Original Message ----------
From: Orpheus Craigue [ocraigue@indraenergy.com]
Sent: 3/8/2019 5:17 PM
To: contactthepuco@puco.ohio.gov
Cc: compliance@indraenergy.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255658 [ref:_00Dt0GzXt._500t0FMXD0:ref]

Hello Shawn,

Following up here, we're reattaching the TPV from this enrollment on 9/27/2018, as well as the sales audio (4 attachments) and the electric and gas confirmation packets mailed to the customer following enrollment.

Electric Plan: Variable. This included a two-month introductory rate of 5.2 cents, after which rate would vary month-to-month

Gas Plan: Variable. This included a two-month introductory rate of 37 cents, after which rate would vary month-to-month

Palmco began conducting business under its trade name, Indra Energy, in October 2018. We're attaching the postcard sent out to customers explaining this change.

The customer reached out to our Customer Service line regarding his accounts on 2/27/2019. Both accounts were dropped, and no ETFs were issued for either cancellation. Columbia Gas established an end date of 2/14/19 and Toledo Edison established an end date of 3/12/19. The customer requested an adjustment of his accounts, and this was escalated for review, before we followed up and had additional conversations with the customer on 2/28 and 3/1. As a result, we provided the customer with an adjustment of his most recent electric and gas bill to the estimated rate we have on record for each utility; we've detailed these calculations below. Additionally, since the customer has one more electric bill remaining, we intend on providing the customer with a rerate for that bill as well.

Gas

Begin Date	End Date	Billed Usage	Supply Charge (with tax)	ReRate To:	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
1/16/19	2/14/19	84	$ 157.33	0.41800	35.11	2.55	37.66	**$ 119.67**

Electric

Begin Date	End Date	Billed Usage	Supply Charge	ReRate To:	ReRate Total	Amt Due Customer
1/12/19	2/12/19	636	$ 144.96	0.05520	35.11	**$ 109.84**

If you have any concerns regarding this customer's account, or with our calculations listed here, please let us know.

Thank you.

Orpheus Craigue – Compliance Officer

1515 Market Street, Suite 1200

Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

From: Orpheus Craigue
Sent: Tuesday, March 5, 2019 19:42
To: Shawn Thompson <contactthepuco@puc.state.oh.us>
Cc: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255658 [ref:_00Dt0GzXt._500t0FMXD0:ref]

Hello Shawn,

We are attaching the TPV recording from this customer's enrollment on 9/27/2018. The customer has since contacted us to cancel his accounts. We're still reviewing the customer's accounts, but will provide a complete response to this complaint when we're able to.

Thank you.

Orpheus Craigue – Asst. Compliance Officer

1515 Market Street, Suite 1200

Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

From: Shawn Thompson <contactthepuco@puc.state.oh.us>
Sent: Thursday, February 28, 2019 14:32
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255658 [ref:_00Dt0GzXt._500t0FMXD0:ref]

Ohio | Public Utilities Commission

Initial Submission of a Consumer Complaint

Marketer of Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00255658 (gas) and 00255680 (electric)

CUSTOMER: [redacted]

ADDRESS: [redacted] Sylvania, Ohio 43560

SERVICE ADDRESS: [redacted] Sylvania, Ohio 43560

AIQ: Palmco Energy OH LLC

SERVICE ACCOUNT NUMBER:

NIQ: [redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)

DESCRIPTION OF ISSUE:

Good afternoon,

Caller states that in October, he agreed to .307 per ccf, for 12 months. Caller states that his month, Indra is charging him 1.7463 per ccf and he did not agree to that rate. Caller states that Indra said that they have the recording. He states that they could have doctored it. He cancelled the gas and electric on 2/27/19.

Caller states that he has the same problem with his electric. That the bill is sky high. Caller states that he is a retired 79 year old man and feels like the company has scammed him.

*** Please provide how you obtained the authorization to enroll the customer.

*** Please provide the sales call or signed contract, tpv, welcome letter and terms.

*** Do you show that the customer has cancelled the service for electric and gas?

*** If applicable, are you willing to re-rate the customer for the period of the variable rate?

*** If yes, please provide the detailed calculation to determine the re-rate amount.

*** Please provide all of the details regarding this issue to our office for review.

Sincerely,

Shawn Thompson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:_00Dt0GzXt._500t0FMXD0:ref

Orpheus Craigue

From: Shawn Thompson <contactthepuco@puc.state.oh.us>
Sent: Wednesday, March 6, 2019 2:29 PM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257083 [ref:_00Dt0GzXt._500t0FNBkg:ref]

Ohio | Public Utilities Commission

Initial Submission of a Consumer Complaint
Marketer of Natural Gas
Please Respond Within 3 Business Days

CASE ID: 00257083
CUSTOMER: [redacted]
ADDRESS: [redacted], Dayton, Ohio 45439
SERVICE ADDRESS: [redacted], Dayton, Ohio 45439
AIQ: Palmco Energy OH LLC
SERVICE ACCOUNT NUMBER:
NI[redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)

DESCRIPTION OF ISSUE:

Good afternoon,

Caller states that he signed up with Indra because they said that they could save him money. He signed up for .35 per ccf for 2 bill cycles then it was a variable rate. He just received his first bill at a variable rate and it is 1.48 per ccf, he states that is not saving him any money. He cancelled the service on 3/5/19.

*** Please provide the sales call and tpv.
*** Do you show that the account has been cancelled?
*** Are you willing to re-rate the customer?
*** If yes, please provide a detailed calculation on how you determine the re-rate amount.

*** Please provide all of the details regarding this issue to our office for review.

Sincerely,

Shawn Thompson
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FNBkg:ref

William Schaaf

From: William Schaaf
Sent: Wednesday, March 13, 2019 12:43 PM
To: Shawn Thompson
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257083 [ref:_00Dt0GzXt._500t0FNBkg:ref]
Attachments: [redacted]PV.MP3; [redacted]Confirmation Pack-Gas.pdf [redacted]Confirmation Pack-Electric.pdf

Hello Shawn and the PUCO,

Regarding Case # 00257083, [redacted]

Mr. [redacted] enrolled his gas and electric accounts in Indra's service on 10/29/18, as the result of a door-to-door sale. We have been unable to locate a signed agreement for this enrollment, but have attached the TPV recording, as well as the confirmation packages sent to the customer detailing the terms of service. Indra began servicing the customer's gas and electric accounts on 11/27/18 and 11/28/18, respectively.

Gas Plan: Variable. This included a two-month introductory rate of 35 cents per Ccf, after which the rate would vary month-to-month.
Electric Plan: 100%-Green Variable. This included a two-month introductory rate of 5.3 cents per kWh, after which rate would vary month-to-month.

On 3/6/19, Mr. [redacted] contacted our Customer Service line and requested to cancel his service with Indra. Outbound drops were processed, and no termination fees were issued for cancellation. The customer's gas and electric accounts are scheduled to stop receiving our supply on 3/26/19 and 3/27/19, respectively. During this call, the customer had also requested an adjustment to his most recent gas bill, and was advised that his account would be escalated for further review.

Upon review, in the interest of customer satisfaction and to provide the customer with the effect of an expedited return to his gas utility's standard offer, we proceeded with rerating the customer's most recent gas bill to the rate of his gas utility, and will also adjust the customer's final bill, once it is rendered. We've included a chart below detailing our calculations for this adjustment, which amounts to $162.73 for the billing cycle of 1/26/19 – 2/22/19. This will ultimately provide the customer with the effect of having received Indra's introductory gas rate for his first two billing cycles, and then having returned to the utility's standard service. Our Customer Service staff spoke with Mr. [redacted] again on 3/8/19, and he confirmed his acceptance of this offer.

Begin Date	End Date	Billed Usage	Supply Charge (with tax)	ReRate To:	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
1/26/2019	2/22/2019	140	$223.33	$0.40265	$56.37	$4.23	$60.60	**$162.73**

Let us know if we can be of any further assistance. Thank you.

William Schaaf – Asst. Compliance Officer

1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427
www.IndraEnergy.com

From: Shawn Thompson [mailto:contactthepuco@puc.state.oh.us]
Sent: Wednesday, March 6, 2019 2:29 PM
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257083 [ref:_00Dt0GzXt._500t0FNBkg:ref]

Initial Submission of a Consumer Complaint
Marketer of Natural Gas
Please Respond Within 3 Business Days

CASE ID: 00257083
CUSTOMER: [redacted]
ADDRESS: 3[redacted] Dayton, Ohio 45439
SERVICE ADDRESS: [redacted] Dayton, Ohio 45439
AIQ: Palmco Energy OH LLC
SERVICE ACCOUNT NUMBER:
[redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)

DESCRIPTION OF ISSUE:

Good afternoon,

Caller states that he signed up with Indra because they said that they could save him money. He signed up for .35 per ccf for 2 bill cycles then it was a variable rate. He just received his first bill at a variable rate and it is 1.48 per ccf, he states that is not saving him any money. He cancelled the service on 3/5/19.

*** Please provide the sales call and tpv.

*** Do you show that the account has been cancelled?
*** Are you willing to re-rate the customer?
*** If yes, please provide a detailed calculation on how you determine the re-rate amount.
*** Please provide all of the details regarding this issue to our office for review.

Sincerely,

Shawn Thompson
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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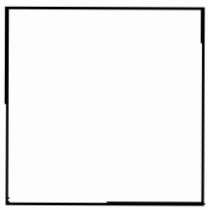

ref:_00Dt0GzXt._500t0FNBkg:ref

Sariah Brinker

From:	PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent:	Wednesday, March 20, 2019 9:11 AM
To:	William Schaaf
Cc:	Indra Energy Compliance
Subject:	RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257083 [ref:_00Dt0GzXt._500t0FNBkg:ref]

Good morning William,

Please provide the detailed calculation for the re-rate after the service flow end date/final billing.

Thanks,

Shawn Thompson

---------- Original Message ----------
From: William Schaaf [wschaaf@indraenergy.com]
Sent: 3/13/2019 12:42 PM
To: contactthepuco@puco.ohio.gov
Cc: compliance@indraenergy.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257083 [ref:_00Dt0GzXt._500t0FNBkg:ref]

Hello Shawn and the PUCO,

Regarding Case # 00257083, [redacted]

Mr. [redacted] enrolled his gas and electric accounts in Indra's service on 10/29/18, as the result of a door-to-door sale. We have been unable to locate a signed agreement for this enrollment, but have attached the TPV recording, as well as the confirmation packages sent to the customer detailing the terms of service. Indra began servicing the customer's gas and electric accounts on 11/27/18 and 11/28/18, respectively.

Gas Plan: Variable. This included a two-month introductory rate of 35 cents per Ccf, after which the rate would vary month-to-month.

Electric Plan: 100%-Green Variable. This included a two-month introductory rate of 5.3 cents per kWh, after which rate would vary month-to-month.

On 3/6/19, Mr [redacted] contacted our Customer Service line and requested to cancel his service with Indra. Outbound drops were processed, and no termination fees were issued for cancellation. The customer's gas and electric accounts are scheduled to stop receiving our supply on 3/26/19 and 3/27/19, respectively. During this call, the customer had also requested an adjustment to his most recent gas bill, and was advised that his account would be escalated for further review.

Upon review, in the interest of customer satisfaction and to provide the customer with the effect of an expedited return to his gas utility's standard offer, we proceeded with rerating the customer's most recent gas bill to the rate of his gas utility, and will also adjust the customer's final bill, once it is rendered. We've included a chart below detailing our calculations for this adjustment, which amounts to $162.73 for the billing cycle of 1/26/19 – 2/22/19. This will ultimately provide the customer with the effect of having received Indra's introductory gas rate for his first two billing cycles, and then having returned to the utility's standard service. Our Customer Service staff spoke with Mr. [redacted] again on 3/8/19, and he confirmed his acceptance of this offer.

Begin Date	End Date	Billed Usage	Supply Charge (with tax)	ReRate To:	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
1/26/2019	2/22/2019	140	$223.33	$0.40265	$56.37	$4.23	$60.60	**$162.73**

Let us know if we can be of any further assistance. Thank you.

William Schaaf – Asst. Compliance Officer

1515 Market Street, Suite 1200

Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

From: Shawn Thompson [mailto:contactthepuco@puc.state.oh.us]
Sent: Wednesday, March 6, 2019 2:29 PM
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257083 [ref:_00Dt0GzXt._500t0FNBkg:ref]

Initial Submission of a Consumer Complaint

Marketer of Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00257083

CUSTOMER: [redacted]

ADDRESS: [redacted] Dayton, Ohio 45439

SERVICE ADDRESS: [redacted] Dayton, Ohio 45439

AIQ: Palmco Energy OH LLC

SERVICE ACCOUNT NUMBER:

NIQ: [redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)

DESCRIPTION OF ISSUE:

Good afternoon,

Caller states that he signed up with Indra because they said that they could save him money. He signed up for .35 per ccf for 2 bill cycles then it was a variable rate. He just received his first bill at a variable rate and it is 1.48 per ccf, he states that is not saving him any money. He cancelled the service on 3/5/19.

*** Please provide the sales call and tpv.

*** Do you show that the account has been cancelled?

*** Are you willing to re-rate the customer?

*** If yes, please provide a detailed calculation on how you determine the re-rate amount.

*** Please provide all of the details regarding this issue to our office for review.

Sincerely,

Shawn Thompson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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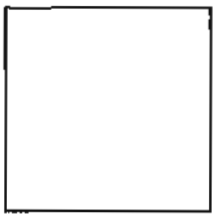

ref:_00Dt0GzXt._500t0FNBkg:ref

Sariah Brinker

From: William Schaaf
Sent: Friday, March 29, 2019 9:39 AM
To: PUCO Consumer Call Center
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257083 [ref:_00Dt0GzXt._500t0FNBkg:ref]

Good morning Shawn,

I've included a chart below detailing our calculations for the rerate of the customer's final gas bill, which amounts to $134.19 for the billing cycle of 2/22/19 – 3/25/19. This will be sent to the customer's utility to be applied to the account.

Begin Date	End Date	Billed Usage	Supply Charge (with tax)	ReRate To:	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
2/22/2019	3/25/2019	119	$ 187.66	0.41800	49.74	3.73	53.47	$ **134.19**

William Schaaf – Asst. Compliance Officer

indra ENERGY

1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427

www.IndraEnergy.com

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Wednesday, March 20, 2019 9:11 AM
To: William Schaaf <wschaaf@indraenergy.com>
Cc: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257083 [ref:_00Dt0GzXt._500t0FNBkg:ref]

Good morning William,

Please provide the detailed calculation for the re-rate after the service flow end date/final billing.

Thanks,

Shawn Thompson

---------- Original Message ----------
From: William Schaaf [wschaaf@indraenergy.com]
Sent: 3/13/2019 12:42 PM
To: contactthepuco@puco.ohio.gov
Cc: compliance@indraenergy.com

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257083 [ref:_00Dt0GzXt._500t0FNBkg:ref]

Hello Shawn and the PUCO,

Regarding Case # 00257083, [redacted]

Mr. [redacted] enrolled his gas and electric accounts in Indra's service on 10/29/18, as the result of a door-to-door sale. We have been unable to locate a signed agreement for this enrollment, but have attached the TPV recording, as well as the confirmation packages sent to the customer detailing the terms of service. Indra began servicing the customer's gas and electric accounts on 11/27/18 and 11/28/18, respectively.

Gas Plan: Variable. This included a two-month introductory rate of 35 cents per Ccf, after which the rate would vary month-to-month.

Electric Plan: 100%-Green Variable. This included a two-month introductory rate of 5.3 cents per kWh, after which rate would vary month-to-month.

On 3/6/19, Mr. [redacted] contacted our Customer Service line and requested to cancel his service with Indra. Outbound drops were processed, and no termination fees were issued for cancellation. The customer's gas and electric accounts are scheduled to stop receiving our supply on 3/26/19 and 3/27/19, respectively. During this call, the customer had also requested an adjustment to his most recent gas bill, and was advised that his account would be escalated for further review.

Upon review, in the interest of customer satisfaction and to provide the customer with the effect of an expedited return to his gas utility's standard offer, we proceeded with rerating the customer's most recent gas bill to the rate of his gas utility, and will also adjust the customer's final bill, once it is rendered. We've included a chart below detailing our calculations for this adjustment, which amounts to $162.73 for the billing cycle of 1/26/19 – 2/22/19. This will ultimately provide the customer with the effect of having received Indra's introductory gas rate for his first two billing cycles, and then having returned to the utility's standard service. Our Customer Service staff spoke with Mr. [redacted] again on 3/8/19, and he confirmed his acceptance of this offer.

Begin Date	End Date	Billed Usage	Supply Charge (with tax)	ReRate To:	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
1/26/2019	2/22/2019	140	$223.33	$0.40265	$56.37	$4.23	$60.60	**$162.73**

Let us know if we can be of any further assistance. Thank you.

William Schaaf – Asst. Compliance Officer

1515 Market Street, Suite 1200

Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

From: Shawn Thompson [mailto:contactthepuco@puc.state.oh.us]
Sent: Wednesday, March 6, 2019 2:29 PM
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257083 [ref:_00Dt0GzXt._500t0FNBkg:ref]

Initial Submission of a Consumer Complaint

Marketer of Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00257083

CUSTOMER [redacted]

ADDRESS: [redacted] Dayton, Ohio 45439

SERVICE ADDRESS: [redacted] Dayton, Ohio 45439

AIQ: Palmco Energy OH LLC

SERVICE ACCOUNT NUMBER:

NIQ: [redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)

DESCRIPTION OF ISSUE:

Good afternoon,

Caller states that he signed up with Indra because they said that they could save him money. He signed up for .35 per ccf for 2 bill cycles then it was a variable rate. He just received his first bill at a variable rate and it is 1.48 per ccf, he states that is not saving him any money. He cancelled the service on 3/5/19.

*** Please provide the sales call and tpv.

*** Do you show that the account has been cancelled?

*** Are you willing to re-rate the customer?

*** If yes, please provide a detailed calculation on how you determine the re-rate amount.

*** Please provide all of the details regarding this issue to our office for review.

Sincerely,

Shawn Thompson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FNBkg:ref

Sariah Brinker

From:	Lee Garry <contactthepuco@puc.state.oh.us>
Sent:	Thursday, March 14, 2019 10:37 AM
To:	Indra Energy Compliance
Subject:	PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258498 [ref:_00Dt0GzXt._500t0Fn0yV:ref]
Follow Up Flag:	Follow up
Flag Status:	Flagged

Ohio | Public Utilities Commission

Initial Submission of a Consumer Complaint
Marketer of Natural Gas
Please Respond Within 3 Business Days

CASE ID: 00258498
COMPANY:
CUSTOMER: [redacted]
ADDRESS: [redacted] Barberton, Ohio 44203
SERVICE ADDRESS: [redacted] Barberton, Ohio 44203
AIQ: Palmco Energy OH LLC
SERVICE ACCOUNT NUMBER:
NIQ:

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)

DESCRIPTION OF ISSUE:
This customer disputes enrolling with Indra.
****
Please provide all details of enrollment including sales call, TPV and T&Cs.

Sincerely,

Lee Garry
Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0Fn0yV:ref

Sariah Brinker

From:	Orpheus Craigue
Sent:	Tuesday, March 19, 2019 8:13 PM
To:	Lee Garry
Cc:	Indra Energy Compliance
Subject:	RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258498 [ref:_00Dt0GzXt._500t0Fn0yV:ref]
Attachments:	[redacted] Signed Contract.pdf; [redacted] - TPV.mp3; Electric Confirmation Package.pdf; Gas Confirmation Package.pdf; Indra Postcard.pdf
Categories:	PUCO Complaint

Hello Lee,

Regarding PUCO Case ID 00258498; [redacted]

This customer's electric and gas accounts were enrolled in Palmco's service on 8/7/2018. We're attaching the signed contract, TPV recording, and confirmation packets mailed out following this enrollment, as well as the postcard mailed to customers explaining the branding change to Indra Energy in October 2018.

The electric account was rescinded shortly after enrollment, and never received our service.

The customer's gas account was dropped by Dominion, with no ETF issued, and is scheduled to end service 3/27/2019.

If you need anything further regarding this customer's concerns, please feel free to reach out. Thank you.

Orpheus Craigue – Compliance Officer

indra ENERGY

www.IndraEnergy.com

1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427

From: Lee Garry <contactthepuco@puc.state.oh.us>
Sent: Thursday, March 14, 2019 10:37
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258498 [ref:_00Dt0GzXt._500t0Fn0yV:ref]

Ohio | Public Utilities Commission

Initial Submission of a Consumer Complaint
Marketer of Natural Gas
Please Respond Within 3 Business Days

CASE ID: 00258498
COMPANY: [redacted]
CUSTOMER: [redacted]
ADDRESS: [redacted] Ohio 44203
SERVICE ADDRESS: [redacted] Barberton, Ohio 44203
AIQ: Palmco Energy O[redacted]
SERVICE ACCOUNT NUMBER:
NIQ:

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)

DESCRIPTION OF ISSUE:
This customer disputes enrolling with Indra.
****
Please provide all details of enrollment including sales call, TPV and T&Cs.

Sincerely,

Lee Garry
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:_00Dt0GzXt._500t0Fn0yV:ref

PALMco ENERGY

7:06pm

PALMco Energy OH, LLC /
PALMco Power OH, LLC

6751 18th Avenue Brooklyn, NY 11214
Telephone: (877) 726-5862
customerservice@palmcoenergy.com
www.palmcoenergy.com

NATURAL GAS & ELECTRIC POWER SUPPLY RESIDENTIAL AGREEMENT (OHIO) VE18-05.01

CUSTOMER INFORMATION

Customer Name: [redacted] Relationship to Account Holder: Account

E-mail Address: NO EMAIL

Provide your e-mail address to authorize PALMco to send notices and communications. PALMco does not sell, provide, or share your e-mail information with third parties.

Service Address: [redacted] City: BARBERTON State: OH Zip Code: 44203

Billing Address (If Different): SAME City: State: Zip Code:

Phone Number: [redacted] Mobile ☐ Home

VERIFICATION

Third Party Verification # (TPV): 24101947

Account Holder's Name on Electricity Account:

Electricity Utility Account Number: [redacted]

Budget Billing: ☐Yes ☒No Product Code: OHED081

Please Choose ONE Of The Electric Price Offerings Below:

Two phase Fixed Electric Rate:

OHIO EDISON (Insert Utility Name) Initial Rate of $ .540 per kWh for the first month followed by a Fixed Rate of $ .082 per kWh for the remaining 16 months

Standard Fixed Electric Rate:

_____ (Insert Utility Name) Fixed Rate of $ _____ per kWh for _____ months

Introductory Electric Variable Rate:

		Per kWh
Insert Utility Name	*Insert* Introductory Price	Units

You will pay the Introductory Rate stated above for the first two billing cycles. Thereafter, you will receive a variable rate that may vary month-to-month. This rate does not include utility transportation, delivery, or other charges that your electric utility may impose. For full details see the Pricing section in the Terms and Conditions.

Account Holder's Name on Natural Gas Account:

Natural Gas Utility Account Number: [redacted]

Budget Billing: ☐Yes ☒No

Please Choose ONE Of The Gas Price Offerings Below:

Two Phase Fixed Gas Rate:

_____ (Insert Utility Name) Initial Rate of $ _____ per Ccf/Mcf for the first month followed by a Fixed Rate of $ _____ per Ccf/Mcf for the remaining _____ months

Introductory Gas Variable Rate:

DEO	2.60	Per Ccf/Mcf
Insert Utility Name	*Insert* Introductory Price	Units

You will pay the Introductory Rate stated above for the first two billing cycles. Thereafter, you will receive a variable rate that may vary month-to-month. This rate does not include utility transportation, delivery, or other charges that your natural gas utility may impose. For full details see the Pricing section in the Terms and Conditions.

Enrollment Promotion ☒ Let us treat you to Dinner!

ACKNOWLEDGEMENT FORM FOR NATURAL GAS AND ELECTRICITY RESIDENTIAL AND SMALL COMMERCIAL

Please Read Carefully and Initial in the Appropriate Spaces Initials [redacted]

1. The representative stated that he/she was representing PALMco and was not from the Electric and/or Natural Gas Distribution Company.
2. The representative explained that by signing the enrollment form I was entering into an agreement/contract for PALMco to supply my electricity and/ or natural gas.
3. The representative explained to me the price for electricity and/or natural gas under this contract.
4. **For variable rate customers only**: The representative explained that the contract is for one month and will continue on a month-to-month basis until either PALMco or I decide to cancel the contract. I can access my future variable pricing information at: https://palmcoenergy.com/ohio/ohio-variable-rates.
5. **For fixed rate customers only**: The representative explained to me that the contract is for a total term of _____ months and it will be automatically renewed at the end of my fixed rate, to the rate that is then in effect, in accordance with my Renewal Notice and Terms and Conditions.
6. The representative explained my right to cancel.
7. The representative left two completed right to cancel notices with me.
8. The representative disclosed that no early termination liability fee would apply, if I cancel the contract.

CUSTOMER AUTHORIZATION

1. I understand my electric and/or natural gas utility(ies) will remain responsible for the delivery of electricity and/or natural gas to my premise and will continue to respond to any service calls and emergencies.
2. I understand that my utility(ies) will send me a single bill covering my electric and/or natural gas delivery service, and PALMco's supply service.
3. I understand that PALMco does not guarantee savings under this Agreement/Contract.

INITIAL COOLING OFF PERIOD: YOU, THE BUYER, MAY CANCEL THIS TRANSACTION AT ANY TIME PRIOR TO MIDNIGHT OF THE THIRD BUSINESS DAY AFTER THE DATE OF YOU RECEIVE COPIES OF THIS AGREEMENT. SEE ATTACHED NOTICE OF CANCELLATION FORM FOR AN EXPLANTION OF THIS RIGHT.
FURTHER RIGHT(S) OF RESCISSION: Thereafter, You, the buyer, have until the seventh day after the postmark date on your enrollment confirmation notice, from your utility, to rescind this Agreement without paying anything. You must contact your utility to rescind.

By signing below, you agree to the terms and conditions of this Agreement, including the Terms and Conditions on the reverse side.

For: PALMco Power OH, LLC and/or PALMco Energy OH, LLC (Seller) By: [redacted]

By: David Ruz Michel By: [redacted]
REPRESENTATIVE'S NAME (PRINT) ID NUMBER CUSTOMER SIGNATURE

By: [signature] Date: 08/17/18
REPRESENTATIVE SIGNATURE DATE

OH-E10158244

PALMcoEnergy
8751 18th Avenue
Brooklyn, NY 11214

w: PalmcoEnergy.com
e: CustomerService@PalmcoEnergy.com
toll free: 1 (877) 726 5862

8/9/2018

[redacted]
Barberton, OH 44203

Thank you for choosing PALMco as your energy supplier!

This letter is confirming your selection of PALMco as your **electricity** supplier and this package contains a copy of the *Terms and Conditions* of your service with PALMco.

We are currently processing your enrollment

Your enrollment will be sent to **Ohio Edison**. You will receive a confirmation notice from **Ohio Edison** confirming your selection of PALMco as your **electricity** supplier. Your service will begin with your first meter read by your utility after your enrollment is accepted, and may take up to 1-2 billing cycles. If you decide to rescind your enrollment request, per Ohio state regulations, you must contact your utility to do so.

If, for any reason, we are unable to enroll your account we will be sure to contact you to resolve the issue.

Below is a summary of your service account with PALMco:

Your account will begin receiving supply from PALMco within 15 to 45 days from the date of this letter.

Utility Account Number [redacted]
Rate Plan: **Initial Rate of $0.05400/kWh for the first month followed by a Fixed Rate of $0.08200/kWh for the remaining 16 months.**
Cancellation Fees: **None.**
Budget Billing: **Available upon request.**

Your feedback is important to us!

You may receive a phone call from us to obtain your feedback regarding your enrollment experience.
If not, we'd love to get your feedback, so please call us at the number below.

Questions?

If you have any questions, please feel free to contact us at 877-726-5862 weekdays 8:00 am to 6:00 pm or email us at *CustomerService@palmcoenergy.com*.

Thank you again for choosing us as your energy supplier!

Sincerely,

PALMco Customer Service

PS. Learn how to refer friends for discounts! Visit palmcoenergy.com/rewards

OHIO TERMS AND CONDITIONS

INTRODUCTION: This is an agreement, together with your Confirmation Letter, and any and all Renewal Notices (if applicable) (collectively, the "Agreement"), between PALMco Energy OH, LLC ("PALMco Energy" or "PALMco") and you for natural gas supply service and/or PALMco Power OH, LLC ("PALMco Power or "PALMco") and you for electric supply service at each of the account service addresses listed in your Confirmation Letter (or in an addendum). You agree to authorize a switch of your natural gas and/or electric supply service to PALMco and to purchase all the natural gas and/or electricity required to service each of the accounts listed in your Confirmation Letter (or listed in an addendum) at a price as described in this Agreement.

ACKNOWLEDGEMENT. You acknowledge as follows: **(A)** Any PALMco sales representative with whom you have spoken represents PALMco and is not from your utility or affiliated with your utility. **(B)** You are the named customer on each of the account(s) listed above (or in any addendum), or you are the spouse of the named customer on such account(s), or you are over 18 years old and authorized to make decisions concerning such account(s). **(C)** PALMco will not charge you a fee to switch to PALMco as your natural gas and/or electric supplier. **(D)** Your utility(ies) will continue to deliver your gas and/or electricity and send you your natural gas and/or electricity bills, which will contain both your utility's charges and PALMco's charges. **(E)** PALMco does not guarantee savings or promise rates lower than your utility(ies). **(F)** Your incumbent gas and/or electric utility may charge you switching fees. **(G)** There are no cancellation fees under this Agreement. **(H)** You are not currently approved for or enrolled in PIPP and/or any other such utility arrearage crediting program.

CONFIRMATION NOTICE, YOUR RIGHT OF RESCISSION. YOU WILL RECEIVE A WRITTEN CONFIRMATION NOTICE FROM YOUR GAS AND/OR ELECTRIC UTILITY(IES) OF THE TRANSFER OF YOUR GAS AND/OR ELECTRIC SUPPLY SERVICE TO PALMCO AND ADVISING YOU OF YOUR RIGHT TO RESCIND YOUR ENROLLMENT WITH PALMCO. FOR GAS SUPPLY SERVICE, YOU HAVE 7 BUSINESS DAYS FROM THE DATE OF THE POSTMARK OF THAT NOTICE DURING WHICH YOU MAY RESCIND THIS AGREEMENT AND YOUR NATURAL GAS ENROLLMENT WITH PALMCO WITHOUT PENALTY BY CONTACTING YOUR GAS UTILITY (ORALLY OR IN WRITING). FOR ELECTRIC SUPPLY SERVICE, YOU HAVE 7 DAYS FROM THE DATE OF THE POSTMARK OF THAT NOTICE DURING WHICH YOU MAY RESCIND THIS AGREEMENT AND YOUR ELECTRIC ENROLLMENT WITH PALMCO WITHOUT PENALTY BY CONTACTING YOUR ELECTRIC UTILITY (ORALLY, ELECTRONICALLY, OR IN WRITING).

LENGTH OF AGREEMENT AND TERMINATION. This Agreement will begin when your local utility switches your account to PALMco s. For Variable Price natural gas and/or electric supply service, this Agreement will continue on a month-to-month basis. For Fixed Price natural gas and/or electric supply service, this Agreement will continue for the period of time set forth in your Confirmation Letter. If PALMco decides to terminate as provided in this Agreement, it shall provide advance notice to you in writing to your Service Address(es). You may terminate this Agreement at any time by (a) calling PALMco at (877) 726-5862; (b) sending a letter to PALMco at 8751 18th Avenue, Brooklyn, NY 11214; or (c) emailing PALMco at CustomerService@PalmcoEnergy.com. Upon termination as provided in this Agreement, you will be returned to your utility's standard service or you may choose another supplier. In any case in which your natural gas and/or electric supply service with PALMco is terminated as provided in this Agreement, you will remain obligated to pay for the natural gas and/or electric supply service provided by PALMco prior to the effective date of the termination. The effective date of termination will be determined by your utility. Your natural gas and/or electric supply service from PALMco will terminate automatically without penalty to you if any of the following occurs: (a) your Service Address(es) is not served or no longer served by your utility; (b) you move outside your utility's service area or to an area not served by PALMco; or (c) PALMco returns you to your utility's applicable tariff service pursuant to the terms of this Agreement. You may also cancel your natural gas supply service with PALMco Energy without penalty if you relocate your Service Address(es) (a) outside of the service territory of your gas utility or (b) within the service territory of your gas utility if your gas utility does not permit you to transfer your PALMco Energy contract to your new Service Address(es). You also may cancel this Agreement with PALMco Power without penalty if you relocate your Service Address(es) to an area that PALMco Power does not serve or to an area where PALMco Power charges a different price for electric supply service. In the case of a Service Address relocation, the cancellation shall apply only to the Service Address(es) you move from, and not any other Service Address(es) covered by this Agreement. If you voluntarily return or switch back to your natural gas and/or electric utility after choosing PALMco, you may not be served under the same rates, terms, and conditions as those available to other customers served by your natural gas and/or electric utility.

PRICING.

Natural Gas and/or Electric Introductory Price: If you receive natural gas and/or electric supply service from PALMco, you will pay an Introductory Price as set forth in your Confirmation Letter for the time period set forth in your Confirmation Letter, and thereafter, your price for natural gas and/or electric supply service will automatically become for the length of this Agreement either a Variable or Fixed price as described herein and as stated in your Confirmation Letter.

Natural Gas and/or Electric Fixed Price (when applicable): You will pay a Fixed Price as set forth in your Confirmation Letter for the fixed term indicated in your Confirmation Letter. Before the end of your fixed term, PALMco will send you a notice with your contract renewal and pricing options.

Natural Gas Variable Price (when applicable): You will pay a Variable Price for natural gas supply service that may vary from month to month as determined by PALMco in its sole discretion, based on the applicable monthly NYMEX closing price for natural gas, applicable interstate transportation costs, any supply and agency functions that PALMco performs for you, and other prevailing market conditions, plus PALMco's costs, expenses and margins.

Electric Variable Price (when applicable): You will pay a Variable Price for electric supply service that may vary from month to month as determined by PALMco in its sole discretion based on a zonal locational marginal price ("LMP") determined on a day ahead or real time basis, any supply and agency functions that PALMco performs for you, line loss, compliance

costs, certain transmission, capacity, ancillary, and administrative costs incurred by PALMco, and other prevailing market conditions, plus PALMco's costs, expenses and margins.

Natural Gas and/or Electric Supply Price Disclosures: There is no limit on how much the Variable Price of your natural gas and/or electric supply service may change from one billing cycle to the next and your Variable Price may be higher or lower than your utility's standard offer service rate in any given month. PALMco does not guarantee savings in any month or for the entire length of this Agreement. PALMco's current and historical prices are not an indicator of future prices. You can access future variable pricing information, updated monthly, by visiting PALMco's website at https://palmcoenergy.com/ohio/ohio-variable-rates/ or by calling (877) 726-5862.

Other Charges: You are also responsible for paying and reimbursing PALMco for all applicable taxes, and other government fees, assessments, and charges, however designated, relating to the natural gas and/or electric supply service provided under this Agreement. This may include, but shall not be limited to, utility taxes, gross receipts taxes, and sales or use taxes imposed on PALMco and/or you by federal, state, and/or local authorities. If you are tax exempt, you must furnish PALMco an exemption certificate before service commences. This Agreement does not include utility transportation, delivery, or other charges that your gas or electric utility charges you for those services.

No Early Termination Fee. If you terminate this Agreement prior to the expiration of the term, you will not be subject to any early termination fees.

FIXED TERM AUTOMATIC RENEWAL. At least forty-five (45) days before the expiration of your Fixed Term, PALMco will provide written notice to you of the Agreement's renewal ("Renewal Notice"). The Renewal Notice will set forth the proposed renewal option(s), including any applicable information required by the Commission. If you do not respond to the Renewal Notice or otherwise terminate this Agreement by notifying PALMco in accordance with the Termination section herein, then your Agreement will automatically renew at the rate then in effect in accordance with the terms set forth in the Renewal Notice. *PALMco can renew this Agreement without your affirmative consent even when there is a change in the rate or other terms and conditions.*

RESOURCE MIX AND ENVIRONMENTAL CHARACTERISTICS. The applicable generation resource mix and environmental characteristics of the electric supply sold by PALMco Power are available at www.palmcoenergy.com. This information is updated periodically following the requirements of the Public Utilities Commission of Ohio.

BILL PAYMENT/LATE PAYMENT CHARGES/BUDGET BILLING. **Natural Gas and/or Electric:** You will be billed by your utility(ies) at intervals established by your utility(ies). You will pay PALMco's charges for natural gas and/or electric supply service based on meter readings and consumption information that PALMco receives from your utility ("Billing Quantity"). You will receive a single monthly bill from your utility that contains both PALMco's charges and your utility's charges. Your payment for natural gas and/or electric supply service is due on the date set forth on the bill. You shall pay a late payment charge on all unpaid amounts (including arrears and late payment charges) owing and not received by PALMco by the due date of the bill, at a rate of 1.5% per month or the maximum amount permitted by law, whichever is lower. You shall also be responsible for paying PALMco's reasonable attorneys' fees, costs, and expenses incurred by it in collecting any such payment from you. If you fail to pay your bill for natural gas and/or electric supply service or you fail to satisfy any agreed upon payment arrangement you may have, your utility may disconnect your service in accordance with the provisions of its tariff. If your utility disconnects your service, this Agreement may be automatically terminated. In addition, if your payment for natural gas and/or electric supply service is not received from you on a timely basis or does not meet any agreed-upon payment plan, PALMco may, after 14 calendar days' written notice to you, terminate this Agreement and its natural gas and/or electric supply service to you. You have the right to request from PALMco, without charge, up to 24 months of your payment history covering services rendered by PALMco, without charge, twice within any 12-month period. Budget Billing is available for both the delivery and natural gas and/or electric supply service portions of your bill. If you are interested in Budget Billing, you should contact your utility and request to be placed on a Budget Billing plan. If your electric utility is Duke Energy Ohio, to request Budget Billing for the electric supply service portion of your electric bill, you should contact PALMco and request to be placed on a Budget Billing plan.

CUSTOMER INFORMATION RELEASE. You authorize PALMco to begin your enrollment, initiate service to the accounts listed in your Confirmation Letter (or in any addendum) and to obtain historical billing data and other information about you ("Customer Information") from your gas and/or electric utility(ies), so that PALMco can start and continue its service to you. PALMco reserves the right to refuse to provide service to you under this Agreement if it is unable to obtain the necessary Customer Information or it obtains Customer Information that it considers to be unsatisfactory. **PALMco Energy** will not release your social security number, account number(s), or any other Customer Information without your express written or electronic consent, except in accordance with rules 4901:1-28-04 and 4901:1-29-09 of the Ohio Administrative Code, or if it sells or assigns this Agreement to another third party supplier. **PALMco Power** will not release your social security number and/or account number(s) without your written or electronic consent, except for PALMco Power's own collections and/or credit reporting, participation in programs funded by the universal service fund, pursuant to section 4928.52 of the Revised Code, or if it sells or assigns this Agreement to another third party supplier.

DISPUTE PROCEDURES AND QUESTIONS CONCERNING YOUR SERVICE. Contact PALMco at 1-877-726-5862 (toll free) between the hours of 8 a.m. and 5 p.m. EST or EDT, by U.S. mail at 8751 18th Avenue, Brooklyn, NY 11214, or by e-mail at CustomerService@PalmcoEnergy.com, if you have any questions or complaints about your service under this Agreement. If your complaint is not resolved after you have contacted PALMco and/or your utility, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from 8 a.m. to 5 p.m. weekdays, or at http://www.puco.ohio.gov. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from 8 a.m. to 5 p.m. weekdays, or at www.pickocc.org.

ELECTRONIC COMMUNICATION. Unless otherwise required by law, if you provide PALMco with your email address, you agree that PALMco may transmit to you all notices and other communications, including those required in this Agreement, electronically to the email address provided by you. You shall be responsible for notifying PALMco of any change in email address and/or any withdrawal of your consent to electronic communications. Notices transmitted to you via email will be deemed to have been received if transmitted to you at the email address provided to PALMco by you.

FORCE MAJEURE. Neither PALMco nor you will be liable for a breach of this Agreement if such breach is due to a force majeure event. A "force majeure event" means a material, unavoidable occurrence beyond a party's control, such as a fire, act of god or public enemy, labor strike, lockout or other industrial disturbance, act of terrorism, government action, utility action, storm, hurricane, flood, explosion, shortage or unavailability of transmission facilities, and other events that cannot be prevented or overcome by ordinary due diligence. A force majeure event does not include an inability to pay any amount owing under this Agreement.

LIMITATION OF LIABILITY. TO THE FULLEST EXTENT PERMITTED BY APPLICABLE OHIO LAW, NEITHER YOU NOR PALMCO WILL BE LIABLE TO THE OTHER FOR ANY CONSEQUENTIAL, EXEMPLARY, PUNITIVE, INCIDENTAL, OR INDIRECT DAMAGES ARISING FROM A BREACH OF THIS AGREEMENT, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOST REVENUES.

ARBITRATION. TO THE FULLEST EXTENT PERMITTED BY APPLICABLE OHIO LAW, IF THERE IS AN ISSUE, CLAIM OR DISPUTE RELATING TO THIS AGREEMENT FOR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE THAT NEEDS TO BE RESOLVED AND WE ARE UNABLE TO RESOLVE IT INFORMALLY, IT MAY BE RESOLVED THROUGH ARBITRATION. INCLUDED ARE ALL ISSUES, CLAIMS AND DISPUTES ARISING OUT OF OR RELATING TO ANY ASPECT OF YOUR PARTICIPATION IN THIS AGREEMENT FOR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE WHETHER ARISING DURING OR AFTER YOUR PARTICIPATION IN THIS AGREEMENT FOR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE. ANY SUCH ARBITRATIONS PERMITTED BY APPLICABLE OHIO LAW SHALL BE CONDUCTED ON AN INDIVIDUAL (AND NOT A CLASS-WIDE) BASIS AND AN ARBITRATOR SHALL HAVE NO AUTHORITY TO AWARD CLASS-WIDE RELIEF. NOTWITHSTANDING THE FOREGOING, THIS PARAGRAPH DOES NOT PREVENT YOU FROM FILING A COMPLAINT RELATING TO YOUR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE WITH PALMCO PURSUANT TO THE LAWS GOVERNING RETAIL ELECTRIC AND/OR NATURAL GAS SUPPLIERS IN YOUR STATE AND THE REGULATIONS OF ANY AGENCY IN YOUR STATE WITH JURISDICTION OVER RETAIL ELECTRIC AND/OR NATURAL GAS SUPPLIERS.

NO WARRANTIES. NEITHER PALMCO ENERGY NOR PALMCO POWER MAKES ANY WARRANTIES, AFFIRMATIONS OF FACT, OR PROMISES, EXPRESS OR IMPLIED, THAT EXTEND BEYOND THE FACE OF THIS AGREEMENT, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

APPLICABLE LAWS, ETC. This Agreement is subject to all applicable Federal, state, and local laws, and the orders, rules, and regulations of governmental agencies having jurisdiction over the subject matter of this Agreement, including, without limitation, the Public Utilities Commission of Ohio. THIS AGREEMENT WILL BE GOVERNED AND CONSTRUED IN ACCORDANCE WITH OHIO LAW, WITHOUT REGARD TO PRINCIPLES RELATING TO CONFLICTS OF LAW.

MISCELLANEOUS. PALMco assumes no responsibility or liability for the following items that are the responsibility of the utility(ies): operation and maintenance of the utility's natural gas and/or electrical system, any interruption of service, termination of service, and deterioration of the utility's service. This Agreement is the entire understanding between you and PALMco with respect to the subject matter hereof and there are no promises, covenants, or undertakings other than those expressly set forth in this Agreement. PALMco will not make a material change to the terms of this Agreement without first obtaining your consent in writing or through third party verification (TPV), except if due a change in market conditions, PALMco wishes lower the price (per ccf or mcf or kilowatt-hour as applicable) charged under this Agreement and no other terms and conditions are changed. You may not assign this Agreement without PALMco's prior written consent. PALMco may sell, transfer, pledge, or assign the accounts, revenues, or proceeds hereof, in connection with any financial agreement and may assign this Agreement to another energy supplier, energy services company or other entity in accordance with the rules and procedures of the PUCO, if any, governing such transactions. This Agreement will inure to and be binding upon the successors and assignees of the parties hereto. No delay or failure by either you or PALMco to exercise any right or remedy to which either party may be entitled to herein will constitute a waiver of that right or remedy.

EMERGENCIES. IN THE EVENT OF A GAS OR ELECTRICITY-RELATED EMERGENCY, SUCH AS A GAS OR ELECTRIC OUTAGE OR GAS LEAK, YOU SHOULD IMMEDIATELY CONTACT YOUR LOCAL UTILITY.

V.E.17-12.19

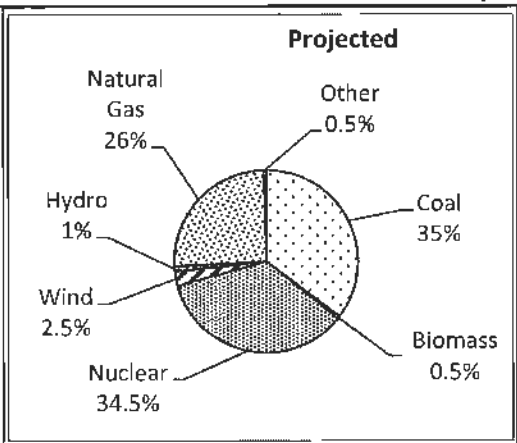
Environmental Disclosure Information – Quarterly Comparisons

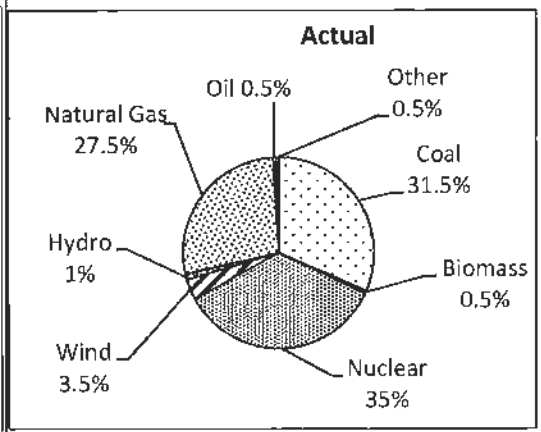
PALMco Power OH, LLC

Projected Data for the 2018 Calendar Year

Actual Data for the Period 01/01/18 to 3/31/18

Generation Resource Mix -
A comparison between the sources of generation projected to be used to generate this product and the actual resources used during this period.





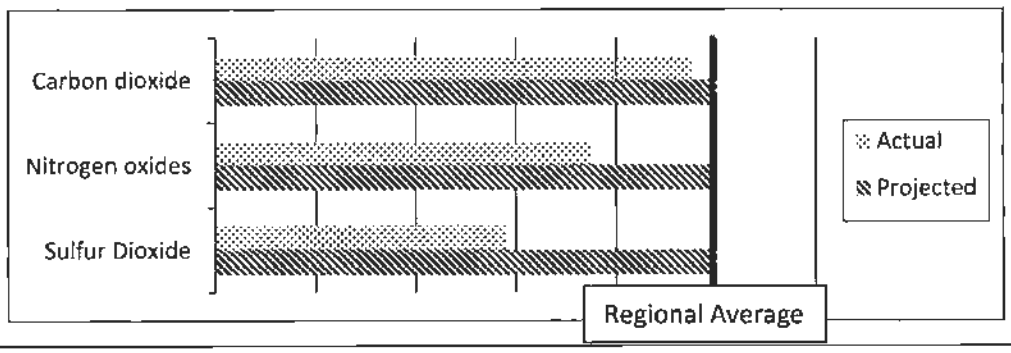
Environmental Characteristics–

A description of the characteristics associated with each possible generation resource.

Biomass Power	Air Emissions and Solid Waste
Coal Power	Air Emissions and Solid Waste
Hydro Power	Wildlife Impacts
Natural Gas Power	Air Emissions and Solid Waste
Nuclear Power	Radioactive Waste
Oil Power	Air Emissions and Solid Waste
Other Sources	Unknown Impacts
Solar Power	No Significant Impacts
Unknown Purchased Resources	Unknown Impacts
Wind Power	Wildlife Impacts

Air Emissions –

Product-specific projected and actual air emissions for this period compared to the regional average air emissions.



Radioactive Waste –

Radioactive waste associated with the product.

Type:	Quantity:	
High-Level Radioactive Waste	Unknown	Lbs./1,000 kWh
Low-Level Radioactive Waste	Unknown	Ft^3/1,000 kWh

With in-depth analysis, the environmental characteristics of any form of electric generation will reveal benefits as well as costs. For further information, contact PALMco Power OH, LLC at www.palmcoenergy.com or by phone at (877) 726-5862.

PALMcoEnergy
8751 18th Avenue
Brooklyn, NY 11214

w: PalmcoEnergy.com
e: CustomerService@PalmcoEnergy.com
toll free: 1 (877) 726 5862

8/9/2018

[redacted]
Barberton, OH 44203

Thank you for choosing PALMco as your energy supplier!

This letter is confirming your selection of PALMco as your **natural gas** supplier and this package contains a copy of the *Terms and Conditions* of your service with PALMco.

We are currently processing your enrollment

Your enrollment will be sent to **Dominion East Ohio**. You will receive a confirmation notice from **Dominion East Ohio** confirming your selection of PALMco as your **natural gas** supplier. Your service will begin with your first meter read by your utility after your enrollment is accepted, and may take up to 1-2 billing cycles. If you decide to rescind your enrollment request, per Ohio state regulations, you must contact your utility to do so.

If, for any reason, we are unable to enroll your account we will be sure to contact you to resolve the issue.

Below is a summary of your service account with PALMco:

Your account will begin receiving supply from PALMco within 15 to 45 days from the date of this letter.

Utility Account Number [redacted]
Rate Plan: **Introductory Rate of $2.60000/Mcf for the first two billing cycles, and a variable rate thereafter. To access future variable pricing information, updated monthly, visit PALMco's website at https://palmcoenergy.com/ohio/ohio-variable-rates/.**
Cancellation Fees: **None.**
Budget Billing: **Please contact Dominion East Ohio.**

Your feedback is important to us!

You may receive a phone call from us to obtain your feedback regarding your enrollment experience.
If not, we'd love to get your feedback, so please call us at the number below.

Questions?

If you have any questions, please feel free to contact us at 877-726-5862 weekdays 8:00 am to 6:00 pm or email us at *CustomerService@palmcoenergy.com*.

Thank you again for choosing us as your energy supplier!

Sincerely,

PALMco Customer Service

PS. Learn how to refer friends for discounts! Visit palmcoenergy.com/rewards

OHIO TERMS AND CONDITIONS

INTRODUCTION: This is an agreement, together with your Confirmation Letter, and any and all Renewal Notices (if applicable) (collectively, the "Agreement"), between PALMco Energy OH, LLC ("PALMco Energy" or "PALMco") and you for natural gas supply service and/or PALMco Power OH, LLC ("PALMco Power or "PALMco") and you for electric supply service at each of the account service addresses listed in your Confirmation Letter (or in an addendum). You agree to authorize a switch of your natural gas and/or electric supply service to PALMco and to purchase all the natural gas and/or electricity required to service each of the accounts listed in your Confirmation Letter (or listed in an addendum) at a price as described in this Agreement.

ACKNOWLEDGEMENT. You acknowledge as follows: **(A)** Any PALMco sales representative with whom you have spoken represents PALMco and is not from your utility or affiliated with your utility. **(B)** You are the named customer on each of the account(s) listed above (or in any addendum), or you are the spouse of the named customer on such account(s), or you are over 18 years old and authorized to make decisions concerning such account(s). **(C)** PALMco will not charge you a fee to switch to PALMco as your natural gas and/or electric supplier. **(D)** Your utility(ies) will continue to deliver your gas and/or electricity and send you your natural gas and/or electricity bills, which will contain both your utility's charges and PALMco's charges. **(E)** PALMco does not guarantee savings or promise rates lower than your utility(ies). **(F)** Your incumbent gas and/or electric utility may charge you switching fees. **(G)** There are no cancellation fees under this Agreement. **(H)** You are not currently approved for or enrolled in PIPP and/or any other such utility arrearage crediting program.

CONFIRMATION NOTICE, YOUR RIGHT OF RESCISSION. YOU WILL RECEIVE A WRITTEN CONFIRMATION NOTICE FROM YOUR GAS AND/OR ELECTRIC UTILITY(IES) OF THE TRANSFER OF YOUR GAS AND/OR ELECTRIC SUPPLY SERVICE TO PALMCO AND ADVISING YOU OF YOUR RIGHT TO RESCIND YOUR ENROLLMENT WITH PALMCO. FOR GAS SUPPLY SERVICE, YOU HAVE 7 BUSINESS DAYS FROM THE DATE OF THE POSTMARK OF THAT NOTICE DURING WHICH YOU MAY RESCIND THIS AGREEMENT AND YOUR NATURAL GAS ENROLLMENT WITH PALMCO WITHOUT PENALTY BY CONTACTING YOUR GAS UTILITY (ORALLY OR IN WRITING). FOR ELECTRIC SUPPLY SERVICE, YOU HAVE 7 DAYS FROM THE DATE OF THE POSTMARK OF THAT NOTICE DURING WHICH YOU MAY RESCIND THIS AGREEMENT AND YOUR ELECTRIC ENROLLMENT WITH PALMCO WITHOUT PENALTY BY CONTACTING YOUR ELECTRIC UTILITY (ORALLY, ELECTRONICALLY, OR IN WRITING).

LENGTH OF AGREEMENT AND TERMINATION. This Agreement will begin when your local utility switches your account to PALMco s. For Variable Price natural gas and/or electric supply service, this Agreement will continue on a month-to-month basis. For Fixed Price natural gas and/or electric supply service, this Agreement will continue for the period of time set forth in your Confirmation Letter. If PALMco decides to terminate as provided in this Agreement, it shall provide advance notice to you in writing to your Service Address(es). You may terminate this Agreement at any time by (a) calling PALMco at (877) 726-5862; (b) sending a letter to PALMco at 8751 18th Avenue, Brooklyn, NY 11214; or (c) emailing PALMco at CustomerService@PalmcoEnergy.com. Upon termination as provided in this Agreement, you will be returned to your utility's standard service or you may choose another supplier. In any case in which your natural gas and/or electric supply service with PALMco is terminated as provided in this Agreement, you will remain obligated to pay for the natural gas and/or electric supply service provided by PALMco prior to the effective date of the termination. The effective date of termination will be determined by your utility. Your natural gas and/or electric supply service from PALMco will terminate automatically without penalty to you if any of the following occurs: (a) your Service Address(es) is not served or no longer served by your utility; (b) you move outside your utility's service area or to an area not served by PALMco; or (c) PALMco returns you to your utility's applicable tariff service pursuant to the terms of this Agreement. You may also cancel your natural gas supply service with PALMco Energy without penalty if you relocate your Service Address(es) (a) outside of the service territory of your gas utility or (b) within the service territory of your gas utility if your gas utility does not permit you to transfer your PALMco Energy contract to your new Service Address(es). You also may cancel this Agreement with PALMco Power without penalty if you relocate your Service Address(es) to an area that PALMco Power does not serve or to an area where PALMco Power charges a different price for electric supply service. In the case of a Service Address relocation, the cancellation shall apply only to the Service Address(es) you move from, and not any other Service Address(es) covered by this Agreement. If you voluntarily return or switch back to your natural gas and/or electric utility after choosing PALMco, you may not be served under the same rates, terms, and conditions as those available to other customers served by your natural gas and/or electric utility.

PRICING.

Natural Gas and/or Electric Introductory Price: If you receive natural gas and/or electric supply service from PALMco, you will pay an Introductory Price as set forth in your Confirmation Letter for the time period set forth in your Confirmation Letter, and thereafter, your price for natural gas and/or electric supply service will automatically become for the length of this Agreement either a Variable or Fixed price as described herein and as stated in your Confirmation Letter.

Natural Gas and/or Electric Fixed Price (when applicable): You will pay a Fixed Price as set forth in your Confirmation Letter for the fixed term indicated in your Confirmation Letter. Before the end of your fixed term, PALMco will send you a notice with your contract renewal and pricing options.

Natural Gas Variable Price (when applicable): You will pay a Variable Price for natural gas supply service that may vary from month to month as determined by PALMco in its sole discretion, based on the applicable monthly NYMEX closing price for natural gas, applicable interstate transportation costs, any supply and agency functions that PALMco performs for you, and other prevailing market conditions, plus PALMco's costs, expenses and margins.

Electric Variable Price (when applicable): You will pay a Variable Price for electric supply service that may vary from month to month as determined by PALMco in its sole discretion based on a zonal locational marginal price ("LMP") determined on a day ahead or real time basis, any supply and agency functions that PALMco performs for you, line loss, compliance

costs, certain transmission, capacity, ancillary, and administrative costs incurred by PALMco, and other prevailing market conditions, plus PALMco's costs, expenses and margins.

Natural Gas and/or Electric Supply Price Disclosures: There is no limit on how much the Variable Price of your natural gas and/or electric supply service may change from one billing cycle to the next and your Variable Price may be higher or lower than your utility's standard offer service rate in any given month. PALMco does not guarantee savings in any month or for the entire length of this Agreement. PALMco's current and historical prices are not an indicator of future prices. You can access future variable pricing information, updated monthly, by visiting PALMco's website at https://palmcoenergy.com/ohio/ohio-variable-rates/ or by calling (877) 726-5862.

Other Charges: You are also responsible for paying and reimbursing PALMco for all applicable taxes, and other government fees, assessments, and charges, however designated, relating to the natural gas and/or electric supply service provided under this Agreement. This may include, but shall not be limited to, utility taxes, gross receipts taxes, and sales or use taxes imposed on PALMco and/or you by federal, state, and/or local authorities. If you are tax exempt, you must furnish PALMco an exemption certificate before service commences. This Agreement does not include utility transportation, delivery, or other charges that your gas or electric utility charges you for those services.

No Early Termination Fee. If you terminate this Agreement prior to the expiration of the term, you will not be subject to any early termination fees.

FIXED TERM AUTOMATIC RENEWAL. At least forty-five (45) days before the expiration of your Fixed Term, PALMco will provide written notice to you of the Agreement's renewal ("Renewal Notice"). The Renewal Notice will set forth the proposed renewal option(s), including any applicable information required by the Commission. If you do not respond to the Renewal Notice or otherwise terminate this Agreement by notifying PALMco in accordance with the Termination section herein, then your Agreement will automatically renew at the rate then in effect in accordance with the terms set forth in the Renewal Notice. *PALMco can renew this Agreement without your affirmative consent even when there is a change in the rate or other terms and conditions.*

RESOURCE MIX AND ENVIRONMENTAL CHARACTERISTICS. The applicable generation resource mix and environmental characteristics of the electric supply sold by PALMco Power are available at www.palmcoenergy.com. This information is updated periodically following the requirements of the Public Utilities Commission of Ohio.

BILL PAYMENT/LATE PAYMENT CHARGES/BUDGET BILLING. **Natural Gas and/or Electric:** You will be billed by your utility(ies) at intervals established by your utility(ies). You will pay PALMco's charges for natural gas and/or electric supply service based on meter readings and consumption information that PALMco receives from your utility ("Billing Quantity"). You will receive a single monthly bill from your utility that contains both PALMco's charges and your utility's charges. Your payment for natural gas and/or electric supply service is due on the date set forth on the bill. You shall pay a late payment charge on all unpaid amounts (including arrears and late payment charges) owing and not received by PALMco by the due date of the bill, at a rate of 1.5% per month or the maximum amount permitted by law, whichever is lower. You shall also be responsible for paying PALMco's reasonable attorneys' fees, costs, and expenses incurred by it in collecting any such payment from you. If you fail to pay your bill for natural gas and/or electric supply service or you fail to satisfy any agreed upon payment arrangement you may have, your utility may disconnect your service in accordance with the provisions of its tariff. If your utility disconnects your service, this Agreement may be automatically terminated. In addition, if your payment for natural gas and/or electric supply service is not received from you on a timely basis or does not meet any agreed-upon payment plan, PALMco may, after 14 calendar days' written notice to you, terminate this Agreement and its natural gas and/or electric supply service to you. You have the right to request from PALMco, without charge, up to 24 months of your payment history covering services rendered by PALMco, without charge, twice within any 12-month period. Budget Billing is available for both the delivery and natural gas and/or electric supply service portions of your bill. If you are interested in Budget Billing, you should contact your utility and request to be placed on a Budget Billing plan. If your electric utility is Duke Energy Ohio, to request Budget Billing for the electric supply service portion of your electric bill, you should contact PALMco and request to be placed on a Budget Billing plan.

CUSTOMER INFORMATION RELEASE. You authorize PALMco to begin your enrollment, initiate service to the accounts listed in your Confirmation Letter (or in any addendum) and to obtain historical billing data and other information about you ("Customer Information") from your gas and/or electric utility(ies), so that PALMco can start and continue its service to you. PALMco reserves the right to refuse to provide service to you under this Agreement if it is unable to obtain the necessary Customer Information or it obtains Customer Information that it considers to be unsatisfactory. **PALMco Energy** will not release your social security number, account number(s), or any other Customer Information without your express written or electronic consent, except in accordance with rules 4901:1-28-04 and 4901:1-29-09 of the Ohio Administrative Code, or if it sells or assigns this Agreement to another third party supplier. **PALMco Power** will not release your social security number and/or account number(s) without your written or electronic consent, except for PALMco Power's own collections and/or credit reporting, participation in programs funded by the universal service fund, pursuant to section 4928.52 of the Revised Code, or if it sells or assigns this Agreement to another third party supplier.

DISPUTE PROCEDURES AND QUESTIONS CONCERNING YOUR SERVICE. Contact PALMco at 1-877-726-5862 (toll free) between the hours of 8 a.m. and 5 p.m. EST or EDT, by U.S. mail at 8751 18th Avenue, Brooklyn, NY 11214, or by e-mail at CustomerService@PalmcoEnergy.com, if you have any questions or complaints about your service under this Agreement. If your complaint is not resolved after you have contacted PALMco and/or your utility, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from 8 a.m. to 5 p.m. weekdays, or at http://www.puco.ohio.gov. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from 8 a.m. to 5 p.m. weekdays, or at www.pickocc.org.

ELECTRONIC COMMUNICATION. Unless otherwise required by law, if you provide PALMco with your email address, you agree that PALMco may transmit to you all notices and other communications, including those required in this Agreement, electronically to the email address provided by you. You shall be responsible for notifying PALMco of any change in email address and/or any withdrawal of your consent to electronic communications. Notices transmitted to you via email will be deemed to have been received if transmitted to you at the email address provided to PALMco by you.

FORCE MAJEURE. Neither PALMco nor you will be liable for a breach of this Agreement if such breach is due to a force majeure event. A "force majeure event" means a material, unavoidable occurrence beyond a party's control, such as a fire, act of god or public enemy, labor strike, lockout or other industrial disturbance, act of terrorism, government action, utility action, storm, hurricane, flood, explosion, shortage or unavailability of transmission facilities, and other events that cannot be prevented or overcome by ordinary due diligence. A force majeure event does not include an inability to pay any amount owing under this Agreement.

LIMITATION OF LIABILITY. TO THE FULLEST EXTENT PERMITTED BY APPLICABLE OHIO LAW, NEITHER YOU NOR PALMCO WILL BE LIABLE TO THE OTHER FOR ANY CONSEQUENTIAL, EXEMPLARY, PUNITIVE, INCIDENTAL, OR INDIRECT DAMAGES ARISING FROM A BREACH OF THIS AGREEMENT, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOST REVENUES.

ARBITRATION. TO THE FULLEST EXTENT PERMITTED BY APPLICABLE OHIO LAW, IF THERE IS AN ISSUE, CLAIM OR DISPUTE RELATING TO THIS AGREEMENT FOR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE THAT NEEDS TO BE RESOLVED AND WE ARE UNABLE TO RESOLVE IT INFORMALLY, IT MAY BE RESOLVED THROUGH ARBITRATION. INCLUDED ARE ALL ISSUES, CLAIMS AND DISPUTES ARISING OUT OF OR RELATING TO ANY ASPECT OF YOUR PARTICIPATION IN THIS AGREEMENT FOR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE WHETHER ARISING DURING OR AFTER YOUR PARTICIPATION IN THIS AGREEMENT FOR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE. ANY SUCH ARBITRATIONS PERMITTED BY APPLICABLE OHIO LAW SHALL BE CONDUCTED ON AN INDIVIDUAL (AND NOT A CLASS-WIDE) BASIS AND AN ARBITRATOR SHALL HAVE NO AUTHORITY TO AWARD CLASS-WIDE RELIEF. NOTWITHSTANDING THE FOREGOING, THIS PARAGRAPH DOES NOT PREVENT YOU FROM FILING A COMPLAINT RELATING TO YOUR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE WITH PALMCO PURSUANT TO THE LAWS GOVERNING RETAIL ELECTRIC AND/OR NATURAL GAS SUPPLIERS IN YOUR STATE AND THE REGULATIONS OF ANY AGENCY IN YOUR STATE WITH JURISDICTION OVER RETAIL ELECTRIC AND/OR NATURAL GAS SUPPLIERS.

NO WARRANTIES. NEITHER PALMCO ENERGY NOR PALMCO POWER MAKES ANY WARRANTIES, AFFIRMATIONS OF FACT, OR PROMISES, EXPRESS OR IMPLIED, THAT EXTEND BEYOND THE FACE OF THIS AGREEMENT, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

APPLICABLE LAWS, ETC. This Agreement is subject to all applicable Federal, state, and local laws, and the orders, rules, and regulations of governmental agencies having jurisdiction over the subject matter of this Agreement, including, without limitation, the Public Utilities Commission of Ohio. THIS AGREEMENT WILL BE GOVERNED AND CONSTRUED IN ACCORDANCE WITH OHIO LAW, WITHOUT REGARD TO PRINCIPLES RELATING TO CONFLICTS OF LAW.

MISCELLANEOUS. PALMco assumes no responsibility or liability for the following items that are the responsibility of the utility(ies): operation and maintenance of the utility's natural gas and/or electrical system, any interruption of service, termination of service, and deterioration of the utility's service. This Agreement is the entire understanding between you and PALMco with respect to the subject matter hereof and there are no promises, covenants, or undertakings other than those expressly set forth in this Agreement. PALMco will not make a material change to the terms of this Agreement without first obtaining your consent in writing or through third party verification (TPV), except if due a change in market conditions, PALMco wishes lower the price (per ccf or mcf or kilowatt-hour as applicable) charged under this Agreement and no other terms and conditions are changed. You may not assign this Agreement without PALMco's prior written consent. PALMco may sell, transfer, pledge, or assign the accounts, revenues, or proceeds hereof, in connection with any financial agreement and may assign this Agreement to another energy supplier, energy services company or other entity in accordance with the rules and procedures of the PUCO, if any, governing such transactions. This Agreement will inure to and be binding upon the successors and assignees of the parties hereto. No delay or failure by either you or PALMco to exercise any right or remedy to which either party may be entitled to herein will constitute a waiver of that right or remedy.

EMERGENCIES. IN THE EVENT OF A GAS OR ELECTRICITY-RELATED EMERGENCY, SUCH AS A GAS OR ELECTRIC OUTAGE OR GAS LEAK, YOU SHOULD IMMEDIATELY CONTACT YOUR LOCAL UTILITY.

V.E.17-12.19

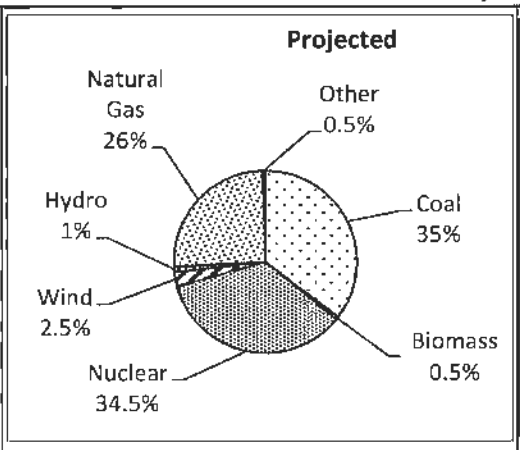
Environmental Disclosure Information – Quarterly Comparisons

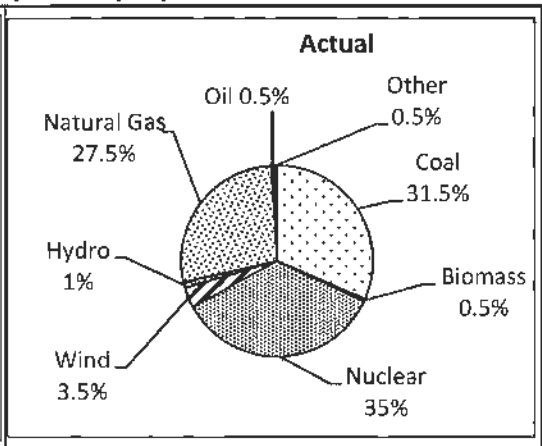
PALMco Power OH, LLC

Projected Data for the 2018 Calendar Year

Actual Data for the Period 01/01/18 to 3/31/18

Generation Resource Mix -
A comparison between the sources of generation projected to be used to generate this product and the actual resources used during this period.





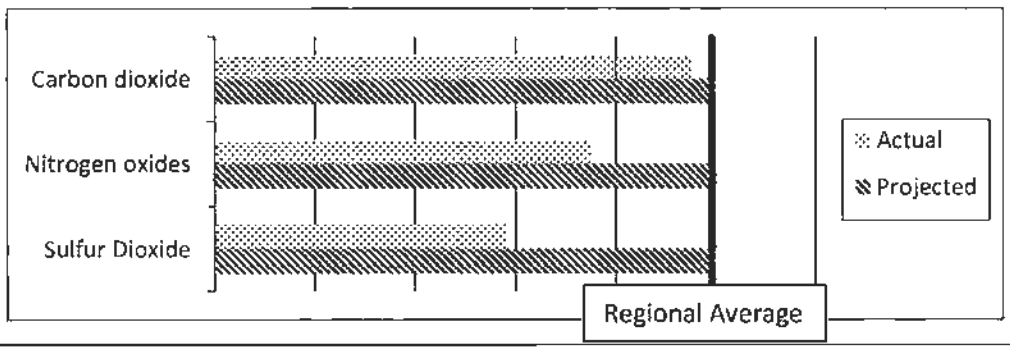
Environmental Characteristics–

A description of the characteristics associated with each possible generation resource.

Biomass Power	Air Emissions and Solid Waste
Coal Power	Air Emissions and Solid Waste
Hydro Power	Wildlife Impacts
Natural Gas Power	Air Emissions and Solid Waste
Nuclear Power	Radioactive Waste
Oil Power	Air Emissions and Solid Waste
Other Sources	Unknown Impacts
Solar Power	No Significant Impacts
Unknown Purchased Resources	Unknown Impacts
Wind Power	Wildlife Impacts

Air Emissions –

Product-specific projected and actual air emissions for this period compared to the regional average air emissions.



Radioactive Waste –

Radioactive waste associated with the product.

Type:	Quantity:	
High-Level Radioactive Waste	Unknown	Lbs./1,000 kWh
Low-Level Radioactive Waste	Unknown	Ft^3/1,000 kWh

With in-depth analysis, the environmental characteristics of any form of electric generation will reveal benefits as well as costs. For further information, contact PALMco Power OH, LLC at www.palmcoenergy.com or by phone at (877) 726-5862.

SOMETHING NEW
IS COMING!

PALMCO® ENERGY → indra® ENERGY

Dear Valued Customer,

We are excited to share some important news regarding the evolution of our company and, as our customer, how this update will benefit you. Today we want to announce that our company name will be changing as of October 1, 2018 to Indra Energy.

We feel this name change will better capture our evolving vision and integration of new products and services. This transition will not affect your service and there is no action required on your part.

We value you as a customer and appreciate your feedback. If you have any questions, please contact our customer care team.

Thank you,

PALMco Energy

ENERGY PALMCO®

PALMco Energy 8751 18th Avenue Brooklyn, NY 11214 | 1.877.726.5862 | PalmcoEnergy.com

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Friday, March 15, 2019 08:08
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258064 [ref:_00Dt0GzXt._500t0FNh6k:ref]

Good morning,

Please provide a copy of the TPV and a case update for this matter today.

Thank you,
Drake Riley

---------- Original Message ----------
From: Drake Riley [contactthepuco@puc.state.oh.us]
Sent: 3/11/2019 4:01 PM
To: compliance@indraenergy.com
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258064 [ref:_00Dt0GzXt._500t0FNh6k:ref]

Ohio | Public Utilities Commission

Initial Submission of a Consumer Complaint

Marketer of Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00258064

CUSTOMER: [redacted]

ADDRESS: [redacted] Toledo, Ohio 43613

AIQ: Palmco Energy OH LLC

SERVICE ACCOUNT NUMBER: [redacted]

***Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a

final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)***

DESCRIPTION OF ISSUE:

Hello,

Ms. [redacted] denies enrolling with your company. She also contends that she is being forced to pay a debt she doesn't owe to then discuss a possible refund.

Please provide all enrollment documentation, TPV, Sales call, T&C's, welcome letter, contract, etc.

What rate has the customer been charged? Did the rate spike recently? If so, why?

Sincerely,

Drake Riley

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Supervisor - Electric

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:_00Dt0GzXt._500t0FNh6k:ref

PALMCO ENERGY

PALMco Energy OH, LLC / PALMco Power OH, LLC

8751 18th Avenue Brooklyn, NY 11214
customerservice@palmcoenergy.com
www.palmcoenergy.com
Phone (877)726-5862

NATURAL GAS & ELECTRIC POWER SUPPLY AGREEMENT (OHIO)

V.E.10-12.20

CUSTOMER INFORMATION

Customer Name: [redacted] **Relationship to Account Holder:** SELF

Buyer's Date of Birth (m[redacted]ercial accounts)

E-mail Address: N/A

Please provide us with your e-mail address to authorize us to send notices about your account. Providing your email address will allow you to access your customer portal and activate promotions and incentives. PALMco does not sell, provide or share your e-mail information with third parties.

Service Address: [redacted] **City:** Toledo **State:** OH **Zip Code:** 43615

Billing Address (If Different): **City:** **State:** **Zip Code:**

Phone Number: [redacted] ☒ Mobile ☐ Home

ACCOUNT INFORMATION

Third Party Verification # (TPV): [redacted]

Account Holder's Name on Electricity Account: [redacted]

Electricity Utility Account Number: [redacted] **Budget Billing:** ☐ Yes ☐ No

Introductory Electricity Variable Rate Supply:	Duke Energy _____ Per kWh (Account Number 10 digits)	DP&L _____ Per kWh (Account Number 10 digits)	AEP _____ Per kWh (Customer Number 17 digits)
	Toledo Edison 5.98 Per kWh (Customer Number 20 digits)	Illuminating Company _____ Per kWh (Customer Number 20 digits)	Ohio Edison _____ Per kWh (Customer Number 20 digits)

You will pay the introductory rate stated above for the first three billing cycles. Thereafter, you will receive a variable rate that may vary month to month. This rate does not include utility transportation, delivery, or other charges that your electricity utility may impose. For full details see the Pricing section in the Terms and Conditions.

Account Holder's Name on Natural Gas Account: [redacted]

Natural Gas Utility Account Number: [redacted] **Budget Billing:** ☐ Yes ☐ No

Introductory Natural Gas Variable Rate Supply:	Duke Energy _____ Per Ccf (Account Number 10 digits)	Dominion _____ Per MCF (Account Number 10 digits)	Columbia Gas Ohio 41 Per Ccf (Service Delivery 17 digit)	Vectren _____ Per Ccf (Account Number 17 digits)

You will pay the introductory rate stated above for the first three billing cycles. Thereafter, you will receive a variable rate that may vary month to month. This rate does not include utility transportation, delivery, or other charges that your natural gas utility may impose. For full details see the Pricing section in the Terms and Conditions.

Enrollment Promotion: (choose only one) ☒ PALMco's Loyalty Credit ☐ Let us treat you to Dinner!

ACKNOWLEDGEMENT FORM FOR NATURAL GAS AND ELECTRICITY RESIDENTIAL AND SMALL COMMERCIAL

Please Read Carefully and Initial in the Appropriate Spaces

1. The representative stated that he/she was representing PALMco and was not from the natural gas and/or electricity distribution company.
2. The representative explained that by signing the enrollment form I was entering into an agreement/contract for PALMco to supply my natural gas and/or electricity.
3. The representative explained to me the price for electricity and/or natural gas under this contract.
4. The representative explained that the contract is for one month and will continue on a month-to-month basis until either PALMco or I decides to cancel the contract.
5. The representative explained my right to cancel.
6. The representative left two completed right to cancel notices with me.
7. The representative disclosed that no early termination liability fee would apply if I cancel the contract.

[redacted]

This is an agreement, together with the Terms and Conditions, Confirmation Letter, and any and all Renewal Notices (if applicable) (collectively, the "Agreement"), between PALMco Energy OH, LLC ("PALMco Energy" or "PALMco") and you for natural gas supply service and/or PALMco Power OH, LLC ("PALMco Power or "PALMco") and you for electric supply service at each of the account service addresses listed above (or in any addendum). You agree to authorize a switch of your natural gas and/or electric supply service to PALMco and to purchase all the natural gas and/or electricity required to service each of the accounts listed above (or in any addendum) at a price as described in this Agreement. You acknowledge as follows: **(A)** Any PALMco sales representative with whom you have spoken represents PALMco and is not from your utility or affiliated with your utility. **(B)** You are the named customer on each of the account(s) listed above (or in any addendum), or you are the spouse of the named customer on such account(s), or you are over 18 years old and authorized to make decisions concerning such account(s). **(C)** PALMco will not charge you a fee to switch to PALMco as your natural gas and/or electric supplier. **(D)** Your utility(ies) will continue to deliver your gas and/or electricity and send you your natural gas and/or electricity bills, which will contain both your utility's charges and PALMco's charges. **(E)** PALMco does not guarantee savings or promise rates lower than your utility. **(F)** Your incumbent gas and/or electric utility may charge you switching fees. **(G)** There are no cancellation fees under this Agreement.

YOU, THE BUYER, MAY CANCEL THIS TRANSACTION AT ANY TIME PRIOR TO MIDNIGHT OF THE THIRD BUSINESS DAY AFTER THE DATE OF THIS TRANSACTION. SEE ATTACHED NOTICE OF CANCELLATION FORM FOR AN EXPLANATION OF THIS RIGHT.

By signing below, you agree to the terms and conditions of this Agreement. [redacted]

For: *PALMco Power OH, LLC and/or PALMco Energy OH, LLC (Seller)* By: [redacted]

By: Khadija Foreman TM1702 By: [redacted]

REPRESENTATIVE'S NAME (PRINT) ID NUMBER BUYER'S SIGNATURE

PALMcoEnergy
8751 18th Avenue
Brooklyn, NY 11214

w: PalmcoEnergy.com
e: CustomerService@PalmcoEnergy.com
toll free: 1 (877) 726 5862

9/22/2017

[redacted]
Toledo, OH 43613

Thank you for choosing PALMco as your energy supplier!

This letter is confirming your selection of PALMco as your **electricity** supplier and this package contains a copy of the *Terms and Conditions* of your service with PALMco.

We are currently processing your enrollment

Your enrollment will be sent to **Toledo Edison.** You will receive a confirmation notice from **Toledo Edison** confirming your selection of PALMco as your **electricity** supplier. Your service will begin with your first meter read by your utility after your enrollment is accepted, and may take up to 1-2 billing cycles. If you decide to rescind your enrollment request, per Ohio state regulations, you must contact your utility to do so.

If, for any reason, we are unable to enroll your account we will be sure to contact you to resolve the issue.

Below is a summary of your service account with PALMco:

Your account will begin receiving supply from PALMco within 15 to 45 days from the date of this letter.

Utility Account Nu[redacted]
Rate Plan: **Introductory Rate of $0.06100 for the first three billing cycles, and a variable rate thereafter.**
Cancellation Fees: **None**
Budget Billing: **Available upon request.**

Your feedback is important to us!

You may receive a phone call from us to obtain your feedback regarding your enrollment experience.
If not, we'd love to get your feedback, so please call us at the number below.

Questions?

If you have any questions, please feel free to contact us at 877-726-5862 weekdays 8:00 am to 6:00 pm or email us at *CustomerService@palmcoenergy.com*.

Thank you again for choosing us as your energy supplier!

Sincerely,

PALMco Customer Service

PS. Learn how to refer friends for discounts! Visit palmcoenergy.com/rewards

OHIO TERMS AND CONDITIONS

INTRODUCTION: This is an agreement, together with your Confirmation Letter, and any and all Renewal Notices (if applicable) (collectively, the "Agreement"), between PALMco Energy OH, LLC ("PALMco Energy" or "PALMco") and you for natural gas supply service and/or PALMco Power OH, LLC ("PALMco Power or "PALMco") and you for electric supply service at each of the account service addresses listed in your Confirmation Letter (or in an addendum). You agree to authorize a switch of your natural gas and/or electric supply service to PALMco and to purchase all the natural gas and/or electricity required to service each of the accounts listed in your Confirmation Letter (or listed in an addendum) at a price as described in this Agreement.

ACKNOWLEDGEMENT. You acknowledge as follows: **(A)** Any PALMco sales representative with whom you have spoken represents PALMco and is not from your utility or affiliated with your utility. **(B)** You are the named customer on each of the account(s) listed above (or in any addendum), or you are the spouse of the named customer on such account(s), or you are over 18 years old and authorized to make decisions concerning such account(s). **(C)** PALMco will not charge you a fee to switch to PALMco as your natural gas and/or electric supplier. **(D)** Your utility(ies) will continue to deliver your gas and/or electricity and send you your natural gas and/or electricity bills, which will contain both your utility's charges and PALMco's charges. **(E)** PALMco does not guarantee savings or promise rates lower than your utility(ies). **(F)** Your incumbent gas and/or electric utility may charge you switching fees. **(G)** There are no cancellation fees under this Agreement. **(H)** You are not currently approved for or enrolled in PIPP and/or any other such utility arrearage crediting program.

CONFIRMATION NOTICE, YOUR RIGHT OF RESCISSION. YOU WILL RECEIVE A WRITTEN CONFIRMATION NOTICE FROM YOUR GAS AND/OR ELECTRIC UTILITY(IES) OF THE TRANSFER OF YOUR GAS AND/OR ELECTRIC SUPPLY SERVICE TO PALMCO AND ADVISING YOU OF YOUR RIGHT TO RESCIND YOUR ENROLLMENT WITH PALMCO. FOR GAS SUPPLY SERVICE, YOU HAVE 7 BUSINESS DAYS FROM THE DATE OF THE POSTMARK OF THAT NOTICE DURING WHICH YOU MAY RESCIND THIS AGREEMENT AND YOUR NATURAL GAS ENROLLMENT WITH PALMCO WITHOUT PENALTY BY CONTACTING YOUR GAS UTILITY (ORALLY OR IN WRITING). FOR ELECTRIC SUPPLY SERVICE, YOU HAVE 7 DAYS FROM THE DATE OF THE POSTMARK OF THAT NOTICE DURING WHICH YOU MAY RESCIND THIS AGREEMENT AND YOUR ELECTRIC ENROLLMENT WITH PALMCO WITHOUT PENALTY BY CONTACTING YOUR ELECTRIC UTILITY (ORALLY, ELECTRONICALLY, OR IN WRITING).

LENGTH OF AGREEMENT AND TERMINATION. This Agreement will begin when your local utility switches your account to PALMco s. For Variable Price natural gas and/or electric supply service, this Agreement will continue on a month-to-month basis. For Fixed Price natural gas and/or electric supply service, this Agreement will continue for the period of time set forth in your Confirmation Letter. If PALMco decides to terminate as provided in this Agreement, it shall provide advance notice to you in writing to your Service Address(es). You may terminate this Agreement at any time by (a) calling PALMco at (877) 726-5862; (b) sending a letter to PALMco at 8751 18th Avenue, Brooklyn, NY 11214; or (c) emailing PALMco at CustomerService@PalmcoEnergy.com. Upon termination as provided in this Agreement, you will be returned to your utility's standard service or you may choose another supplier. In any case in which your natural gas and/or electric supply service with PALMco is terminated as provided in this Agreement, you will remain obligated to pay for the natural gas and/or electric supply service provided by PALMco prior to the effective date of the termination. The effective date of termination will be determined by your utility. Your natural gas and/or electric supply service from PALMco will terminate automatically without penalty to you if any of the following occurs: (a) your Service Address(es) is not served or no longer served by your utility; (b) you move outside your utility's service area or to an area not served by PALMco; or (c) PALMco returns you to your utility's applicable tariff service pursuant to the terms of this Agreement. You may also cancel your natural gas supply service with PALMco Energy without penalty if you relocate your Service Address(es) (a) outside of the service territory of your gas utility or (b) within the service territory of your gas utility if your gas utility does not permit you to transfer your PALMco Energy contract to your new Service Address(es). You also may cancel this Agreement with PALMco Power without penalty if you relocate your Service Address(es) to an area that PALMco Power does not serve or to an area where PALMco Power charges a different price for electric supply service. In the case of a Service Address relocation, the cancellation shall apply only to the Service Address(es) you move from, and not any other Service Address(es) covered by this Agreement. If you voluntarily return or switch back to your natural gas and/or electric utility after choosing PALMco, you may not be served under the same rates, terms, and conditions as those available to other customers served by your natural gas and/or electric utility.

PRICING.

Natural Gas and/or Electric Introductory Price: If you receive natural gas and/or electric supply service from PALMco, you will pay an Introductory Price as set forth in your Confirmation Letter for the time period set forth in your Confirmation Letter, and thereafter, your price for natural gas and/or electric supply service will automatically become for the length of this Agreement either a Variable or Fixed price as described herein and as stated in your Confirmation Letter.

Natural Gas and/or Electric Fixed Price (when applicable): You will pay a Fixed Price as set forth in your Confirmation Letter for the fixed term indicated in your Confirmation Letter. Before the end of your fixed term, PALMco will send you a notice with your contract renewal and pricing options. Your service will automatically continue under the specified renewal terms unless you contact PALMco to terminate as set forth herein and as stated in the Renewal Notice. If you terminate this Agreement prior to the expiration of the term, you will not be subject to any early termination fees.

Natural Gas Variable Price (when applicable): You will pay a Variable Price for natural gas supply service that may vary from month to month as determined by PALMco in its sole discretion, based on the applicable monthly NYMEX closing price for natural gas, applicable interstate transportation costs, any supply and agency functions that PALMco performs for you, and other prevailing market conditions, plus PALMco's costs, expenses and margins.

Electric Variable Price (when applicable): You will pay a Variable Price for electric supply service that may vary from month to month as determined by PALMco in its sole discretion based on a zonal locational marginal price ("LMP") determined on a day ahead or real time basis, any supply and agency functions that PALMco performs for you, line loss, compliance costs, certain transmission, capacity, ancillary, and administrative costs incurred by PALMco, and other prevailing market conditions, plus PALMco's costs, expenses and margins.

Natural Gas and/or Electric Supply Price Disclosures: There is no limit on how much the Variable Price of your natural gas and/or electric supply service may change from one billing cycle to the next and your Variable Price may be higher or lower than your utility's standard offer service rate in any given month. PALMco does not guarantee savings in any month or for the entire length of this Agreement. PALMco's current and historical prices are not an indicator of future prices.

Other Charges: You are also responsible for paying and reimbursing PALMco for all applicable taxes, and other government fees, assessments, and charges, however designated, relating to the natural gas and/or electric supply service provided under this Agreement. This may include, but shall not be limited to, utility taxes, gross receipts taxes, and sales or use taxes imposed on PALMco and/or you by federal, state, and/or local authorities. If you are tax exempt, you must furnish PALMco an exemption certificate before service commences. This Agreement does not include utility transportation, delivery, or other charges that your gas or electric utility charges you for those services.

No Early Termination Fee. If you terminate this Agreement prior to the expiration of the term, you will not be subject to any early termination fees.

FIXED TERM AUTOMATIC RENEWAL. At least forty-five (45) days before the expiration of your Fixed Term, PALMco will provide written notice to you of the Agreement's renewal ("Renewal Notice"). The Renewal Notice will set forth the proposed renewal option(s), including any applicable information required by the Commission. If you do not respond to the Renewal Notice or otherwise terminate this Agreement by notifying PALMco in accordance with the Termination section herein, then your Agreement will automatically renew at the rate then in effect in accordance with the terms set forth in the Renewal Notice. *PALMco can renew this Agreement without your affirmative consent even when there is a change in the rate or other terms and conditions.*

RESOURCE MIX AND ENVIRONMENTAL CHARACTERISTICS. The applicable generation resource mix and environmental characteristics of the electric supply sold by PALMco Power are available at www.palmcoenergy.com. This information is updated periodically following the requirements of the Public Utilities Commission of Ohio.

BILL PAYMENT/LATE PAYMENT CHARGES/BUDGET BILLING. **Natural Gas and/or Electric:** You will be billed by your utility(ies) at intervals established by your utility(ies). You will pay PALMco's charges for natural gas and/or electric supply service based on meter readings and consumption information that PALMco receives from your utility ("Billing Quantity"). You will receive a single monthly bill from your utility that contains both PALMco's charges and your utility's charges. Your payment for natural gas and/or electric supply service is due on the date set forth on the bill. You shall pay a late payment charge on all unpaid amounts (including arrears and late payment charges) owing and not received by PALMco by the due date of the bill, at a rate of 1.5% per month or the maximum amount permitted by law, whichever is lower. You shall also be responsible for paying PALMco's reasonable attorneys' fees, costs, and expenses incurred by it in collecting any such payment from you. If you fail to pay your bill for natural gas and/or electric supply service or you fail to satisfy any agreed upon payment arrangement you may have, your utility may disconnect your service in accordance with the provisions of its tariff. If your utility disconnects your service, this Agreement may be automatically terminated. In addition, if your payment for natural gas and/or electric supply service is not received from you on a timely basis or does not meet any agreed-upon payment plan, PALMco may, after 14 calendar days' written notice to you, terminate this Agreement and its natural gas and/or electric supply service to you. You have the right to request from PALMco, without charge, up to 24 months of your payment history covering services rendered by PALMco, without charge, twice within any 12-month period. Budget Billing is available for both the delivery and natural gas and/or electric supply service portions of your bill. If you are interested in Budget Billing, you should contact your utility and request to be placed on a Budget Billing plan. If your electric utility is Duke Energy Ohio, to request Budget Billing for the electric supply service portion of your electric bill, you should contact PALMco and request to be placed on a Budget Billing plan.

CUSTOMER INFORMATION RELEASE. You authorize PALMco to begin your enrollment, initiate service to the accounts listed in your Confirmation Letter (or in any addendum) and to obtain historical billing data and other information about you ("Customer Information") from your gas and/or electric utility(ies), so that PALMco can start and continue its service to you. PALMco reserves the right to refuse to provide service to you under this Agreement if it is unable to obtain the necessary Customer Information or it obtains Customer Information that it considers to be unsatisfactory. **PALMco Energy** will not release your social security number, account number(s), or any other Customer Information without your express written or electronic consent, except in accordance with rules 4901:1-28-04 and 4901:1-29-09 of the Ohio Administrative Code, or if it sells or assigns this Agreement to another third party supplier. **PALMco Power** will not release your

social security number and/or account number(s) without your written or electronic consent, except for PALMco Power's own collections and/or credit reporting, participation in programs funded by the universal service fund, pursuant to section 4928.52 of the Revised Code, or if it sells or assigns this Agreement to another third party supplier.

DISPUTE PROCEDURES AND QUESTIONS CONCERNING YOUR SERVICE. Contact PALMco at 1-877-726-5862 (toll free) between the hours of 8 a.m. and 5 p.m. EST or EDT, by U.S. mail at 8751 18th Avenue, Brooklyn, NY 11214, or by e-mail at CustomerService@PalmcoEnergy.com, if you have any questions or complaints about your service under this Agreement. If your complaint is not resolved after you have contacted PALMco and/or your utility, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from 8 a.m. to 5 p.m. weekdays, or at http://www.puco.ohio.gov. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from 8 a.m. to 5 p.m. weekdays, or at www.pickocc.org.

ELECTRONIC COMMUNICATION. Unless otherwise required by law, if you provide PALMco with your email address, you agree that PALMco may transmit to you all notices and other communications, including those required in this Agreement, electronically to the email address provided by you. You shall be responsible for notifying PALMco of any change in email address and/or any withdrawal of your consent to electronic communications. Notices transmitted to you via email will be deemed to have been received if transmitted to you at the email address provided to PALMco by you.

FORCE MAJEURE. Neither PALMco nor you will be liable for a breach of this Agreement if such breach is due to a force majeure event. A "force majeure event" means a material, unavoidable occurrence beyond a party's control, such as a fire, act of god or public enemy, labor strike, lockout or other industrial disturbance, act of terrorism, government action, utility action, storm, hurricane, flood, explosion, shortage or unavailability of transmission facilities, and other events that cannot be prevented or overcome by ordinary due diligence. A force majeure event does not include an inability to pay any amount owing under this Agreement.

LIMITATION OF LIABILITY. TO THE FULLEST EXTENT PERMITTED BY APPLICABLE OHIO LAW, NEITHER YOU NOR PALMCO WILL BE LIABLE TO THE OTHER FOR ANY CONSEQUENTIAL, EXEMPLARY, PUNITIVE, INCIDENTAL, OR INDIRECT DAMAGES ARISING FROM A BREACH OF THIS AGREEMENT, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOST REVENUES.

ARBITRATION. TO THE FULLEST EXTENT PERMITTED BY APPLICABLE OHIO LAW, IF THERE IS AN ISSUE, CLAIM OR DISPUTE RELATING TO THIS AGREEMENT FOR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE THAT NEEDS TO BE RESOLVED AND WE ARE UNABLE TO RESOLVE IT INFORMALLY, IT MAY BE RESOLVED THROUGH ARBITRATION. INCLUDED ARE ALL ISSUES, CLAIMS AND DISPUTES ARISING OUT OF OR RELATING TO ANY ASPECT OF YOUR PARTICIPATION IN THIS AGREEMENT FOR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE WHETHER ARISING DURING OR AFTER YOUR PARTICIPATION IN THIS AGREEMENT FOR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE. ANY SUCH ARBITRATIONS PERMITTED BY APPLICABLE OHIO LAW SHALL BE CONDUCTED ON AN INDIVIDUAL (AND NOT A CLASS-WIDE) BASIS AND AN ARBITRATOR SHALL HAVE NO AUTHORITY TO AWARD CLASS-WIDE RELIEF. NOTWITHSTANDING THE FOREGOING, THIS PARAGRAPH DOES NOT PREVENT YOU FROM FILING A COMPLAINT RELATING TO YOUR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE WITH PALMCO PURSUANT TO THE LAWS GOVERNING RETAIL ELECTRIC AND/OR NATURAL GAS SUPPLIERS IN YOUR STATE AND THE REGULATIONS OF ANY AGENCY IN YOUR STATE WITH JURISDICTION OVER RETAIL ELECTRIC AND/OR NATURAL GAS SUPPLIERS.

NO WARRANTIES. NEITHER PALMCO ENERGY NOR PALMCO POWER MAKES ANY WARRANTIES, AFFIRMATIONS OF FACT, OR PROMISES, EXPRESS OR IMPLIED, THAT EXTEND BEYOND THE FACE OF THIS AGREEMENT, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

APPLICABLE LAWS, ETC. This Agreement is subject to all applicable Federal, state, and local laws, and the orders, rules, and regulations of governmental agencies having jurisdiction over the subject matter of this Agreement, including, without limitation, the Public Utilities Commission of Ohio. THIS AGREEMENT WILL BE GOVERNED AND CONSTRUED IN ACCORDANCE WITH OHIO LAW, WITHOUT REGARD TO PRINCIPLES RELATING TO CONFLICTS OF LAW.

MISCELLANEOUS. PALMco assumes no responsibility or liability for the following items that are the responsibility of the utility(ies): operation and maintenance of the utility's natural gas and/or electrical system, any interruption of service, termination of service, and deterioration of the utilty's service. This Agreement is the entire understanding between you and PALMco with respect to the subject matter hereof and there are no promises, covenants, or undertakings other than those expressly set forth in this Agreement. PALMco will not make a material change to the terms of this Agreement without first obtaining your consent in writing or through third party verification (TPV), except if due a change in market conditions, PALMco wishes lower the price (per ccf or mcf or kilowatt-hour as applicable) charged under this Agreement and no other terms and conditions are changed. You may not assign this Agreement without PALMco's prior written consent. PALMco may sell, transfer, pledge, or assign the accounts, revenues, or proceeds hereof, in connection with any financial agreement and may assign this Agreement to another energy supplier, energy services company or other entity in accordance with the rules and procedures of the PUCO, if any, governing such transactions. This Agreement will inure to and be binding upon the successors and assignees of the parties hereto. No delay or failure by either you or PALMco to exercise any right or remedy to which

either party may be entitled to herein will constitute a waiver of that right or remedy.

EMERGENCIES. IN THE EVENT OF A GAS OR ELECTRICITY-RELATED EMERGENCY, SUCH AS A GAS OR ELECTRIC OUTAGE OR GAS LEAK, YOU SHOULD IMMEDIATELY CONTACT YOUR LOCAL UTILITY.

V.E.17-09.06

PALMcoEnergy
8751 18th Avenue
Brooklyn, NY 11214

w: PalmcoEnergy.com
e: CustomerService@PalmcoEnergy.com
toll free: 1 (877) 726 5862

9/22/2017

[redacted]
Toledo, OH 43613

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Utility Account Numbe[redacted]
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Cancellation Fees: **None**
Budget Billing: **Please contact Columbia Gas.**

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PRICING.

Natural Gas and/or Electric Introductory Price: If you receive natural gas and/or electric supply service from PALMco, you will pay an Introductory Price as set forth in your Confirmation Letter for the time period set forth in your Confirmation Letter, and thereafter, your price for natural gas and/or electric supply service will automatically become for the length of this Agreement either a Variable or Fixed price as described herein and as stated in your Confirmation Letter.

Natural Gas and/or Electric Fixed Price (when applicable): You will pay a Fixed Price as set forth in your Confirmation Letter for the fixed term indicated in your Confirmation Letter. Before the end of your fixed term, PALMco will send you a notice with your contract renewal and pricing options. Your service will automatically continue under the specified renewal terms unless you contact PALMco to terminate as set forth herein and as stated in the Renewal Notice. If you terminate this Agreement prior to the expiration of the term, you will not be subject to any early termination fees.

Natural Gas Variable Price (when applicable): You will pay a Variable Price for natural gas supply service that may vary from month to month as determined by PALMco in its sole discretion, based on the applicable monthly NYMEX closing price for natural gas, applicable interstate transportation costs, any supply and agency functions that PALMco performs for you, and other prevailing market conditions, plus PALMco's costs, expenses and margins.

Electric Variable Price (when applicable): You will pay a Variable Price for electric supply service that may vary from month to month as determined by PALMco in its sole discretion based on a zonal locational marginal price ("LMP") determined on a day ahead or real time basis, any supply and agency functions that PALMco performs for you, line loss, compliance costs, certain transmission, capacity, ancillary, and administrative costs incurred by PALMco, and other prevailing market conditions, plus PALMco's costs, expenses and margins.

Natural Gas and/or Electric Supply Price Disclosures: There is no limit on how much the Variable Price of your natural gas and/or electric supply service may change from one billing cycle to the next and your Variable Price may be higher or lower than your utility's standard offer service rate in any given month. PALMco does not guarantee savings in any month or for the entire length of this Agreement. PALMco's current and historical prices are not an indicator of future prices.

Other Charges: You are also responsible for paying and reimbursing PALMco for all applicable taxes, and other government fees, assessments, and charges, however designated, relating to the natural gas and/or electric supply service provided under this Agreement. This may include, but shall not be limited to, utility taxes, gross receipts taxes, and sales or use taxes imposed on PALMco and/or you by federal, state, and/or local authorities. If you are tax exempt, you must furnish PALMco an exemption certificate before service commences. This Agreement does not include utility transportation, delivery, or other charges that your gas or electric utility charges you for those services.

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FIXED TERM AUTOMATIC RENEWAL. At least forty-five (45) days before the expiration of your Fixed Term, PALMco will provide written notice to you of the Agreement's renewal ("Renewal Notice"). The Renewal Notice will set forth the proposed renewal option(s), including any applicable information required by the Commission. If you do not respond to the Renewal Notice or otherwise terminate this Agreement by notifying PALMco in accordance with the Termination section herein, then your Agreement will automatically renew at the rate then in effect in accordance with the terms set forth in the Renewal Notice. *PALMco can renew this Agreement without your affirmative consent even when there is a change in the rate or other terms and conditions.*

RESOURCE MIX AND ENVIRONMENTAL CHARACTERISTICS. The applicable generation resource mix and environmental characteristics of the electric supply sold by PALMco Power are available at www.palmcoenergy.com. This information is updated periodically following the requirements of the Public Utilities Commission of Ohio.

BILL PAYMENT/LATE PAYMENT CHARGES/BUDGET BILLING. **Natural Gas and/or Electric:** You will be billed by your utility(ies) at intervals established by your utility(ies). You will pay PALMco's charges for natural gas and/or electric supply service based on meter readings and consumption information that PALMco receives from your utility ("Billing Quantity"). You will receive a single monthly bill from your utility that contains both PALMco's charges and your utility's charges. Your payment for natural gas and/or electric supply service is due on the date set forth on the bill. You shall pay a late payment charge on all unpaid amounts (including arrears and late payment charges) owing and not received by PALMco by the due date of the bill, at a rate of 1.5% per month or the maximum amount permitted by law, whichever is lower. You shall also be responsible for paying PALMco's reasonable attorneys' fees, costs, and expenses incurred by it in collecting any such payment from you. If you fail to pay your bill for natural gas and/or electric supply service or you fail to satisfy any agreed upon payment arrangement you may have, your utility may disconnect your service in accordance with the provisions of its tariff. If your utility disconnects your service, this Agreement may be automatically terminated. In addition, if your payment for natural gas and/or electric supply service is not received from you on a timely basis or does not meet any agreed-upon payment plan, PALMco may, after 14 calendar days' written notice to you, terminate this Agreement and its natural gas and/or electric supply service to you. You have the right to request from PALMco, without charge, up to 24 months of your payment history covering services rendered by PALMco, without charge, twice within any 12-month period. Budget Billing is available for both the delivery and natural gas and/or electric supply service portions of your bill. If you are interested in Budget Billing, you should contact your utility and request to be placed on a Budget Billing plan. If your electric utility is Duke Energy Ohio, to request Budget Billing for the electric supply service portion of your electric bill, you should contact PALMco and request to be placed on a Budget Billing plan.

CUSTOMER INFORMATION RELEASE. You authorize PALMco to begin your enrollment, initiate service to the accounts listed in your Confirmation Letter (or in any addendum) and to obtain historical billing data and other information about you ("Customer Information") from your gas and/or electric utility(ies), so that PALMco can start and continue its service to you. PALMco reserves the right to refuse to provide service to you under this Agreement if it is unable to obtain the necessary Customer Information or it obtains Customer Information that it considers to be unsatisfactory. **PALMco Energy** will not release your social security number, account number(s), or any other Customer Information without your express written or electronic consent, except in accordance with rules 4901:1-28-04 and 4901:1-29-09 of the Ohio Administrative Code, or if it sells or assigns this Agreement to another third party supplier. **PALMco Power** will not release your

social security number and/or account number(s) without your written or electronic consent, except for PALMco Power's own collections and/or credit reporting, participation in programs funded by the universal service fund, pursuant to section 4928.52 of the Revised Code, or if it sells or assigns this Agreement to another third party supplier.

DISPUTE PROCEDURES AND QUESTIONS CONCERNING YOUR SERVICE. Contact PALMco at 1-877-726-5862 (toll free) between the hours of 8 a.m. and 5 p.m. EST or EDT, by U.S. mail at 8751 18th Avenue, Brooklyn, NY 11214, or by e-mail at CustomerService@PalmcoEnergy.com, if you have any questions or complaints about your service under this Agreement. If your complaint is not resolved after you have contacted PALMco and/or your utility, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from 8 a.m. to 5 p.m. weekdays, or at http://www.puco.ohio.gov. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from 8 a.m. to 5 p.m. weekdays, or at www.pickocc.org.

ELECTRONIC COMMUNICATION. Unless otherwise required by law, if you provide PALMco with your email address, you agree that PALMco may transmit to you all notices and other communications, including those required in this Agreement, electronically to the email address provided by you. You shall be responsible for notifying PALMco of any change in email address and/or any withdrawal of your consent to electronic communications. Notices transmitted to you via email will be deemed to have been received if transmitted to you at the email address provided to PALMco by you.

FORCE MAJEURE. Neither PALMco nor you will be liable for a breach of this Agreement if such breach is due to a force majeure event. A "force majeure event" means a material, unavoidable occurrence beyond a party's control, such as a fire, act of god or public enemy, labor strike, lockout or other industrial disturbance, act of terrorism, government action, utility action, storm, hurricane, flood, explosion, shortage or unavailability of transmission facilities, and other events that cannot be prevented or overcome by ordinary due diligence. A force majeure event does not include an inability to pay any amount owing under this Agreement.

LIMITATION OF LIABILITY. TO THE FULLEST EXTENT PERMITTED BY APPLICABLE OHIO LAW, NEITHER YOU NOR PALMCO WILL BE LIABLE TO THE OTHER FOR ANY CONSEQUENTIAL, EXEMPLARY, PUNITIVE, INCIDENTAL, OR INDIRECT DAMAGES ARISING FROM A BREACH OF THIS AGREEMENT, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOST REVENUES.

ARBITRATION. TO THE FULLEST EXTENT PERMITTED BY APPLICABLE OHIO LAW, IF THERE IS AN ISSUE, CLAIM OR DISPUTE RELATING TO THIS AGREEMENT FOR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE THAT NEEDS TO BE RESOLVED AND WE ARE UNABLE TO RESOLVE IT INFORMALLY, IT MAY BE RESOLVED THROUGH ARBITRATION. INCLUDED ARE ALL ISSUES, CLAIMS AND DISPUTES ARISING OUT OF OR RELATING TO ANY ASPECT OF YOUR PARTICIPATION IN THIS AGREEMENT FOR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE WHETHER ARISING DURING OR AFTER YOUR PARTICIPATION IN THIS AGREEMENT FOR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE. ANY SUCH ARBITRATIONS PERMITTED BY APPLICABLE OHIO LAW SHALL BE CONDUCTED ON AN INDIVIDUAL (AND NOT A CLASS-WIDE) BASIS AND AN ARBITRATOR SHALL HAVE NO AUTHORITY TO AWARD CLASS-WIDE RELIEF. NOTWITHSTANDING THE FOREGOING, THIS PARAGRAPH DOES NOT PREVENT YOU FROM FILING A COMPLAINT RELATING TO YOUR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE WITH PALMCO PURSUANT TO THE LAWS GOVERNING RETAIL ELECTRIC AND/OR NATURAL GAS SUPPLIERS IN YOUR STATE AND THE REGULATIONS OF ANY AGENCY IN YOUR STATE WITH JURISDICTION OVER RETAIL ELECTRIC AND/OR NATURAL GAS SUPPLIERS.

NO WARRANTIES. NEITHER PALMCO ENERGY NOR PALMCO POWER MAKES ANY WARRANTIES, AFFIRMATIONS OF FACT, OR PROMISES, EXPRESS OR IMPLIED, THAT EXTEND BEYOND THE FACE OF THIS AGREEMENT, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

APPLICABLE LAWS, ETC. This Agreement is subject to all applicable Federal, state, and local laws, and the orders, rules, and regulations of governmental agencies having jurisdiction over the subject matter of this Agreement, including, without limitation, the Public Utilities Commission of Ohio. THIS AGREEMENT WILL BE GOVERNED AND CONSTRUED IN ACCORDANCE WITH OHIO LAW, WITHOUT REGARD TO PRINCIPLES RELATING TO CONFLICTS OF LAW.

MISCELLANEOUS. PALMco assumes no responsibility or liability for the following items that are the responsibility of the utility(ies): operation and maintenance of the utility's natural gas and/or electrical system, any interruption of service, termination of service, and deterioration of the utilty's service. This Agreement is the entire understanding between you and PALMco with respect to the subject matter hereof and there are no promises, covenants, or undertakings other than those expressly set forth in this Agreement. PALMco will not make a material change to the terms of this Agreement without first obtaining your consent in writing or through third party verification (TPV), except if due a change in market conditions, PALMco wishes lower the price (per ccf or mcf or kilowatt-hour as applicable) charged under this Agreement and no other terms and conditions are changed. You may not assign this Agreement without PALMco's prior written consent. PALMco may sell, transfer, pledge, or assign the accounts, revenues, or proceeds hereof, in connection with any financial agreement and may assign this Agreement to another energy supplier, energy services company or other entity in accordance with the rules and procedures of the PUCO, if any, governing such transactions. This Agreement will inure to and be binding upon the successors and assignees of the parties hereto. No delay or failure by either you or PALMco to exercise any right or remedy to which

either party may be entitled to herein will constitute a waiver of that right or remedy.

EMERGENCIES. IN THE EVENT OF A GAS OR ELECTRICITY-RELATED EMERGENCY, SUCH AS A GAS OR ELECTRIC OUTAGE OR GAS LEAK, YOU SHOULD IMMEDIATELY CONTACT YOUR LOCAL UTILITY.

V.E.17-09.06

SOMETHING NEW
IS COMING!

PALMCO ENERGY® → indra® ENERGY

Dear Valued Customer,

We are excited to share some important news regarding the evolution of our company and, as our customer, how this update will benefit you. Today we want to announce that our company name will be changing as of October 1, 2018 to Indra Energy.

We feel this name change will better capture our evolving vision and integration of new products and services. This transition will not affect your service and there is no action required on your part.

We value you as a customer and appreciate your feedback. If you have any questions, please contact our customer care team.

Thank you,

PALMco Energy

PALMco Energy 8751 18th Avenue Brooklyn, NY 11214 | 1.877.726.5862 | PalmcoEnergy.com

Orpheus Craigue

From: Shawn Thompson <contactthepuco@puc.state.oh.us>
Sent: Thursday, February 14, 2019 7:50 AM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253113 [ref:_00Dt0GzXt._500t0FL3eS:ref]

Ohio | Public Utilities Commission

Initial Submission of a Consumer Complaint
Provider of Electric
Please Respond Within 3 Business Days

CASE ID: 00253113
CUSTOMER: [redacted]
ADDRESS: [redacted] Cleveland, Ohio 44135
SERVICE ADDRESS: [redacted] Cleveland, Ohio 44135
AIQ: Palmco Power O[redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

Good morning,

Caller states that she is calling about her grandfather's ([redacted] account. She states that he was slammed by Indra and just received his first bill with Indra's charges on the electric bill for $1427. Caller states that he just returned from the hospital and he never signed up with Indra.

*** Please provide how you obtained the authorization to enroll the customer.
*** Please provide a signed contract or sales call, tpv, welcome letter and terms.

*** Please provide all of the details regarding this issue to our office for review.

Sincerely,

Shawn Thompson
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:_00Dt0GzXt._500t0FL3eS:ref

William Schaaf

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Tuesday, February 26, 2019 7:42 AM
To: William Schaaf
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253113 [ref:_00Dt0GzXt._500t0FL3eS:ref]

Good morning William,

Are you willing to re-rate the customer from the start date of the variable rate to the end date of service flow? If yes, please provide the detailed calculations on how you determine the re-rate amount.

Shawn Thompson
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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---------- Original Message ----------
From: William Schaaf [wschaaf@indraenergy.com]
Sent: 2/19/2019 5:00 PM
To: contactthepuco@puco.ohio.gov
Cc: compliance@indraenergy.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253113 [ref:_00Dt0GzXt._500t0FL3eS:ref]

Hello Shawn and the PUCO,

Regarding Case # 00253113, [redacted]

Mr. [redacted] enrolled his electric account in Palmco's service on 8/23/18, upon completion of the attached TPV recording and signed agreement. We've also attached the confirmation package sent to the customer detailing the terms of service. Palmco began servicing the customer's account on 9/20/18.

In October 2018, Palmco began doing business as Indra Energy. Customers were provided with a postcard informing them of the brand name change, and Indra continued to service Mr. [redacted] account in line with the terms of his enrollment.

Due to an outstanding balance on the customer's account, an outbound drop transaction was submitted on 12/10/18, and a cancellation notice (attached) was sent to the customer. The customer's utility then established a service end date of 1/17/19. No termination fees were issued for cancellation.

This customer's account was not slammed. Mr. [redacted] completed the attached TPV recording and signed agreement, by which he provided authorization to enroll his account. At the time of enrollment, Mr. [redacted] greed to enroll in a variable rate product, which included an introductory rate for the first two billing cycles. Although the customer was billed according to the terms he agreed to, in the interest of providing the customer a satisfactory resolution to their concerns, we are planning to rerate the customer's final bill to the rate we have on file for their electric utility, which results in an adjustment of $550.15 for the billing cycle of 12/19/18 – 1/17/19. This will provide the customer the financial effect of expediting his return to the utility.

Please let us know if we can be of any further assistance.

Thank you.

William Schaaf – Lead Compliance Investigator

1515 Market Street, Suite 1200

Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

From: Shawn Thompson [mailto:contactthepuco@puc.state.oh.us]
Sent: Thursday, February 14, 2019 7:50 AM
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253113 [ref:_00Dt0GzXt._500t0FL3eS:ref]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00253113

CUSTOMER: [redacted]

ADDRESS: [redacted] Cleveland, Ohio 44135

SERVICE ADDRESS: [redacted] Cleveland, Ohio 44135

AIQ: Palmco Power OH LLC

[redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

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Caller states that she is calling about her grandfather's [redacted] account. She states that he was slammed by Indra and just received his first bill with Indra's charges on the electric bill for $1427. Caller states that he just returned from the hospital and he never signed up with Indra.

*** Please provide how you obtained the authorization to enroll the customer.

*** Please provide a signed contract or sales call, tpv, welcome letter and terms.

*** Please provide all of the details regarding this issue to our office for review.

Sincerely,

Shawn Thompson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FL3eS:ref

William Schaaf

From:	PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent:	Friday, March 1, 2019 3:43 PM
To:	William Schaaf
Cc:	Indra Energy Compliance
Subject:	RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253113 [ref:_00Dt0GzXt._500t0FL3eS:ref]

Good afternoon William,

I have reviewed the re-rate calculation. However, the re-rate amount should reflect the following rates: service period 11/16/18 to 12/18/18, 5.39 cents and for 12/19/18 to 1/17/19, 5.29 cents. Please correct the re-rate based on the rates above and send a revised re-rate amount.

Shawn Thompson
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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---------- Original Message ----------
From: William Schaaf [wschaaf@indraenergy.com]
Sent: 2/28/2019 11:05 AM
To: contactthepuco@puco.ohio.gov
Cc: compliance@indraenergy.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253113 [ref:_00Dt0GzXt._500t0FL3eS:ref]

Hello Shawn,

We'll honor your request here in re-rating the customer's other variable bill to help ensure a satisfactory resolution to the customer's concerns. This will mean the customer had two months at the contracted introductory rate of 5.2 cents, followed by two months at the effective rates calculated below. Please let us know if you have any concerns over these calculations; otherwise, we'll move forward with processing them next week.

Here's a chart to summarize our calculations for the previous adjustment we had mentioned (12/19 – 1/17) as well as the new adjustment you requested, which will cover the previous billing cycle (11/16 -12/18). Thanks.

Begin Date	End Date	Billed Usage	Supply Charge	ReRate To:	ReRate Total	Amt Due Customer
12/19/18	1/17/19	3250	$ 730.52	0.05550	180.38	**$ 550.15**
11/16/18	12/18/18	3572	$ 608.48	0.05550	198.25	**$ 410.23**
						$ 960.38

William Schaaf – Lead Compliance Investigator

1515 Market Street, Suite 1200

Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

From: PUCO Consumer Call Center [mailto:contactthepuco@puc.state.oh.us]
Sent: Tuesday, February 26, 2019 7:42 AM
To: William Schaaf <wschaaf@indraenergy.com>
Cc: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253113 [ref:_00Dt0GzXt._500t0FL3eS:ref]

Good morning William,

Are you willing to re-rate the customer from the start date of the variable rate to the end date of service flow? If yes, please provide the detailed calculations on how you determine the re-rate amount.

Shawn Thompson

Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
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Sent: 2/19/2019 5:00 PM
To: contactthepuco@puco.ohio.gov
Cc: compliance@indraenergy.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253113 [ref:_00Dt0GzXt._500t0FL3eS:ref]

Hello Shawn and the PUCO,

Regarding Case # 00253113.[redacted]

Mr. [redacted] enrolled his electric account in Palmco's service on 8/23/18, upon completion of the attached TPV recording and signed agreement. We've also attached the confirmation package sent to the customer detailing the terms of service. Palmco began servicing the customer's account on 9/20/18.

In October 2018, Palmco began doing business as Indra Energy. Customers were provided with a postcard informing them of the brand name change, and Indra continued to service Mr. [redacted] account in line with the terms of his enrollment.

Due to an outstanding balance on the customer's account, an outbound drop transaction was submitted on 12/10/18, and a cancellation notice (attached) was sent to the customer. The customer's utility then established a service end date of 1/17/19. No termination fees were issued for cancellation.

This customer's account was not slammed. Mr [redacted] completed the attached TPV recording and signed agreement, by which he provided authorization to enroll his account. At the time of enrollment, Mr. [redacted] agreed to enroll in a variable rate product, which included an introductory rate for the first two billing cycles. Although the customer was billed

according to the terms he agreed to, in the interest of providing the customer a satisfactory resolution to their concerns, we are planning to rerate the customer's final bill to the rate we have on file for their electric utility, which results in an adjustment of $550.15 for the billing cycle of 12/19/18 – 1/17/19. This will provide the customer the financial effect of expediting his return to the utility.

Please let us know if we can be of any further assistance.

Thank you.

William Schaaf – Lead Compliance Investigator

1515 Market Street, Suite 1200

Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

From: Shawn Thompson [mailto:contactthepuco@puc.state.oh.us]
Sent: Thursday, February 14, 2019 7:50 AM
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253113 [ref:_00Dt0GzXt._500t0FL3eS:ref]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00253113

CUSTOMER: [redacted]

ADDRESS: [redacted] Cleveland, Ohio 44135

SERVICE ADDRESS: [redacted] Cleveland, Ohio 44135

AIQ: Palmco Power OH LLC

[redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

Good morning,

Caller states that she is calling about her grandfather's [redacted] account. She states that he was slammed by Indra and just received his first bill with Indra's charges on the electric bill for $1427. Caller states that he just returned from the hospital and he never signed up with Indra.

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*** Please provide all of the details regarding this issue to our office for review.

Sincerely,

Shawn Thompson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

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www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FL3eS:ref

William Schaaf

From: William Schaaf
Sent: Monday, March 4, 2019 8:56 AM
To: PUCO Consumer Call Center
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253113 [ref:_00Dt0GzXt._500t0FL3eS:ref]

Good morning Shawn,

We have calculated a revised adjustment using the rates you provided (see chart below), and this adjustment will be processed accordingly. Thanks.

Begin Date	End Date	Billed Usage	Supply Charge	ReRate To:	ReRate Total	Amt Due Customer
12/19/2018	1/17/2019	3250	$730.52	0.05290	171.93	**$558.60**
11/16/2018	12/18/2018	3572	$608.48	0.05390	192.53	**$415.95**
						$974.54

William Schaaf – Lead Compliance Investigator
indra ENERGY
1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427
www.IndraEnergy.com

From: PUCO Consumer Call Center [mailto:contactthepuco@puc.state.oh.us]
Sent: Friday, March 1, 2019 3:43 PM
To: William Schaaf <wschaaf@indraenergy.com>
Cc: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253113 [ref:_00Dt0GzXt._500t0FL3eS:ref]

Good afternoon William,

I have reviewed the re-rate calculation. However, the re-rate amount should reflect the following rates: service period 11/16/18 to 12/18/18, 5.39 cents and for 12/19/18 to 1/17/19, 5.29 cents. Please correct the re-rate based on the rates above and send a revised re-rate amount.

Shawn Thompson
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator

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Cc: compliance@indraenergy.com
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Hello Shawn,

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Here's a chart to summarize our calculations for the previous adjustment we had mentioned (12/19 – 1/17) as well as the new adjustment you requested, which will cover the previous billing cycle (11/16 -12/18). Thanks.

Begin Date	End Date	Billed Usage	Supply Charge	ReRate To:	ReRate Total	Amt Due Customer
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William Schaaf – Lead Compliance Investigator

1515 Market Street, Suite 1200

Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

From: PUCO Consumer Call Center [mailto:contactthepuco@puc.state.oh.us]
Sent: Tuesday, February 26, 2019 7:42 AM
To: William Schaaf <wschaaf@indraenergy.com>
Cc: Indra Energy Compliance <Compliance@indraenergy.com>
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Good morning William,

Are you willing to re-rate the customer from the start date of the variable rate to the end date of service flow? If yes, please provide the detailed calculations on how you determine the re-rate amount.

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To: contactthepuco@puco.ohio.gov
Cc: compliance@indraenergy.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253113 [ref:_00Dt0GzXt._500t0FL3eS:ref]

Hello Shawn and the PUCO,

Regarding Case # 00253113, [redacted]

Mr. [redacted] enrolled his electric account in Palmco's service on 8/23/18, upon completion of the attached TPV recording and signed agreement. We've also attached the confirmation package sent to the customer detailing the terms of service. Palmco began servicing the customer's account on 9/20/18.

In October 2018, Palmco began doing business as Indra Energy. Customers were provided with a postcard informing them of the brand name change, and Indra continued to service Mr. [redacted] account in line with the terms of his enrollment.

Due to an outstanding balance on the customer's account, an outbound drop transaction was submitted on 12/10/18, and a cancellation notice (attached) was sent to the customer. The customer's utility then established a service end date of 1/17/19. No termination fees were issued for cancellation.

This customer's account was not slammed. Mr. [redacted] completed the attached TPV recording and signed agreement, by which he provided authorization to enroll his account. At the time of enrollment, Mr. [redacted] agreed to enroll in a variable rate product, which included an introductory rate for the first two billing cycles. Although the customer was billed according to the terms he agreed to, in the interest of providing the customer a satisfactory resolution to their concerns, we are planning to rerate the customer's final bill to the rate we have on file for their electric utility, which results in an adjustment of $550.15 for the billing cycle of 12/19/18 – 1/17/19. This will provide the customer the financial effect of expediting his return to the utility.

Please let us know if we can be of any further assistance.

Thank you.

William Schaaf – Lead Compliance Investigator

1515 Market Street, Suite 1200

Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

From: Shawn Thompson [mailto:contactthepuco@puc.state.oh.us]
Sent: Thursday, February 14, 2019 7:50 AM
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253113 [ref:_00Dt0GzXt._500t0FL3eS:ref]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00253113

CUSTOMER: [redacted]

ADDRESS: [redacted] Cleveland, Ohio 44135

SERVICE ADDRESS: [redacted] Cleveland, Ohio 44135

AIQ: Palmco Power OH LLC

[redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

Good morning,

Caller states that she is calling about her grandfather's ([redacted] account. She states that he was slammed by Indra and just received his first bill with Indra's charges on the electric bill for $1427. Caller states that he just returned from the hospital and he never signed up with Indra.

*** Please provide how you obtained the authorization to enroll the customer.

*** Please provide a signed contract or sales call, tpv, welcome letter and terms.

*** Please provide all of the details regarding this issue to our office for review.

Sincerely,

Shawn Thompson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:_00Dt0GzXt._500t0FL3eS:ref

William Schaaf

From: William Schaaf
Sent: Thursday, February 28, 2019 11:05 AM
To: PUCO Consumer Call Center
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253113 [ref:_00Dt0GzXt._500t0FL3eS:ref]

Hello Shawn,

We'll honor your request here in re-rating the customer's other variable bill to help ensure a satisfactory resolution to the customer's concerns. This will mean the customer had two months at the contracted introductory rate of 5.2 cents, followed by two months at the effective rates calculated below. Please let us know if you have any concerns over these calculations; otherwise, we'll move forward with processing them next week.

Here's a chart to summarize our calculations for the previous adjustment we had mentioned (12/19 – 1/17) as well as the new adjustment you requested, which will cover the previous billing cycle (11/16 -12/18). Thanks.

Begin Date	End Date	Billed Usage	Supply Charge	ReRate To:	ReRate Total	Amt Due Customer
12/19/18	1/17/19	3250	$ 730.52	0.05550	180.38	**$ 550.15**
11/16/18	12/18/18	3572	$ 608.48	0.05550	198.25	**$ 410.23**
						$ 960.38

William Schaaf – Lead Compliance Investigator
indra ENERGY
1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427
www.IndraEnergy.com

From: PUCO Consumer Call Center [mailto:contactthepuco@puc.state.oh.us]
Sent: Tuesday, February 26, 2019 7:42 AM
To: William Schaaf <wschaaf@indraenergy.com>
Cc: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253113 [ref:_00Dt0GzXt._500t0FL3eS:ref]

Good morning William,

Are you willing to re-rate the customer from the start date of the variable rate to the end date of service flow? If yes, please provide the detailed calculations on how you determine the re-rate amount.

Shawn Thompson

Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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---------- Original Message ----------
From: William Schaaf [wschaaf@indraenergy.com]
Sent: 2/19/2019 5:00 PM
To: contactthepuco@puco.ohio.gov
Cc: compliance@indraenergy.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253113 [ref:_00Dt0GzXt._500t0FL3eS:ref]

Hello Shawn and the PUCO,

Regarding Case # 00253113, [redacted]

Mr. J[redacted] enrolled his electric account in Palmco's service on 8/23/18, upon completion of the attached TPV recording and signed agreement. We've also attached the confirmation package sent to the customer detailing the terms of service. Palmco began servicing the customer's account on 9/20/18.

In October 2018, Palmco began doing business as Indra Energy. Customers were provided with a postcard informing them of the brand name change, and Indra continued to service Mr. [redacted] account in line with the terms of his enrollment.

Due to an outstanding balance on the customer's account, an outbound drop transaction was submitted on 12/10/18, and a cancellation notice (attached) was sent to the customer. The customer's utility then established a service end date of 1/17/19. No termination fees were issued for cancellation.

This customer's account was not slammed. Mr. [redacted] completed the attached TPV recording and signed agreement, by which he provided authorization to enroll his account. At the time of enrollment, Mr [redacted] agreed to enroll in a variable rate product, which included an introductory rate for the first two billing cycles. Although the customer was billed

according to the terms he agreed to, in the interest of providing the customer a satisfactory resolution to their concerns, we are planning to rerate the customer's final bill to the rate we have on file for their electric utility, which results in an adjustment of $550.15 for the billing cycle of 12/19/18 – 1/17/19. This will provide the customer the financial effect of expediting his return to the utility.

Please let us know if we can be of any further assistance.

Thank you.

William Schaaf – Lead Compliance Investigator

1515 Market Street, Suite 1200

Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

From: Shawn Thompson [mailto:contactthepuco@puc.state.oh.us]
Sent: Thursday, February 14, 2019 7:50 AM
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253113 [ref:_00Dt0GzXt._500t0FL3eS:ref]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00253113

CUSTOMER: [redacted]

ADDRESS: 1[redacted] Cleveland, Ohio 44135

SERVICE ADDRESS: [redacted] Cleveland, Ohio 44135

AIQ: Palmco Power OH LLC

[redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

Good morning,

Caller states that she is calling about her grandfather's ([redacted] account. She states that he was slammed by Indra and just received his first bill with Indra's charges on the electric bill for $1427. Caller states that he just returned from the hospital and he never signed up with Indra.

*** Please provide how you obtained the authorization to enroll the customer.

*** Please provide a signed contract or sales call, tpv, welcome letter and terms.

*** Please provide all of the details regarding this issue to our office for review.

Sincerely,

Shawn Thompson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FL3eS:ref

Orpheus Craigue

From: Shawn Thompson <contactthepuco@puc.state.oh.us>
Sent: Friday, February 15, 2019 8:47 AM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00246091 [ref:_00Dt0GzXt._500t0DlzcY:ref]

Ohio | Public Utilities Commission

Initial Submission of a Consumer Complaint
Provider of Electric
Please Respond Within 3 Business Days

CASE ID: 00246091
CUSTOMER: [redacted]
ADDRESS: [redacted] Akron, Ohio 44320
SERVICE ADDRESS: [redacted] Akron, Ohio 44320
AIQ: Palmco Power OH [redacted]
SERVICE ACCOUNT NUMBER:
NIQ: [redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

Good morning,

Caller states that she is a senior citizen and all of this is confusing. She cancelled with Indra on 1/1/19. but they are still on her bill. Caller states that her bill is $337.91 and Indra's charges are $258.91.

*** Do you show a contact from the customer to dispute the enrollment and cancel the service?
*** Please provide a copy of the sales call, tpv, welcome letter and terms.
*** Please provide all of the details regarding this issue to our office for review.

Sincerely,

Shawn Thompson
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0DIzcY:ref

William Schaaf

From:	PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent:	Tuesday, February 26, 2019 8:03 AM
To:	William Schaaf
Cc:	Indra Energy Compliance
Subject:	RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00246091 [ref:_00Dt0GzXt._500t0DlzcY:ref]

Good morning William,

Are you willing to re-rate the customer from the start date of the variable rate to the end date of service flow? If yes, please provide the detailed calculations on how you determine the re-rate amount.

Shawn Thompson
Puhlic Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

---------- Original Message ----------
From: William Schaaf [wschaaf@indraenergy.com]
Sent: 2/20/2019 5:01 PM
To: contactthepuco@puco.ohio.gov
Cc: compliance@indraenergy.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00246091 [ref:_00Dt0GzXt._500t0DlzcY:ref]

Hello Shawn and the PUCO,

Regarding Case # 00246091, [redacted]

Ms. [redacted] enrolled her electric account in Palmco's service on 8/14/18, as the result of a telephone sale. We've attached the sales call audio and TPV recording for this enrollment, as well as the confirmation package sent to the customer detailing the terms of service. Shortly thereafter, Palmco began doing business as Indra Energy. Customers were provided a postcard explaining the brand name change. Ms. [redacted] account began receiving Indra's supply on 10/2/18.

On 1/8/19, Ms. [redacted] contacted our Customer Service line and requested the cancellation of her account. As a result, an outbound drop transaction was processed, and the customer's utility determined a service end date of 1/30/19. No termination fees were issued for the customer's decision to opt out of our supply.

At the time of enrollment, Ms. [redacted] agreed to enroll her electric account in a variable rate product, which included an introductory rate for the first two billing cycles. Although the customer was billed according to the terms she agreed to, in the interest of providing the customer a satisfactory resolution to her concerns, we are planning to rerate the customer's final bill to the rate we have on file for her electric utility, which results in an adjustment of $200.81 for the billing cycle of 12/29/18 – 1/30/19. This will provide the customer with the financial effect of expediting her return to the utility's standard service, making the termination of Indra's supply effective prior to the date of her cancellation request.

Please let us know if we can be of any further assistance.

Thank you.

William Schaaf – Lead Compliance Investigator

1515 Market Street, Suite 1200

Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

From: Shawn Thompson [mailto:contactthepuco@puc.state.oh.us]
Sent: Friday, February 15, 2019 8:47 AM
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00246091 [ref:_00Dt0GzXt._500t0DlzcY:ref]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00246091

CUSTOMER: [redacted]

ADDRESS: [redacted] Akron, Ohio 44320

SERVICE ADDRESS: [redacted] Akron, Ohio 44320

AIQ: Palmco Power OH LLC

SERVICE ACCOUNT NUMBER:

NIQ: [redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

Good morning,

Caller states that she is a senior citizen and all of this is confusing. She cancelled with Indra on 1/1/19. but they are still on her bill. Caller states that her bill is $337.91 and Indra's charges are $258.91.

*** Do you show a contact from the customer to dispute the enrollment and cancel the service?

*** Please provide a copy of the sales call, tpv, welcome letter and terms.

*** Please provide all of the details regarding this issue to our office for review.

Sincerely,

Shawn Thompson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0DlzcY:ref

William Schaaf

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Friday, March 8, 2019 9:32 AM
To: William Schaaf
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00246091 [ref:_00Dt0GzXt._500t0DlzcY:ref]

Good morning William,

Please adjust the billing period to reflect the price to compare.

12/2912/18-1/11/19 PTC 5.30 cents
1/12/19-2/12/19 PTC 5.22 cents

Thanks,

Shawn Thompson
Public Utilities Commission of Ohio
Investigation and Audit Division
Compliance Investigator

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

---------- Original Message ----------
From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
Sent: 3/5/2019 9:29 AM
To: wschaaf@indraenergy.com
Cc: compliance@indraenergy.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00246091 [ref:_00Dt0GzXt._500t0DlzcY:ref]

Good morning William,

I am in the process of confirming the re-rate price. I should have an answer for you this week.

Shawn Thompson
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

---------- Original Message ----------
From: William Schaaf [wschaaf@indraenergy.com]
Sent: 2/28/2019 11:10 AM
To: contactthepuco@puco.ohio.gov
Cc: compliance@indraenergy.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00246091 [ref:_00Dt0GzXt._500t0DlzcY:ref]

Hello Shawn,

We'll honor your request here in re-rating the customer's other variable bill to help ensure a satisfactory resolution to the customer's concerns. This will mean the customer had two months at the contracted introductory rate of 5.1 cents, followed by two months at the effective rates calculated below. Please let us know if you have any concerns over these calculations; otherwise, we'll move forward with processing them next week.

Here's a chart to summarize our calculations for the previous adjustment we had mentioned (12/29/18 – 1/30/19) as well as the new adjustment you requested, which will cover the previous billing cycle (11/30/18 -12/28/19). Thanks.

Begin Date	End Date	Billed Usage	Supply Charge	ReRate To:	ReRate Total	Amt Due Customer
12/29/18	1/30/19	1068	$ 258.91	0.05440	58.10	**$ 200.81**
11/30/18	12/28/18	953	$ 191.72	0.05440	51.84	**$ 139.88**
						$ 340.69

William Schaaf – Lead Compliance Investigator

1515 Market Street, Suite 1200

Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

From: PUCO Consumer Call Center [mailto:contactthepuco@puc.state.oh.us]
Sent: Tuesday, February 26, 2019 8:03 AM
To: William Schaaf <wschaaf@indraenergy.com>
Cc: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00246091 [ref:_00Dt0GzXt._500t0DlzcY:ref]

Good morning William,

Are you willing to re-rate the customer from the start date of the variable rate to the end date of service flow? If yes, please provide the detailed calculations on how you determine the re-rate amount.

Shawn Thompson
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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---------- Original Message ----------
From: William Schaaf [wschaaf@indraenergy.com]
Sent: 2/20/2019 5:01 PM
To: contactthepuco@puco.ohio.gov
Cc: compliance@indraenergy.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00246091 [ref:_00Dt0GzXt._500t0DlzcY:ref]

Hello Shawn and the PUCO,

Regarding Case # 00246091, [redacted]

Ms. [redacted] enrolled her electric account in Palmco's service on 8/14/18, as the result of a telephone sale. We've attached the sales call audio and TPV recording for this enrollment, as well as the confirmation package sent to the customer detailing the terms of service. Shortly thereafter, Palmco began doing business as Indra Energy. Customers were provided a postcard explaining the brand name change. Ms. [redacted] account began receiving Indra's supply on 10/2/18.

On 1/8/19, Ms. [redacted] contacted our Customer Service line and requested the cancellation of her account. As a result, an outbound drop transaction was processed, and the customer's utility determined a service end date of 1/30/19. No termination fees were issued for the customer's decision to opt out of our supply.

At the time of enrollment, Ms. [redacted] agreed to enroll her electric account in a variable rate product, which included an introductory rate for the first two billing cycles. Although the customer was billed according to the terms she agreed to, in the interest of providing the customer a satisfactory resolution to her concerns, we are planning to rerate the customer's final bill to the rate we have on file for her electric utility, which results in an adjustment of $200.81 for the billing cycle of 12/29/18 – 1/30/19. This will provide the customer with the financial effect of expediting her return to the utility's standard service, making the termination of Indra's supply effective prior to the date of her cancellation request.

Please let us know if we can be of any further assistance.

Thank you.

William Schaaf – Lead Compliance Investigator

1515 Market Street, Suite 1200

Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

From: Shawn Thompson [mailto:contactthepuco@puc.state.oh.us]
Sent: Friday, February 15, 2019 8:47 AM
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00246091 [ref:_00Dt0GzXt._500t0DlzcY:ref]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00246091

CUSTOMER: [redacted]

ADDRESS: [redacted] Akron, Ohio 44320

SERVICE ADDRESS: [redacted] Akron, Ohio 44320

AIQ: Palmco Power OH LLC

SERVICE ACCOUNT NUMBER:

NIC [redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

Good morning,

Caller states that she is a senior citizen and all of this is confusing. She cancelled with Indra on 1/1/19. but they are still on her bill. Caller states that her bill is $337.91 and Indra's charges are $258.91.

*** Do you show a contact from the customer to dispute the enrollment and cancel the service?

*** Please provide a copy of the sales call, tpv, welcome letter and terms.

*** Please provide all of the details regarding this issue to our office for review.

Sincerely,

Shawn Thompson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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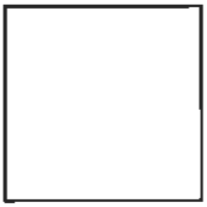
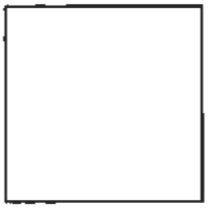
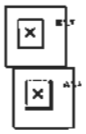


ref:_00Dt0GzXt._500t0DlzcY:ref





William Schaaf

From: William Schaaf
Sent: Friday, March 8, 2019 11:35 AM
To: PUCO Consumer Call Center
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00246091 [ref:_00Dt0GzXt._500t0DlzcY:ref]

Hello Shawn,

We will proceed with adjusting the customer's bills using the PTC you provided. I've included a chart below detailing these adjustments. Thanks.

Begin Date	End Date	Billed Usage	Supply Charge	ReRate To:	ReRate Total	Amt Due Customer
12/29/2018	1/30/2019	1068	$258.91	$0.0522	$55.75	**$203.16**
11/30/2018	12/28/2018	953	$191.72	$0.0530	$50.51	**$141.21**
						$344.37

William Schaaf – Asst. Compliance Officer
indra ENERGY
1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427
www.IndraEnergy.com

From: PUCO Consumer Call Center [mailto:contactthepuco@puc.state.oh.us]
Sent: Friday, March 8, 2019 9:32 AM
To: William Schaaf <wschaaf@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00246091 [ref:_00Dt0GzXt._500t0DlzcY:ref]

Good morning William,

Please adjust the billing period to reflect the price to compare.

12/2912/18-1/11/19 PTC 5.30 cents
1/12/19-2/12/19 PTC 5.22 cents

Thanks,

Shawn Thompson
Public Utilities Commission of Ohio
Investigation and Audit Division

Compliance Investigator

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---------- Original Message ----------
From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
Sent: 3/5/2019 9:29 AM
To: wschaaf@indraenergy.com
Cc: compliance@indraenergy.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00246091 [ref:_00Dt0GzXt._500t0DlzcY:ref]

Good morning William,

I am in the process of confirming the re-rate price. I should have an answer for you this week.

Shawn Thompson
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

---------- Original Message ----------
From: William Schaaf [wschaaf@indraenergy.com]
Sent: 2/28/2019 11:10 AM
To: contactthepuco@puco.ohio.gov
Cc: compliance@indraenergy.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00246091 [ref:_00Dt0GzXt._500t0DlzcY:ref]

Hello Shawn,

We'll honor your request here in re-rating the customer's other variable bill to help ensure a satisfactory resolution to the customer's concerns. This will mean the customer had two months at the contracted introductory rate of 5.1 cents, followed by two months at the effective rates calculated below. Please let us know if you have any concerns over these calculations; otherwise, we'll move forward with processing them next week.

Here's a chart to summarize our calculations for the previous adjustment we had mentioned (12/29/18 – 1/30/19) as well as the new adjustment you requested, which will cover the previous billing cycle (11/30/18 -12/28/19). Thanks.

Begin Date	End Date	Billed Usage	Supply Charge	ReRate To:	ReRate Total	Amt Due Customer
12/29/18	1/30/19	1068	$ 258.91	0.05440	58.10	**$ 200.81**
11/30/18	12/28/18	953	$ 191.72	0.05440	51.84	**$ 139.88**
						$ 340.69

William Schaaf – Lead Compliance Investigator

1515 Market Street, Suite 1200

Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

From: PUCO Consumer Call Center [mailto:contactthepuco@puc.state.oh.us]
Sent: Tuesday, February 26, 2019 8:03 AM
To: William Schaaf <wschaaf@indraenergy.com>
Cc: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00246091 [ref:_00Dt0GzXt._S00t0DlzcY:ref]

Good morning William,

Are you willing to re-rate the customer from the start date of the variable rate to the end date of service flow? If yes, please provide the detailed calculations on how you determine the re-rate amount.

Shawn Thompson
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

---------- Original Message ----------
From: William Schaaf [wschaaf@indraenergy.com]
Sent: 2/20/2019 5:01 PM
To: contactthepuco@puco.ohio.gov
Cc: compliance@indraenergy.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00246091 [ref:_00Dt0GzXt._500t0DlzcY:ref]

Hello Shawn and the PUCO,

Regarding Case # 00246091, [redacted]

Ms. [redacted] enrolled her electric account in Palmco's service on 8/14/18, as the result of a telephone sale. We've attached the sales call audio and TPV recording for this enrollment, as well as the confirmation package sent to the customer detailing the terms of service. Shortly thereafter, Palmco began doing business as Indra Energy. Customers were provided a postcard explaining the brand name change. Ms. [redacted] account began receiving Indra's supply on 10/2/18.

On 1/8/19, Ms. [redacted] ontacted our Customer Service line and requested the cancellation of her account. As a result, an outbound drop transaction was processed, and the customer's utility determined a service end date of 1/30/19. No termination fees were issued for the customer's decision to opt out of our supply.

At the time of enrollment, Ms. [redacted] agreed to enroll her electric account in a variable rate product, which included an introductory rate for the first two billing cycles. Although the customer was billed according to the terms she agreed to, in the interest of providing the customer a satisfactory resolution to her concerns, we are planning to rerate the customer's final bill to the rate we have on file for her electric utility, which results in an adjustment of $200.81 for the billing cycle of 12/29/18 – 1/30/19. This will provide the customer with the financial effect of expediting her return to the utility's standard service, making the termination of Indra's supply effective prior to the date of her cancellation request.

Please let us know if we can be of any further assistance.

Thank you.

William Schaaf – Lead Compliance Investigator

1515 Market Street, Suite 1200

Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

From: Shawn Thompson [mailto:contactthepuco@puc.state.oh.us]
Sent: Friday, February 15, 2019 8:47 AM
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00246091 [ref:_00Dt0GzXt._500t0DlzcY:ref]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00246091

CUSTOMER [redacted]

ADDRESS: [redacted] Akron, Ohio 44320

SERVICE ADDRESS [redacted] Akron, Ohio 44320

AIQ: Palmco Power OH LLC

SERVICE ACCOUNT NUMBER:

NIQ: [redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

Good morning,

Caller states that she is a senior citizen and all of this is confusing. She cancelled with Indra on 1/1/19. but they are still on her bill. Caller states that her bill is $337.91 and Indra's charges are $258.91.

*** Do you show a contact from the customer to dispute the enrollment and cancel the service?

*** Please provide a copy of the sales call, tpv, welcome letter and terms.

*** Please provide all of the details regarding this issue to our office for review.

Sincerely,

Shawn Thompson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0DlzcY:ref

William Schaaf

From: William Schaaf
Sent: Thursday, February 28, 2019 11:11 AM
To: PUCO Consumer Call Center
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00246091 [ref:_00Dt0GzXt._500t0DlzcY:ref]

Hello Shawn,

We'll honor your request here in re-rating the customer's other variable bill to help ensure a satisfactory resolution to the customer's concerns. This will mean the customer had two months at the contracted introductory rate of 5.1 cents, followed by two months at the effective rates calculated below. Please let us know if you have any concerns over these calculations; otherwise, we'll move forward with processing them next week.

Here's a chart to summarize our calculations for the previous adjustment we had mentioned (12/29/18 – 1/30/19) as well as the new adjustment you requested, which will cover the previous billing cycle (11/30/18 -12/28/19). Thanks.

Begin Date	End Date	Billed Usage	Supply Charge	ReRate To:	ReRate Total	Amt Due Customer
12/29/18	1/30/19	1068	$ 258.91	0.05440	58.10	**$ 200.81**
11/30/18	12/28/18	953	$ 191.72	0.05440	51.84	**$ 139.88**
						$ 340.69

William Schaaf – Lead Compliance Investigator
1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427
www.IndraEnergy.com

From: PUCO Consumer Call Center [mailto:contactthepuco@puc.state.oh.us]
Sent: Tuesday, February 26, 2019 8:03 AM
To: William Schaaf <wschaaf@indraenergy.com>
Cc: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00246091 [ref:_00Dt0GzXt._500t0DlzcY:ref]

Good morning William,

Are you willing to re-rate the customer from the start date of the variable rate to the end date of service flow? If yes, please provide the detailed calculations on how you determine the re-rate amount.

Shawn Thompson

Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

---------- Original Message ----------
From: William Schaaf [wschaaf@indraenergy.com]
Sent: 2/20/2019 5:01 PM
To: contactthepuco@puco.ohio.gov
Cc: compliance@indraenergy.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00246091 [ref:_00Dt0GzXt._500t0DlzcY:ref]

Hello Shawn and the PUCO,

Regarding Case # 00246091, [redacted]

Ms. [redacted] enrolled her electric account in Palmco's service on 8/14/18, as the result of a telephone sale. We've attached the sales call audio and TPV recording for this enrollment, as well as the confirmation package sent to the customer detailing the terms of service. Shortly thereafter, Palmco began doing business as Indra Energy. Customers were provided a postcard explaining the brand name change. Ms. [redacted] account began receiving Indra's supply on 10/2/18.

On 1/8/19, Ms. [redacted] contacted our Customer Service line and requested the cancellation of her account. As a result, an outbound drop transaction was processed, and the customer's utility determined a service end date of 1/30/19. No termination fees were issued for the customer's decision to opt out of our supply.

At the time of enrollment, Ms. [redacted] agreed to enroll her electric account in a variable rate product, which included an introductory rate for the first two billing cycles. Although the customer was billed according to the terms she agreed to, in the interest of providing the customer a satisfactory resolution to her concerns, we are planning to rerate the customer's final bill to the rate we have on file for her electric utility, which results in an adjustment of $200.81 for the billing cycle of 12/29/18 – 1/30/19. This will provide the customer with the financial effect of expediting her return to the utility's standard service, making the termination of Indra's supply effective prior to the date of her cancellation request.

Please let us know if we can be of any further assistance.

Thank you.

William Schaaf – Lead Compliance Investigator

1515 Market Street, Suite 1200

Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

From: Shawn Thompson [mailto:contactthepuco@puc.state.oh.us]
Sent: Friday, February 15, 2019 8:47 AM
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00246091 [ref:_00Dt0GzXt._500t0DlzcY:ref]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00246091

CUSTOMER: [redacted]

ADDRESS: [redacted] Akron, Ohio 44320

SERVICE ADDRESS: [redacted] Akron, Ohio 44320

AIQ: Palmco Power OH LLC

SERVICE ACCOUNT NUMBER:

NIQ: [redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

Good morning,

Caller states that she is a senior citizen and all of this is confusing. She cancelled with Indra on 1/1/19. but they are still on her bill. Caller states that her bill is $337.91 and Indra's charges are $258.91.

*** Do you show a contact from the customer to dispute the enrollment and cancel the service?

*** Please provide a copy of the sales call, tpv, welcome letter and terms.

*** Please provide all of the details regarding this issue to our office for review.

Sincerely,

Shawn Thompson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0DlzcY:ref

William Schaaf

From: William Schaaf
Sent: Wednesday, February 20, 2019 5:01 PM
To: Shawn Thompson
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00246091 [ref:_00Dt0GzXt._500t0DlzcY:ref]
Attachments: [redacted]TPV.MP3; [redacted]onfirmation Pack.pdf; [redacted]ales Call.mp3

Hello Shawn and the PUCO,

Regarding Case # 00246091[redacted]

Ms[redacted] enrolled her electric account in Palmco's service on 8/14/18, as the result of a telephone sale. We've attached the sales call audio and TPV recording for this enrollment, as well as the confirmation package sent to the customer detailing the terms of service. Shortly thereafter, Palmco began doing business as Indra Energy. Customers were provided a postcard explaining the brand name change. Ms.[redacted] account began receiving Indra's supply on 10/2/18.

On 1/8/19, Ms.[redacted] contacted our Customer Service line and requested the cancellation of her account. As a result, an outbound drop transaction was processed, and the customer's utility determined a service end date of 1/30/19. No termination fees were issued for the customer's decision to opt out of our supply.

At the time of enrollment, Ms.[redacted] agreed to enroll her electric account in a variable rate product, which included an introductory rate for the first two billing cycles. Although the customer was billed according to the terms she agreed to, in the interest of providing the customer a satisfactory resolution to her concerns, we are planning to rerate the customer's final bill to the rate we have on file for her electric utility, which results in an adjustment of $200.81 for the billing cycle of 12/29/18 – 1/30/19. This will provide the customer with the financial effect of expediting her return to the utility's standard service, making the termination of Indra's supply effective prior to the date of her cancellation request.

Please let us know if we can be of any further assistance.

Thank you.

William Schaaf – Lead Compliance Investigator
1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427
www.IndraEnergy.com

From: Shawn Thompson [mailto:contactthepuco@puc.state.oh.us]
Sent: Friday, February 15, 2019 8:47 AM
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00246091 [ref:_00Dt0GzXt._500t0DlzcY:ref]

Initial Submission of a Consumer Complaint
Provider of Electric
Please Respond Within 3 Business Days

CASE ID: 00246091
CUSTOMER: [redacted]
ADDRESS: [redacted] io 44320
SERVICE ADDRESS: [redacted] Akron, Ohio 44320
AIQ: Palmco Power OH [redacted]
SERVICE ACCOUNT NUMBER:
NIQ: [redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

Good morning,

Caller states that she is a senior citizen and all of this is confusing. She cancelled with Indra on 1/1/19. but they are still on her bill. Caller states that her bill is $337.91 and Indra's charges are $258.91.

*** Do you show a contact from the customer to dispute the enrollment and cancel the service?
*** Please provide a copy of the sales call, tpv, welcome letter and terms.
*** Please provide all of the details regarding this issue to our office for review.

Sincerely,

Shawn Thompson
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator

(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0DlzcY:ref

Orpheus Craigue

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Tuesday, February 26, 2019 3:50 PM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255421 [ref:_00Dt0GzXt._500t0FMQZ0:ref]

Ohio | Public Utilities Commission

Initial Submission of a Consumer Complaint
Marketer of Natural Gas
Please Respond Within 3 Business Days

CASE ID: 00255421
CUSTOMER: [redacted]
ADDRESS: [redacted] Akron, Ohio 44312
SERVICE ADDRESS: [redacted] Akron, Ohio 44312
AIQ: Palmco Energy OH LLC
SERVICE ACCOUNT NUMBER:
NIQ [redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)

DESCRIPTION OF ISSUE:

Good afternoon.

According to this customer, when he was marketed by Indra via a door to door sales contact in October or November 2018, he was promised an initial rate for two months of $2.15 per MCF. It was promised that after the enrollment converted to a variable rate, the variable rate would always be lower than the variable rate billed by Direct Energy. Mr. [redacted] states his most recent DEO billing shows a billed rate by Indra Energy of $17 per MCF.

Please review this issue and provide copies of the signed agreement for service, sales script used to market the customer, Welcome Letter, Terms and Conditions of service, and the third party verification recording.

Additionally, please advise:

1. If Indra will re-rate any of the charges billed to this customer in excess of the DEO Standard Choice Offer rate. If not, please advise why not.

2. If any early termination fees apply to this enrollment. If so, please advise if the fees will be waived and if not, why not.

Additionally, please contact Mr[redacted]regarding this issue.

Thank you.

Sincerely,

Christina Cassady
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Lead Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:_00Dt0GzXt._500t0FMQZ0:ref

William Schaaf

From: William Schaaf
Sent: Tuesday, March 5, 2019 7:57 AM
To: PUCO Consumer Call Center
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255421 [ref:_00Dt0GzXt._500t0EMQZ0:ref]
Attachments: [redacted]TPV.MP3; [redacted]Confirmation Pack-Gas.pdf; [redacted]-Confirmation Pack-Electric.pdf; PalmCo D2D Master Sales Script Jun 2018.pdf

Hello Christina and the PUCO,

Regarding Case # 00255421, [redacted]

Mr[redacted]enrolled his gas and electric accounts in Palmco's service on 7/26/18, upon completion of the attached TPV recording. We've also attached the confirmation packages sent to the customer detailing the terms of service. Palmco began servicing the customer's gas and electric accounts on 8/16/18 and 9/13/18, respectively.

Gas Plan: Variable. This included a two-month introductory rate of $2.60 per MCF, after which rate would vary month-to-month.
Electric Plan: 17-Month Two-Phase Fixed Plan, including 5.4 cents for the initial month, followed by 8.2 cents for the remaining 16 months.

In October 2018, Palmco began doing business as Indra Energy. The customer was sent a postcard explaining the brand name change, and Indra continued servicing the customer's accounts in line with the terms of enrollment.

Due to an outstanding balance on the customer's electric account, an outbound drop transaction was submitted on 2/1/19, and a cancellation notice was sent to the customer. The customer's electric utility then established a service end date of 3/12/19. No termination fees were issued for cancellation.

On 2/22/19, we received an inbound drop transaction for the customer's gas account, and the customer's utility determined a service end date of 2/21/19. No termination fees were issued for cancellation.

Mr.[redacted]contacted our Customer Service line on 2/26/19. The customer expressed concerns over his gas bill, and he was advised that his account would be escalated for further review. Before we were able to further review the account, we received this complaint. In the interest of resolving the customer's concerns, we are planning to rerate the customer's most recent variable gas bill to the rate we have on file for his gas utility, which results in an adjustment of $335.34 for the billing cycle of 1/18/19 – 2/18/19. We've included a chart below detailing our calculations for this adjustment. Should the customer receive another bill for the period of 2/18/19 – 2/21/19, we will also adjust that bill accordingly. This will provide the customer with the financial effect of expending his return to his gas utility's standard service.

Begin Date	End Date	Billed Usage	Supply Charge (with tax)	ReRate To:	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
1/18/2019	2/18/2019	219	$405.94	$0.3020/ccf	$66.14	$4.46	$70.60	**$335.34**

Let us know if we can be of any further assistance. Thank you.

William Schaaf – Lead Compliance Investigator

1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427

www.IndraEnergy.com

From: PUCO Consumer Call Center [mailto:contactthepuco@puc.state.oh.us]
Sent: Tuesday, February 26, 2019 3:50 PM
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255421 [ref:_00Dt0GzXt._500t0FMQZ0:ref]

Initial Submission of a Consumer Complaint
Marketer of Natural Gas
Please Respond Within 3 Business Days

CASE ID: 00255421
CUSTOMER [redacted]
ADDRESS: [redacted], Akron, Ohio 44312
SERVICE ADDRESS: [redacted], Akron, Ohio 44312
AIQ: Palmco Energy OH LLC
SERVICE ACCOUNT NUMBER:
NIQ [redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)

DESCRIPTION OF ISSUE:

Good afternoon.

According to this customer, when he was marketed by Indra via a door to door sales contact in October or November 2018, he was promised an initial rate for two months of $2.15 per MCF. It was promised that after the enrollment converted to a variable rate, the variable rate would always be lower than the variable rate billed by Direct Energy. Mr. [redacted] states his

most recent DEO billing shows a billed rate by Indra Energy of $17 per MCF.

Please review this issue and provide copies of the signed agreement for service, sales script used to market the customer, Welcome Letter, Terms and Conditions of service, and the third party verification recording.

Additionally, please advise:

1. If Indra will re-rate any of the charges billed to this customer in excess of the DEO Standard Choice Offer rate. If not, please advise why not.

2. If any early termination fees apply to this enrollment. If so, please advise if the fees will be waived and if not, why not.

Additionally, please contact Mr. [redacted] regarding this issue.

Thank you.

Sincerely,

Christina Cassady
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Lead Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FMQZ0:ref

Orpheus Craigue

From: Andrea Smith <contactthepuco@puc.state.oh.us>
Sent: Wednesday, March 6, 2019 1:04 PM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257068 [ref:_00Dt0GzXt._500t0FNBQf:ref]

Ohio | Public Utilities Commission

Initial Submission of a Consumer Complaint
Marketer of Natural Gas
Please Respond Within 3 Business Days

CASE ID: 00257068
CUSTOMER: [redacted]
ADDRESS: [redacted] Elida, Ohio 45807
SERVICE ADDRESS: [redacted] Elida, Ohio 45807
AIQ: Palmco Energy OH LLC
SERVICE ACCOUNT NUMBER [redacted]
NIC [redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)

DESCRIPTION OF ISSUE: Ms. [redacted] daughter called on her behalf. She states her mothers bill is now over $300.00 per month when her bill is normally $90.00 per month. She called DEO and was informed of the supplier on her mothers account. Her mother is 90 years old and states she did not sign up with anyone. She would like to know how her mother was signed up and would like the account cancelled and returned to DEO.

1. Do you have record of customer?
2. If so, when and how was the customer signed up?
3. Please send copy of signed contract, TPV and sales call.
4. Do you have record of customer calling to cancel?
5. If customer cancels the contract will she be charged a early termination fee?
6. If so, how much and why?
7. Any additional information you could provide would be greatly appreciated.

Sincerely,
Andrea Smith
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:_00Dt0GzXt._500t0FNBQf:ref

William Schaaf

From: William Schaaf
Sent: Tuesday, March 12, 2019 5:43 PM
To: Andrea Smith
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257068 [ref:_00Dt0GzXt._500t0FNBQf:ref]
Attachments: [redacted]TPV.MP3; [redacted]Confirmation Pack.pdf; [redacted]Sales Call.wav

Hello Andrea and the PUCO,

Regarding Case # 00257068, [redacted]

Ms. [redacted] enrolled her gas account in Indra's service on 11/20/18, as the result of a telephone sale. We've attached the sales call audio and TPV recording for this enrollment, as well as the confirmation package sent to the customer detailing the terms of service. Indra began servicing the customer's account on 11/28/18.

Gas Plan: Variable. This included a two-month introductory rate of $2.80 per Mcf, after which the rate would vary month-to-month.

On 3/6/19, the customer's daughter, [redacted] contacted our Customer Service line and requested to cancel this account. An outbound drop was processed, and the customer's account stopped receiving our supply on 2/28/19. No termination fees were issued for cancellation.

In the interest of customer satisfaction, we are planning to rerate the customer's final bill to the rate we have on file for her gas utility, which results in an adjustment of $231.22 for the billing cycle of 1/31/19 – 2/28/19. We've included a chart below detailing our calculations for this adjustment. This will provide the customer with the financial effect of having received our introductory rate for her first two billing cycles, and then have returned to the utility's standard's service.

Begin Date	End Date	Billed Usage (ccf)	Supply Charge (with tax)	ReRate To:	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
1/31/2019	2/28/2019	151	$279.90	$0.3020	$45.60	$3.08	$48.68	**$231.22**

Let us know if we can be of any further assistance. Thank you.

William Schaaf – Asst. Compliance Officer
1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427
www.IndraEnergy.com

From: Andrea Smith [mailto:contactthepuco@puc.state.oh.us]
Sent: Wednesday, March 6, 2019 1:04 PM
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257068 [ref:_00Dt0GzXt._500t0FNBQf:ref]

Initial Submission of a Consumer Complaint
Marketer of Natural Gas
Please Respond Within 3 Business Days

CASE ID: 00257068
CUSTOMER: [redacted]
ADDRESS: [redacted] 45807
SERVICE ADDRESS: [redacted] Elida, Ohio 45807
AIQ: Palmco Energy OH LLC
SERVICE ACCOUNT NUMBER: [redacted]
NIQ: [redacted]

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DESCRIPTION OF ISSUE: Ms. [redacted] daughter called on her behalf. She states her mothers bill is now over $300.00 per month when her bill is normally $90.00 per month. She called DEO and was informed of the supplier on her mothers account. Her mother is 90 years old and states she did not sign up with anyone. She would like to know how her mother was signed up and would like the account cancelled and returned to DEO.

1. Do you have record of customer?
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6. If so, how much and why?
7. Any additional information you could provide would be greatly appreciated.

Sincerely,
Andrea Smith

Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FNBQf:ref

Sariah Brinker

From:	PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent:	Tuesday, March 26, 2019 3:23 PM
To:	William Schaaf
Subject:	RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257068 [ref:_00Dt0GzXt._500t0FNBQf:ref]

Good afternoon.

Ms. [redacted] complaint regarding the enrollment of her mother [redacted] service with Indra for natural gas supply has been re-assigned to me.

Upon review of the response provided by Indra on March 12, 2019, I found that I was unable to download or otherwise review the November 20, 2019 sales call with Ms. [redacted] Please resend the sales call so that it may be reviewed.

Thank you.

Sincerely,

Christina Cassady
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Lead Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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---------- Original Message ----------
From: William Schaaf [wschaaf@indraenergy.com]
Sent: 3/12/2019 5:42 PM
To: contactthepuco@puco.ohio.gov
Cc: compliance@indraenergy.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257068 [ref:_00Dt0GzXt._500t0FNBQf:ref]

Hello Andrea and the PUCO,

Regarding Case # 00257068, [redacted]

Ms. [redacted] enrolled her gas account in Indra's service on 11/20/18, as the result of a telephone sale. We've attached the sales call audio and TPV recording for this enrollment, as well as the confirmation package sent to the customer detailing the terms of service. Indra began servicing the customer's account on 11/28/18.

Gas Plan: Variable. This included a two-month introductory rate of $2.80 per Mcf, after which the rate would vary month-to-month.

On 3/6/19, the customer's daughter, [redacted] contacted our Customer Service line and requested to cancel this account. An outbound drop was processed, and the customer's account stopped receiving our supply on 2/28/19. No termination fees were issued for cancellation.

In the interest of customer satisfaction, we are planning to rerate the customer's final bill to the rate we have on file for her gas utility, which results in an adjustment of $231.22 for the billing cycle of 1/31/19 – 2/28/19. We've included a chart below detailing our calculations for this adjustment. This will provide the customer with the financial effect of having received our introductory rate for her first two billing cycles, and then have returned to the utility's standard's service.

Begin Date	End Date	Billed Usage (ccf)	Supply Charge (with tax)	ReRate To:	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
1/31/2019	2/28/2019	151	$279.90	$0.3020	$45.60	$3.08	$48.68	**$231.22**

Let us know if we can be of any further assistance. Thank you.

William Schaaf – Asst. Compliance Officer

1515 Market Street, Suite 1200

Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

From: Andrea Smith [mailto:contactthepuco@puc.state.oh.us]
Sent: Wednesday, March 6, 2019 1:04 PM
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257068 [ref:_00Dt0GzXt._500t0FNBQf:ref]

Initial Submission of a Consumer Complaint

Marketer of Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00257068

CUSTOMER: [redacted]

ADDRESS: [redacted] Elida, Ohio 45807

SERVICE ADDRESS: [redacted] Elida, Ohio 45807

AIQ: Palmco Energy OH LLC

SERVICE ACCOUNT NUMBER: [redacted]

NIQ: [redacted]

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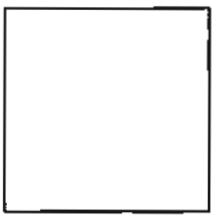

ref:_00Dt0GzXt._500t0FNBQf:ref

Sariah Brinker

From:	William Schaaf
Sent:	Tuesday, March 26, 2019 3:48 PM
To:	PUCO Consumer Call Center
Cc:	Indra Energy Compliance
Subject:	RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257068 [ref:_00Dt0GzXt._500t0FNBQf:ref]
Attachments:	[redacted]Sales Call.mp3

Good afternoon,

The sales call was previously sent as a WAV file. I've converted it to an MP3 file, attached here.

William Schaaf – Asst. Compliance Officer

1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427

www.IndraEnergy.com

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To: William Schaaf <wschaaf@indraenergy.com>
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Initial Submission of a Consumer Complaint

Marketer of Natural Gas

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CASE ID: 00257068

CUSTOMER: [redacted]

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SERVICE ADDRESS: [redacted] Elida, Ohio 45807

AIQ: Palmco Energy OH LLC

SERVICE ACCOUNT NUMBER: [redacted]

NIQ [redacted]

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Customer Service Investigator

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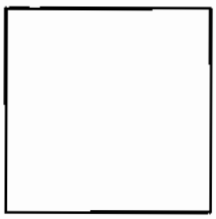

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Sariah Brinker

From:	PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent:	Wednesday, March 27, 2019 8:53 AM
To:	William Schaaf
Subject:	RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257068 [ref:_00Dt0GzXt._500t0FNBQf:ref]

Good morning Mr. Schaaf.

Thank you for resending the sales call as an MP3 file.

Upon review of the sales call, I found the actions of the sales agent very concerning. The sales agent Crystal Jones was very argumentative with Ms. [redacted] and when Ms. [redacted] stated she has health problems and couldn't stay on the phone much longer because she would need to go to the restroom, Ms. Jones did not end the call. Near the end of the call, Ms. [redacted] kept saying she needed to hang up, to which Ms. Jones told Ms. [redacted] not to hang up or she would not receive any savings.

Also, the sales agent:
1. Stated the service would be "up-graded" at no cost to Ms. [redacted]
2. Promised Ms. [redacted] $50 each and every month with the Indra Rewards program.
3. Quoted Ms. [redacted] $0.052 for service.
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During the sales call Ms. [redacted] was quoted a rate of $0.052 for service plus $50 for each month of service. Therefore, please advise if Indra will re-rate the price per MCF billed to Ms. [redacted] to $0.052 and provide a $50 credit for each month Ms. [redacted] received service from Indra. If not, please advise why not.

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From: William Schaaf [wschaaf@indraenergy.com]
Sent: 3/26/2019 3:47 PM
To: contactthepuco@puco.ohio.gov
Cc: compliance@indraenergy.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257068 [ref:_00Dt0GzXt._500t0FNBQf:ref]

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William Schaaf – Asst. Compliance Officer

1515 Market Street, Suite 1200

Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

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William Schaaf – Asst. Compliance Officer

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F: 718.851.2427

www.IndraEnergy.com

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Sent: Wednesday, March 6, 2019 1:04 PM
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257068 [ref:_00Dt0GzXt._500t0FNBQf:ref]

Initial Submission of a Consumer Complaint

Marketer of Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00257068

CUSTOMER [redacted]

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AIQ: Palmco Energy OH LLC

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Sariah Brinker

From: William Schaaf
Sent: Friday, March 29, 2019 2:50 PM
To: PUCO Consumer Call Center
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257068 [ref:_00Dt0GzXt._500t0FNBQf:ref]

Hello Christina,

Indra has a rewards program, which requires an email address on file in order to access the program. Customers then have access to an online platform where they can accrue $50 in "Rewards Dollars" which they can apply toward a number of online deals. The customer did not provide an email address during her enrollment. On the TPV she conducted, a prompt asked the customer for her email address; however, the customer did not provide her email address and instead provided her mailing address. Due to this, the customer did not accrue any "Rewards Dollars" as part of this promotion.

On the sales portion of the call, the sales agent provides an electric product offer to the customer, despite the fact that they were discussing the customer's gas account. The agent mentions 5.2 cents per kwh, and neither the rate nor the unit would line up with one of Indra's gas product offers.

Due to any confusion on the customer's behalf, and in line with you request here, we would propose providing the customer with an additional $50 flat credit. The customer's first two bills, charged at $2.60 per Mcf, provided the customer with $100.43 in total supply charges, which is already approximately $50.35 less than what the customer would have been billed with her utility's standard offer. We feel that providing the customer with a $50 refund addresses the concerns raised here, over any potential confusion over the rate she later agreed to on her TPV, as well as any confusion over Indra's promotional offer.

As we had indicated previously, the customer's variable bills have already been rerated to her utility's standard offer, and we do not intend on making any further adjustments to those bills.

If this outcome seems suitable to you, let us know, and we will plan to process a $50.00 refund which we will mail directly to the customer.

Thank you.

William Schaaf – Asst. Compliance Officer

indra ENERGY

1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427

www.IndraEnergy.com

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Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257068 [ref:_00Dt0GzXt._500t0FNBQf:ref]

Hello Andrea and the PUCO,

Regarding Case # 00257068, [redacted]

Ms [redacted] enrolled her gas account in Indra's service on 11/20/18, as the result of a telephone sale. We've attached the sales call audio and TPV recording for this enrollment, as well as the confirmation package sent to the customer detailing the terms of service. Indra began servicing the customer's account on 11/28/18.

Gas Plan: Variable. This included a two-month introductory rate of $2.80 per Mcf, after which the rate would vary month-to-month.

On 3/6/19, the customer's daughter, [redacted] contacted our Customer Service line and requested to cancel this account. An outbound drop was processed, and the customer's account stopped receiving our supply on 2/28/19. No termination fees were issued for cancellation.

In the interest of customer satisfaction, we are planning to rerate the customer's final bill to the rate we have on file for her gas utility, which results in an adjustment of $231.22 for the billing cycle of 1/31/19 – 2/28/19. We've included a chart below detailing our calculations for this adjustment. This will provide the customer with the financial effect of

having received our introductory rate for her first two billing cycles, and then have returned to the utility's standard's service.

Begin Date	End Date	Billed Usage (ccf)	Supply Charge (with tax)	ReRate To:	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
1/31/2019	2/28/2019	151	$279.90	$0.3020	$45.60	$3.08	$48.68	**$231.22**

Let us know if we can be of any further assistance. Thank you.

William Schaaf – Asst. Compliance Officer

1515 Market Street, Suite 1200

Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

From: Andrea Smith [mailto:contactthepuco@puc.state.oh.us]
Sent: Wednesday, March 6, 2019 1:04 PM
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257068 [ref:_00Dt0GzXt._500t0FNBQf:ref]

Initial Submission of a Consumer Complaint

Marketer of Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00257068

CUSTOMER: [redacted]

ADDRESS: [redacted], Elida, Ohio 45807

SERVICE ADDRESS: [redacted] Elida, Ohio 45807

AIQ: Palmco Energy OH LLC

SERVICE ACCOUNT NUMBER: [redacted]

NIQ [redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)

DESCRIPTION OF ISSUE: Ms. [redacted] daughter called on her behalf. She states her mothers bill is now over $300.00 per month when her bill is normally $90.00 per month. She called DEO and was informed of the supplier on her mothers account. Her mother is 90 years old and states she did not sign up with anyone. She would like to know how her mother was signed up and would like the account cancelled and returned to DEO.

1. Do you have record of customer?

2. If so, when and how was the customer signed up?

3. Please send copy of signed contract, TPV and sales call.

4. Do you have record of customer calling to cancel?

5. If customer cancels the contract will she be charged a early termination fee?

6. If so, how much and why?

7. Any additional information you could provide would be greatly appreciated.

Sincerely,

Andrea Smith

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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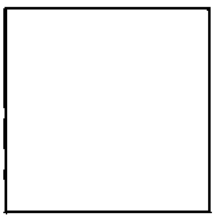

ref:_00Dt0GzXt._500t0FNBQf:ref

Sariah Brinker

From:	PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent:	Thursday, April 04, 2019 3:46 PM
To:	William Schaaf
Subject:	RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257068 [ref:_00Dt0GzXt._500t0FNBQf:ref]

My apologies Mr. Schaaf for not responding sooner to your March 29, 2019 e-mail.

I will be contacting Ms. [redacted] shortly to let her know that Indra has rerated the January 31 to February 28, 2019 DEO invoice to $3.02 per MCF, with an adjustment of $231.22 to be issued directly to DEO. Further, as a result of the misunderstanding during the sales call, a refund in the amount of $50 will be mailed directly to Ms. [redacted] This will close Ms [redacted] informal complaint with the PUCO regarding the variable rate billed to her mother by Indra Energy.

Thank you.

Sincerely,

Christina Cassady
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Lead Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

---------- Original Message ----------
From: William Schaaf [wschaaf@indraenergy.com]
Sent: 3/29/2019 2:50 PM
To: contactthepuco@puco.ohio.gov
Cc: compliance@indraenergy.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257068 [ref:_00Dt0GzXt._500t0FNBQf:ref]

Hello Christina,

Indra has a rewards program, which requires an email address on file in order to access the program. Customers then have access to an online platform where they can accrue $50 in "Rewards Dollars" which they can apply

toward a number of online deals. The customer did not provide an email address during her enrollment. On the TPV she conducted, a prompt asked the customer for her email address; however, the customer did not provide her email address and instead provided her mailing address. Due to this, the customer did not accrue any "Rewards Dollars" as part of this promotion.

On the sales portion of the call, the sales agent provides an electric product offer to the customer, despite the fact that they were discussing the customer's gas account. The agent mentions 5.2 cents per kwh, and neither the rate nor the unit would line up with one of Indra's gas product offers.

Due to any confusion on the customer's behalf, and in line with you request here, we would propose providing the customer with an additional $50 flat credit. The customer's first two bills, charged at $2.60 per Mcf, provided the customer with $100.43 in total supply charges, which is already approximately $50.35 less than what the customer would have been billed with her utility's standard offer. We feel that providing the customer with a $50 refund addresses the concerns raised here, over any potential confusion over the rate she later agreed to on her TPV, as well as any confusion over Indra's promotional offer.

As we had indicated previously, the customer's variable bills have already been rerated to her utility's standard offer, and we do not intend on making any further adjustments to those bills.

If this outcome seems suitable to you, let us know, and we will plan to process a $50.00 refund which we will mail directly to the customer.

Thank you.

William Schaaf – Asst. Compliance Officer

1515 Market Street, Suite 1200

Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Wednesday, March 27, 2019 8:53 AM
To: William Schaaf <wschaaf@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257068 [ref:_00Dt0GzXt._500t0FNBQf:ref]

Good morning Mr. Schaaf.

Thank you for resending the sales call as an MP3 file.

Upon review of the sales call, I found the actions of the sales agent very concerning. The sales agent Crystal Jones was very argumentative with Ms. [redacted] and when Ms [redacted] stated she has health problems and couldn't stay on the phone much longer because she would need to go to the restroom, Ms. Jones did not end the call. Near the end of the call, Ms. [redacted] kept saying she needed to hang up, to which Ms. Jones told Ms. [redacted] not to hang up or she would not receive any savings.

Also, the sales agent:
1. Stated the service would be "up-graded" at no cost to Ms. [redacted]
2. Promised Ms. [redacted] $50 each and every month with the Indra Rewards program.
3. Quoted Ms. [redacted] $0.052 for service.
4. When Ms. [redacted] told Ms. Jones that she did not have her DEO bill, Ms. Jones told Ms. [redacted] that she was "required" to hold while Ms. [redacted] got her Dominion bill .
5. The sales agent told Ms. [redacted] that she needed the correct DEO number so that the "benefit" could be applied to the correct account.
6. While explaining the TPV process, Ms. Jones told Ms. [redacted] that if she had any questions during the TPV to wait until the end of the process in order to ask any questions.

When I reviewed the TPV, the rate quoted to Ms. [redacted] was $2.80 per MCF as an introductory rate then variable going forward. None of this was stated or explained to Ms. [redacted] during the sales call.

During the sales call Ms. [redacted] was quoted a rate of $0.052 for service plus $50 for each month of service. Therefore, please advise if Indra will re-rate the price per MCF billed to Ms. [redacted] to $0.052 and provide a $50 credit for each month Ms. [redacted] received service from Indra. If not, please advise why not.

Thank you.

Sincerely,

Christina Cassady
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Lead Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be

publicly available to anyone who requests it.

---------- Original Message ----------
From: William Schaaf [wschaaf@indraenergy.com]
Sent: 3/26/2019 3:47 PM
To: contactthepuco@puco.ohio.gov
Cc: compliance@indraenergy.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257068 [ref:_00Dt0GzXt._500t0FNBQf:ref]

Good afternoon,

The sales call was previously sent as a WAV file. I've converted it to an MP3 file, attached here.

William Schaaf – Asst. Compliance Officer

1515 Market Street, Suite 1200

Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Tuesday, March 26, 2019 3:23 PM
To: William Schaaf <wschaaf@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257068 [ref:_00Dt0GzXt._500t0FNBQf:ref]

Good afternoon.

Ms. [redacted] complaint regarding the enrollment of her mother [redacted] service with Indra for natural gas supply has been re-assigned to me.

Upon review of the response provided by Indra on March 12, 2019, I found that I was unable to download or otherwise review the November 20, 2019 sales call with Ms. [redacted] Please resend the sales call so that it may be reviewed.

Thank you.

Sincerely,

Christina Cassady
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Lead Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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---------- Original Message ----------
From: William Schaaf [wschaaf@indraenergy.com]
Sent: 3/12/2019 5:42 PM
To: contactthepuco@puco.ohio.gov
Cc: compliance@indraenergy.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257068 [ref:_00Dt0GzXt._500t0FNBQf:ref]

Hello Andrea and the PUCO,

Regarding Case # 00257068, [redacted]

Ms [redacted] enrolled her gas account in Indra's service on 11/20/18, as the result of a telephone sale. We've attached the sales call audio and TPV recording for this enrollment, as well as the confirmation package sent to the customer detailing the terms of service. Indra began servicing the customer's account on 11/28/18.

Gas Plan: Variable. This included a two-month introductory rate of $2.80 per Mcf, after which the rate would vary month-to-month.

On 3/6/19, the customer's daughter, [redacted] contacted our Customer Service line and requested to cancel this account. An outbound drop was processed, and the customer's account stopped receiving our supply on 2/28/19. No termination fees were issued for cancellation.

In the interest of customer satisfaction, we are planning to rerate the customer's final bill to the rate we have on file for her gas utility, which results in an adjustment of $231.22 for the billing cycle of 1/31/19 – 2/28/19. We've included a chart below detailing our calculations for this adjustment. This will provide the customer with the financial effect of having received our introductory rate for her first two billing cycles, and then have returned to the utility's standard's service.

Begin Date	End Date	Billed Usage (ccf)	Supply Charge (with tax)	ReRate To:	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
1/31/2019	2/28/2019	151	$279.90	$0.3020	$45.60	$3.08	$48.68	**$231.22**

Let us know if we can be of any further assistance. Thank you.

William Schaaf – Asst. Compliance Officer

1515 Market Street, Suite 1200

Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

From: Andrea Smith [mailto:contactthepuco@puc.state.oh.us]
Sent: Wednesday, March 6, 2019 1:04 PM
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257068 [ref:_00Dt0GzXt._500t0FNBQf:ref]

Initial Submission of a Consumer Complaint

Marketer of Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00257068

CUSTOMER: [redacted]

ADDRESS: [redacted], Elida, Ohio 45807

SERVICE ADDRESS: [redacted] Elida, Ohio 45807

AIQ: Palmco Energy OH LLC

SERVICE ACCOUNT NUMBER: [redacted]

NIC [redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)

DESCRIPTION OF ISSUE: Ms [redacted] daughter called on her behalf. She states her mothers bill is now over $300.00 per month

when her bill is normally $90.00 per month. She called DEO and was informed of the supplier on her mothers account. Her mother is 90 years old and states she did not sign up with anyone. She would like to know how her mother was signed up and would like the account cancelled and returned to DEO.

1. Do you have record of customer?

2. If so, when and how was the customer signed up?

3. Please send copy of signed contract, TPV and sales call.

4. Do you have record of customer calling to cancel?

5. If customer cancels the contract will she be charged a early termination fee?

6. If so, how much and why?

7. Any additional information you could provide would be greatly appreciated.

Sincerely,

Andrea Smith

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FNBQf:ref

Orpheus Craigue – Asst. Compliance Officer
1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427#
www.IndraEnergy.com

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Friday, March 1, 2019 09:57
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255219 [ref:_00Dt0GzXt._500t0FMKso:ref]

Ohio | Public Utilities Commission

PUBLIC UTILITIES COMMISSION OF OHIO
Second Request for Information
Regarding the Initial Submission of a Consumer Complaint

Please Respond Within 3 Days

CASE ID: 00255219
COMPANY:
CUSTOMER: [redacted]
ADDRESS: [redacted] Madison, Ohio 44057
SERVICE ADDRESS: [redacted] Madison, Ohio 44057
AIQ: Palmco Energy OH LLC
SERVICE ACCOUNT NUMBER: [redacted]
NIQ [redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)

DESCRIPTION OF ISSUE:

An initial complaint was sent to you on February 25. Please review the customer's concerns and respond within three business days.

Sincerely,

Leah Lehman
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

---------- Original Message ----------
From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
Sent: 2/25/2019 3:12 PM
To: compliance@indraenergy.com
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255219 [ref:_00Dt0GzXt._500t0FMKso:ref]

Ohio | Public Utilities Commission

Initial Submission of a Consumer Complaint

Marketer of Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00255219

COMPANY:

CUSTOMER: [redacted]

ADDRESS: [redacted] Madison, Ohio 44057

SERVICE ADDRESS: [redacted] Madison, Ohio 44057

AIQ: Palmco Energy OH LLC

SERVICE ACCOUNT NUMBER: [redacted]

NIQ: [redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)

DESCRIPTION OF ISSUE:
Mr. [redacted] **states his bill has increased from $158 in November to $358 this month. He states his most recent bill says that he used 17 MCF at 17.364 per MCF. He contacted Indra energy about his rate and was advised that 17.364 means that he is getting charged $1.7364 per MCF and that the market rate has increased and will only continue to increase. He states that he has cancelled service.**

1. Please advise of the stop service date.
2. Why was the customer advised that 17.364 means that he is getting charged $1.7364 per MCF when it means that he is getting charged $17.364 per MCF?
3. According to the SCO rate chart the NYMEX gas rate decreased, why was the customer advised that the market rate increased?
4. Please provide a copy of calls between the customer and Indra

Energy.
5. What was the agreed upon rate and for how long?
6. When was the service start date?
7. Please provide a copy of the enrollment documentation such as TPV, sales call, welcome letter with terms and conditions, and renewal notification.

Sincerely,

Leah Lehman

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FMKso:ref

Orpheus Craigue

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Monday, February 25, 2019 3:13 PM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255219 [ref:_00Dt0GzXt._500t0FMKso:ref]

Ohio | Public Utilities Commission

Initial Submission of a Consumer Complaint

Marketer of Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00255219

COMPANY:

CUSTOMER: [redacted]

ADDRESS: [redacted] Madison, Ohio 44057

SERVICE ADDRESS: [redacted] Madison, Ohio 44057

AIQ: Palmco Energy OH LLC

SERVICE ACCOUNT NUMBER: [redacted]

NI [redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)

DESCRIPTION OF ISSUE:
Mr. [redacted] states his bill has increased from $158 in November to $358 this month. He states his most recent bill says that he used 17 MCF at 17.364 per MCF. He contacted Indra energy about his rate and was advised that 17.364 means that he is getting charged $1.7364 per MCF and that the market rate has increased and will only continue to increase. He states that he has cancelled service.

1. Please advise of the stop service date.
2. Why was the customer advised that 17.364 means that he is getting charged $1.7364 per MCF when it means that he is getting charged $17.364 per MCF?
3. According to the SCO rate chart the NYMEX gas rate decreased, why was the customer advised that the market rate increased?
4. Please provide a copy of calls between the customer and Indra Energy.
5. What was the agreed upon rate and for how long?
6. When was the service start date?
7. Please provide a copy of the enrollment documentation such as TPV, sales call, welcome letter with terms and conditions, and renewal notification.

Sincerely,

Leah Lehman

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FMKso:ref

Orpheus Craigue

From: Orpheus Craigue
Sent: Monday, March 4, 2019 8:03 AM
To: PUCO Consumer Call Center
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255219 [ref:_00Dt0GzXt._500t0FMKso:ref
1
Attachments: [redacted]pdf; [redacted] TPV.mp3; [redacted] Confirmation Pack.pdf; Indra Postcard.pdf

Categories: PUCO Complaint

Hello Leah,

Regarding PUCO Case ID 00255219; [redacted]

The customer's gas account was enrolled in Palmco's service on 4/12/2018, as a result of a door-to-door sale. We've attached the signed agreement and TPV recording from this enrollment, as well as the confirmation packet mailed to the customer.

Gas Plan: Variable. This included a two-month introductory rate of $2.30, after which rate would vary month-to-month.

Palmco began conducting business under its trade name, Indra Energy, in October 2018. We're attaching the postcard sent out to customers explaining this change.

The customer reached out to us on 2/25/2019 with concerns over his bill and requested to cancel his account. An outbound drop was submitted, with no ETF issued for cancellation; Dominion has provided an estimated end date of 3/23/2019. Additionally, due to the customer's concerns over his recent bill, a $50 flat credit was offered to the customer.

Upon receiving this complaint, we've reviewed the customer's account. I have not yet located and reviewed the audio, however, we've determined that our CSR likely misinterpreted the customer's rate when discussing his most recent billing cycle. Enrollment documentation for Dominion customers is displayed in Mcf, however, our billing software provides customer data in Ccf. The CSR is a newer rep, and is being retrained to avoid similar confusion going forward.

Due to the customer's concerns over his recent variable bill, we've determined we can void out the $50 flat credit offer and instead rerate that bill, as well as the customer's upcoming final bill with Indra, to that of his utility's standard offer. This will provide the customer with the financial effect of an expedited return from his variable service with Indra. We've calculated this adjustment as shown below.

Begin Date	End Date	Billed Usage	Supply Charge (with tax)	ReRate To:	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
1/22/19	2/19/19	170	$ 315.85	0.30200	51.34	3.59	54.93	**$ 260.92**

We will plan to proceed with this adjustment, as well as an adjustment to the customer's final bill once it is rendered. However, if we can be of any further assistance in resolving the customer's concerns, please let us know.

Thank you.

Orpheus Craigue

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Monday, February 4, 2019 2:17 PM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00250990 [ref:_00Dt0GzXt._500t0EiBaG:ref]

Ohio | Public Utilities Commission

Initial Submission of a Consumer Complaint
Marketer of Natural Gas
Please Respond Within 3 Business Days

CASE ID: 00250990
COMPANY: [redacted]
CUSTOMER: [redacted]
ADDRESS: [redacted] Mentor, Ohio 44060
SERVICE ADDRESS: [redacted] Fairport Harbor, Ohio 44077
AIQ: Palmco Energy OH LLC
SERVICE ACCOUNT NUMBER: [redacted]
NIQ [redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)

DESCRIPTION OF ISSUE:
Mr. [redacted] called to give permission to speak on his behalf. Ms. [redacted] states her father's account was enrolled with Palmco in 2017. She had called immediately upon notification from Dominion Energy Ohio (DEO) to cancel before the enrollment became effective and requested that their contact information be removed from the company's solicitation list. Recently, she discover that Palmco was listed as the supplier and was advised that 7 days after she cancelled, a representative called her parents and enrolled the account. She states she was advised by a manager that they have now been placed on the no call list, but nothing could be done to remove the charges. She states her parents are elderly and she handles all their bills.

1. How and when was the customer solicited?
2. What was the agreed upon rate and for how long?

3. Please provide a copy of the TPV, Sales call, welcome letter with terms and conditions, cancellation notifications, renewal notifications, and any other documentation regarding the case.

Sincerely,

Leah Lehman
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0EiBaG:ref

William Schaaf

From:	PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent:	Wednesday, February 13, 2019 10:55 AM
To:	William Schaaf
Subject:	RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00250990 [ref:_00Dt0GzXt._500t0EiBaG:ref]

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00250990
COMPANY: [redacted]
CUSTOMER: [redacted]
ADDRESS: [redacted] Mentor, Ohio 44060
SERVICE ADDRESS: [redacted],Fairport Harbor, Ohio 44077
AIQ: Palmco Energy OH LLC [redacted]
SERVICE ACCOUNT NUMBER: [redacted]
NIQ: [redacted]

To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!

DESCRIPTION OF ISSUE:
Please provide your re-rate methodology for review.

Sincerely,

Leah Lehman
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

---------- Original Message ----------
From: William Schaaf [wschaaf@indraenergy.com]
Sent: 2/11/2019 10:17 AM
To: contactthepuco@puco.ohio.gov
Cc: compliance@indraenergy.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00250990 [ref:_00Dt0GzXt._500t0EiBaG:ref]

Hello Leah and the PUCO,

Regarding Case # 00250990, [redacted]

Mr. [redacted] nitially enrolled his gas and electric accounts in Palmco's service on 3/1/17, as the result of a door-to-door sale. We've attached the TPV recording for this enrollment, as well as the confirmation packages sent to the customer detailing the terms of service. Palmco began servicing the customer's gas and electric accounts on 3/21/17 and 4/13/17, respectively.

On 8/25/17, our Customer Service staff received a call from Ms. [redacted] regarding these accounts. After the customer inquired about paying her bill, our CSR advised her to contact her utility for further assistance.

We later received an inbound drop transaction for the customer's gas account, which was processed without penalty. The customer's gas account stopped receiving our supply on 9/19/17. On 9/25/17, Mr. [redacted] completed a new TPV recording to re-enroll his gas account in Palmco's service. We've attached the sales call audio for this enrollment, as well as the confirmation package sent to the customer detailing the terms of service. Palmco resumed servicing the customer's gas account on 10/18/17. The customer's electric account was still active from the initial enrollment on 3/1/17 and received service without interruption during this time.

On 9/27/17, our Customer Service staff spoke with the customer's daughter, [redacted] We informed her that there was a past due balance on the electric account. [redacted] understood and thanked us for the information. Our notes do not indicate that [redacted] requested cancellation of the accounts at this time.

Due to an outstanding balance on the customer's electric account, an outbound drop transaction was submitted on 12/6/17, and a cancellation notice (attached) was sent to the customer. The customer's utility then established a service end date of 1/16/18. No termination fees were issued for cancellation.

In October 2018, Palmco began conducting business under its trade name, Indra Energy. Customers were provided with a postcard informing them of the brand name change, and Indra continued to service Mr. [redacted] gas account in line with the terms of his enrollment.

On 2/4/19, our Customer Care staff received a call from the customer's daughter, who requested the cancellation of the gas account. Per her request, an outbound drop transaction was submitted, and the customer's utility (DEO) established a service end date of 2/23/19. No termination fees were issued for cancellation. As a result of this call, the customer was also added to our internal DNC list.

Contrary to this complaint, we have no record of being contacted by the customer or their daughter prior to 8/25/17, and we have no record of the customer requesting cancellation prior to 2/4/19. At the time of enrollment, Mr. [redacted] agreed to enroll his gas and electric accounts in a variable rate product, which included an introductory rate for the first three billing cycles. During the TPV recordings, he acknowledged that the price may vary from month to month and could be higher or lower than the utility's price in any given month.

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Thank you.

William Schaaf – Lead Compliance Investigator

1515 Market Street, Suite 1200

Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

From: Orpheus Craigue
Sent: Thursday, February 7, 2019 6:27 PM
To: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Cc: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00250990 [ref:_00Dt0GzXt._500t0EiBaG:ref]

Hello Leah,

We are still looking into this customer's account. But in the meantime, we are attaching two TPVs completed by this customer; the first, on 3/1/2017, and the second, on 9/25/2017. The customer has since been dropped from our supply, and was not issued any termination fees doing so.

We are still working on a more detailed response to the complaint filed by Ms. [redacted] on behalf of her father, and will follow up with that as soon as we are able. If you need anything in the meantime, please feel free to reach out. Thanks.

Orpheus Craigue – Asst. Compliance Officer

1515 Market Street, Suite 1200

Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Monday, February 4, 2019 14:17
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00250990 [ref:_00Dt0GzXt._500t0EiBaG:ref]

Initial Submission of a Consumer Complaint

Marketer of Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00250990

COMPANY:

CUSTOMER: [redacted]

ADDRESS: [redacted] Mentor, Ohio 44060

SERVICE ADDRESS: [redacted] Fairport Harbor, Ohio 44077

AIQ: Palmco Energy OH LLC

SERVICE ACCOUNT NUMBER [redacted]

NIQ: [redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)

DESCRIPTION OF ISSUE:

Mr. [redacted] called to give permission to speak on his behalf. Ms. E[redacted] states her father's account was enrolled with Palmco in 2017. She had called immediately upon notification from Dominion Energy Ohio (DEO) to cancel before the enrollment became effective and requested that their contact information be removed from the company's solicitation list. Recently, she discover that Palmco was listed as the supplier and was advised that 7 days after she cancelled, a representative called her parents and enrolled the account. She states she was advised by a manager that they have now been placed on the no call list, but nothing could be done to remove the charges. She states her parents are elderly and she handles all their bills.

1. How and when was the customer solicited?
2. What was the agreed upon rate and for how long?
3. Please provide a copy of the TPV, Sales call, welcome letter with terms and conditions, cancellation notifications, renewal notifications, and any other documentation regarding the case.

Sincerely,

Leah Lehman

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0EiBaG:ref

William Schaaf

From:	PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent:	Friday, March 1, 2019 1:50 PM
To:	William Schaaf
Subject:	RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00250990 [ref:_00Dt0GzXt._500t0EiBaG:ref]

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00250990
COMPANY: [redacted]
CUSTOMER: [redacted]
ADDRESS: [redacted] Mentor, Ohio 44060
SERVICE ADDRESS: [redacted] Fairport Harbor, Ohio 44077
AIQ: Palmco Energy OH LLC
SERVICE ACCOUNT NUMBER: [redacted]
NIQ: [redacted]

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DESCRIPTION OF ISSUE:
The customer recently received a bill for approximately $17/MCF. Will this bill be re-rated as well?

Sincerely,

Leah Lehman
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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From: William Schaaf [wschaaf@indraenergy.com]
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Cc: compliance@indraenergy.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00250990 [ref:_00Dt0GzXt._500t0EiBaG:ref]

Hello Leah,

Regarding Case # 00250990, [redacted]

We've attached our re-rate methodology for your review. We will plan on proceeding with this adjustment of $531.22 for the customer's gas account based on these calculations, but if there are any changes you want us to make, please reach out.

Thank you.

William Schaaf – Lead Compliance Investigator

1515 Market Street, Suite 1200

Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

From: PUCO Consumer Call Center [mailto:contactthepuco@puc.state.oh.us]
Sent: Wednesday, February 13, 2019 10:55 AM
To: William Schaaf <wschaaf@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00250990 [ref:_00Dt0GzXt._500t0EiBaG:ref]

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00250990
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CUSTOMER: [redacted]
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AIQ: Palmco Energy OH LLC
SERVICE ACCOUNT NUMBER: [redacted]
NIQ [redacted]

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DESCRIPTION OF ISSUE:
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Sincerely,

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Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
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Thank you.

William Schaaf – Lead Compliance Investigator

1515 Market Street, Suite 1200

Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

From: Orpheus Craigue
Sent: Thursday, February 7, 2019 6:27 PM
To: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Cc: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00250990 [ref:_00Dt0GzXt._500t0EiBaG:ref]

Hello Leah,

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Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

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Sent: Monday, February 4, 2019 14:17
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00250990 [ref:_00Dt0GzXt._500t0EiBaG:ref]

Initial Submission of a Consumer Complaint

Marketer of Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00250990

COMPANY:

CUSTOMER: [redacted]

ADDRESS: [redacted] Mentor, Ohio 44060

SERVICE ADDRESS: [redacted] Fairport Harbor, Ohio 44077

AIQ: Palmco Energy OH LLC

SERVICE ACCOUNT NUMBER: [redacted]

NIQ: [redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)

DESCRIPTION OF ISSUE:

Mr. [redacted] called to give permission to speak on his behalf. Ms. [redacted] states her father's account was enrolled with Palmco in 2017. She had called immediately upon notification from Dominion Energy Ohio (DEO) to cancel before the enrollment became effective and requested that their contact information be removed from the company's solicitation list. Recently, she discover that Palmco was listed as the supplier and was advised that 7 days after she cancelled, a representative called her parents and enrolled the account. She states she was advised by a manager that they have now been placed on the no call list, but nothing could be done to remove the charges. She states her parents are elderly and she handles all their bills.

1. How and when was the customer solicited?
2. What was the agreed upon rate and for how long?
3. Please provide a copy of the TPV, Sales call, welcome letter with terms and conditions, cancellation notifications, renewal notifications, and any other documentation regarding the case.

Sincerely,

Leah Lehman

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0EiBaG:ref

William Schaaf

From: William Schaaf
Sent: Friday, March 1, 2019 5:24 PM
To: PUCO Consumer Call Center
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00250990 [ref:_00Dt0GzXt._500t0EiBaG:ref]

Hello Leah,

Regarding Case # 00250990, [redacted]

Yes, the customer's final bill is also being rerated to the rate of $3.02 per MCF, which we have on file as the standard offer for her utility. This results in an adjustment of $336.12 for the billing cycle of 1/23/19 – 2/20/19.

Let us know if you need anything further. Thank you.

William Schaaf – Lead Compliance Investigator
1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427
www.IndraEnergy.com

From: PUCO Consumer Call Center [mailto:contactthepuco@puc.state.oh.us]
Sent: Friday, March 1, 2019 1:50 PM
To: William Schaaf <wschaaf@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00250990 [ref:_00Dt0GzXt._500t0EiBaG:ref]

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00250990
COMPANY: [redacted]
CUSTOMER: [redacted]
ADDRESS: [redacted] Mentor, Ohio 44060
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AIQ: Palmco Energy OH LLC
SERVICE ACCOUNT NUMBER: [redacted]
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The customer recently received a bill for approximately $17/MCF. Will this bill be re-rated as well?

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Public Utilities Commission of Ohio
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Consumer Services Division
Memorandum

CASE ID: 00250990
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Marketer of Natural Gas

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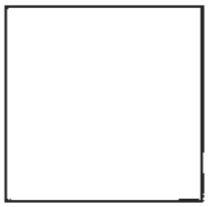

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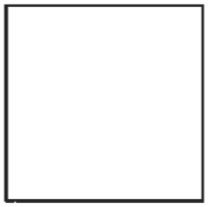

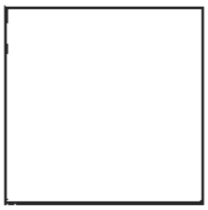

William Schaaf

From:	PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent:	Monday, March 4, 2019 10:35 AM
To:	William Schaaf
Subject:	RE: PUBLIC UTILITIES COMMI5SION OF OHIO - CA5E #: 00250990 [ref:_00Dt0GzXt._500t0EiBaG:ref]

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00250990
COMPANY: [redacted]
CUSTOMER: [redacted]
ADDRESS: [redacted] Mentor, Ohio 44060
SERVICE ADDRESS: [redacted] Fairport Harbor, Ohio 44077
AIQ: Palmco Energy OH LLC [redacted]
SERVICE ACCOUNT NUMBER: [redacted]
NIQ: [redacted]

To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!

DESCRIPTION OF ISSUE:
Please advise how the adjustment was calculated?

Sincerely,

Leah Lehman
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

---------- Original Message ----------
From: William Schaaf [wschaaf@indraenergy.com]
Sent: 3/1/2019 5:23 PM
To: contactthepuco@puco.ohio.gov
Cc: compliance@indraenergy.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00250990 [ref:_00Dt0GzXt._500t0EiBaG:ref]

Hello Leah,

Regarding Case # 00250990, [redacted]

Yes, the customer's final bill is also being rerated to the rate of $3.02 per MCF, which we have on file as the standard offer for her utility. This results in an adjustment of $336.12 for the billing cycle of 1/23/19 – 2/20/19.

Let us know if you need anything further. Thank you.

William Schaaf – Lead Compliance Investigator

1515 Market Street, Suite 1200

Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

From: PUCO Consumer Call Center [mailto:contactthepuco@puc.state.oh.us]
Sent: Friday, March 1, 2019 1:50 PM
To: William Schaaf <wschaaf@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00250990 [ref:_00Dt0GzXt._500t0EiBaG:ref]

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00250990
COMPANY: [redacted]
CUSTOMER: [redacted]
ADDRESS: [redacted] Mentor, Ohio 44060
SERVICE ADDRESS: [redacted] Fairport Harbor, Ohio 44077
AIQ: Palmco Energy OH LLC
SERVICE ACCOUNT NUMBER: [redacted]
NIQ [redacted]

To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!

DESCRIPTION OF ISSUE:
The customer recently received a bill for approximately $17/MCF. Will this bill be re-rated as well?

Sincerely,

Leah Lehman
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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---------- Original Message ----------
From: William Schaaf [wschaaf@indraenergy.com]
Sent: 2/14/2019 5:09 PM
To: contactthepuco@puco.ohio.gov
Cc: compliance@indraenergy.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00250990 [

ref:_00Dt0GzXt._500t0EiBaG:ref]

Hello Leah,

Regarding Case # 00250990, [redacted]

We've attached our re-rate methodology for your review. We will plan on proceeding with this adjustment of $531.22 for the customer's gas account based on these calculations, but if there are any changes you want us to make, please reach out.

Thank you.

William Schaaf – Lead Compliance Investigator

1515 Market Street, Suite 1200

Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

From: PUCO Consumer Call Center [mailto:contactthepuco@puc.state.oh.us]
Sent: Wednesday, February 13, 2019 10:55 AM
To: William Schaaf <wschaaf@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00250990 [ref:_00Dt0GzXt._500t0EiBaG:ref]

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00250990
COMPANY:
CUSTOMER: [redacted]
ADDRESS: [redacted] Mentor, Ohio 44060
SERVICE ADDRESS: [redacted] Fairport Harbor, Ohio 44077
AIQ: Palmco Energy OH LLC
SERVICE ACCOUNT NUMBER: [redacted]
NIQ: [redacted]

To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!

DESCRIPTION OF ISSUE:
Please provide your re-rate methodology for review.

Sincerely,

Leah Lehman
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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---------- Original Message ----------

From: William Schaaf [wschaaf@indraenergy.com]
Sent: 2/11/2019 10:17 AM
To: contactthepuco@puco.ohio.gov
Cc: compliance@indraenergy.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00250990 [ref:_00Dt0GzXt._500t0EiBaG:ref]

Hello Leah and the PUCO,

Regarding Case # 00250990, [redacted]

Mr. [redacted] initially enrolled his gas and electric accounts in Palmco's service on 3/1/17, as the result of a door-to-door sale. We've attached the TPV recording for this enrollment, as well as the confirmation packages sent to the customer detailing the terms of service. Palmco began servicing the customer's gas and electric accounts on 3/21/17 and 4/13/17, respectively.

On 8/25/17, our Customer Service staff received a call from Ms. [redacted] regarding these accounts. After the customer inquired about paying her bill, our CSR advised her to contact her utility for further assistance.

We later received an inbound drop transaction for the customer's gas account, which was processed without penalty. The customer's gas account stopped receiving our supply on 9/19/17. On 9/25/17, Mr. [redacted] completed a new TPV recording to re-enroll his gas account in Palmco's service. We've attached the sales call audio for this enrollment, as well as the confirmation package sent to the customer detailing the terms of service. Palmco resumed servicing the customer's gas account on 10/18/17. The customer's electric account was still active from the initial enrollment on 3/1/17 and received service without interruption during this time.

On 9/27/17, our Customer Service staff spoke with the customer's daughter, [redacted] We informed her that there was a past due balance on the electric account. [redacted] understood and thanked us for the information. Our notes do not indicate that [redacted] requested cancellation of the accounts at this time.

Due to an outstanding balance on the customer's electric account, an outbound drop transaction was submitted on 12/6/17, and a cancellation notice (attached) was sent to the customer. The customer's utility then established a service end date of 1/16/18. No termination fees were issued for cancellation.

In October 2018, Palmco began conducting business under its trade name, Indra Energy. Customers were provided with a postcard informing them of the brand name change, and Indra continued to service Mr. [redacted]'s gas account in line with the terms of his enrollment.

On 2/4/19, our Customer Care staff received a call from the customer's daughter, who requested the cancellation of the gas account. Per her request, an outbound drop transaction was submitted, and the customer's utility (DEO) established a service end date of 2/23/19. No termination fees were issued for cancellation. As a result of this call, the customer was also added to our internal DNC list.

Contrary to this complaint, we have no record of being contacted by the customer or their daughter prior to 8/25/17, and we have no record of the customer requesting cancellation prior to 2/4/19. At the time of enrollment, Mr. [redacted] agreed to enroll his gas and electric accounts in a variable rate product, which included an introductory rate for the first three billing cycles. During the TPV recordings, he acknowledged that the price may vary from month to month and could be higher or lower than the utility's price in any given month.

However, the sales call was not selected as part of our random review at the time of the 9/25/17 enrollment. Upon review, we now realize the sales agent offered to apply a senior discount plan to the customer's gas account. However, the agent failed to properly indicate this item upon entry of the sales submission, and as a result the senior discount was not applied. Considering this, we've decided to issue a rerate for the life of gas supply services rendered for the life of the 9/25/17 enrollment. Please advise whether you would like to determine this rerate amount or review our rerate methodology.

Thank you.

William Schaaf – Lead Compliance Investigator

1515 Market Street, Suite 1200

Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

From: Orpheus Craigue
Sent: Thursday, February 7, 2019 6:27 PM
To: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>

Cc: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00250990 [ref:_00Dt0GzXt._500t0EiBaG:ref]

Hello Leah,

We are still looking into this customer's account. But in the meantime, we are attaching two TPVs completed by this customer; the first, on 3/1/2017, and the second, on 9/25/2017. The customer has since been dropped from our supply, and was not issued any termination fees doing so.

We are still working on a more detailed response to the complaint filed by Ms. [redacted] on behalf of her father, and will follow up with that as soon as we are able. If you need anything in the meantime, please feel free to reach out. Thanks.

Orpheus Craigue – Asst. Compliance Officer

1515 Market Street, Suite 1200

Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Monday, February 4, 2019 14:17
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00250990 [ref:_00Dt0GzXt._500t0EiBaG:ref]

Initial Submission of a Consumer Complaint

Marketer of Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00250990

COMPANY:

CUSTOMER: [redacted]

ADDRESS: [redacted] Mentor, Ohio 44060

SERVICE ADDRESS: [redacted] Fairport Harbor, Ohio 44077

AIQ: Palmco Energy OH LLC

SERVICE ACCOUNT NUMBER [redacted]

NIQ [redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)

DESCRIPTION OF ISSUE:

Mr. [redacted] called to give permission to speak on his behalf. Ms. [redacted] states her father's account was enrolled with Palmco in 2017. She had called immediately upon notification from Dominion Energy Ohio (DEO) to cancel before the enrollment became effective and requested that their contact information be removed from the company's solicitation list. Recently, she discover that Palmco was listed as the supplier and was advised that 7 days after she cancelled, a representative called her parents and enrolled the account. She states she was advised by a manager that they have now been placed on the no call list, but nothing could be done to remove the charges. She states her parents are elderly and she handles all their bills.

1. How and when was the customer solicited?
2. What was the agreed upon rate and for how long?
3. Please provide a copy of the TPV, Sales call, welcome letter with terms and conditions, cancellation notifications, renewal notifications, and any other documentation regarding the case.

Sincerely,

Leah Lehman

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0EiBaG:ref

William Schaaf

From: William Schaaf
Sent: Monday, March 4, 2019 12:59 PM
To: PUCO Consumer Call Center
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00250990 [ref:_00Dt0GzXt._500t0EiBaG:ref]

Hello Leah,

Regarding Case # 00250990, [redacted]

I've included a chart below detailing our calculations for the adjustment. Let us know if you need anything further. Thanks.

Begin Date	End Date	Billed Usage	Supply Charge (with tax)	ReRate To:	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
1/23/2019	2/20/2019	219	$406.89	$0.3020	$66.14	$4.63	$70.77	**$336.12**

William Schaaf – Lead Compliance Investigator
indra ENERGY
1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427
www.IndraEnergy.com

From: PUCO Consumer Call Center [mailto:contactthepuco@puc.state.oh.us]
Sent: Monday, March 4, 2019 10:35 AM
To: William Schaaf <wschaaf@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00250990 [ref:_00Dt0GzXt._500t0EiBaG:ref]

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00250990
COMPANY: [redacted]
CUSTOMER: [redacted]
ADDRESS: [redacted] Mentor, Ohio 44060
SERVICE ADDRESS: [redacted] Fairport Harbor, Ohio 44077
AIQ: Palmco Energy OH LLC
SERVICE ACCOUNT NUMBER: [redacted]
NIQ: [redacted]

To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!

DESCRIPTION OF ISSUE:
Please advise how the adjustment was calculated?

Sincerely,

Leah Lehman
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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---------- Original Message ----------
From: William Schaaf [wschaaf@indraenergy.com]
Sent: 3/1/2019 5:23 PM
To: contactthepuco@puco.ohio.gov
Cc: compliance@indraenergy.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00250990 [ref:_00Dt0GzXt._500t0EiBaG:ref]

Hello Leah,

Regarding Case # 00250990, [redacted]

Yes, the customer's final bill is also being rerated to the rate of $3.02 per MCF, which we have on file as the standard offer for her utility. This results in an adjustment of $336.12 for the billing cycle of 1/23/19 – 2/20/19.

Let us know if you need anything further. Thank you.

William Schaaf – Lead Compliance Investigator

1515 Market Street, Suite 1200

Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

From: PUCO Consumer Call Center [mailto:contactthepuco@puc.state.oh.us]
Sent: Friday, March 1, 2019 1:50 PM
To: William Schaaf <wschaaf@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00250990 [ref:_00Dt0GzXt._500t0EiBaG:ref]

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00250990
COMPANY:
CUSTOMER: [redacted]
ADDRESS: [redacted] Mentor, Ohio 44060
SERVICE ADDRESS: [redacted] Fairport Harbor, Ohio 44077
AIQ: Palmco Energy OH LLC
SERVICE ACCOUNT NUMBER: [redacted]
NIQ: [redacted]

To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!

DESCRIPTION OF ISSUE:
The customer recently received a bill for approximately $17/MCF. Will this bill be re-rated as well?

Sincerely,

Leah Lehman
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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---------- Original Message ----------
From: William Schaaf [wschaaf@indraenergy.com]
Sent: 2/14/2019 5:09 PM
To: contactthepuco@puco.ohio.gov
Cc: compliance@indraenergy.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00250990 [

ref:_00Dt0GzXt._500t0EiBaG:ref]

Hello Leah,

Regarding Case # 00250990, [redacted]

We've attached our re-rate methodology for your review. We will plan on proceeding with this adjustment of $531.22 for the customer's gas account based on these calculations, but if there are any changes you want us to make, please reach out.

Thank you.

William Schaaf – Lead Compliance Investigator

1515 Market Street, Suite 1200

Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

From: PUCO Consumer Call Center [mailto:contactthepuco@puc.state.oh.us]
Sent: Wednesday, February 13, 2019 10:55 AM
To: William Schaaf <wschaaf@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00250990 [ref:_00Dt0GzXt._500t0EiBaG:ref]

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00250990
COMPANY: [redacted]
CUSTOMER [redacted]
ADDRESS [redacted] Mentor, Ohio 44060
SERVICE ADDRESS: [redacted],Fairport Harbor, Ohio 44077
AIQ: Palmco Energy OH LLC
SERVICE ACCOUNT NUMBER: [redacted]
NIQ: [redacted]

To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!

DESCRIPTION OF ISSUE:
Please provide your re-rate methodology for review.

Sincerely,

Leah Lehman
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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Sent: 2/11/2019 10:17 AM
To: contactthepuco@puco.ohio.gov
Cc: compliance@indraenergy.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00250990 [ref:_00Dt0GzXt._500t0EiBaG:ref]

Hello Leah and the PUCO,

Regarding Case # 00250990, [redacted]

Mr. [redacted] initially enrolled his gas and electric accounts in Palmco's service on 3/1/17, as the result of a door-to-door sale. We've attached the TPV recording for this enrollment, as well as the confirmation packages sent to the customer detailing the terms of service. Palmco began servicing the customer's gas and electric accounts on 3/21/17 and 4/13/17, respectively.

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We later received an inbound drop transaction for the customer's gas account, which was processed without penalty. The customer's gas account stopped receiving our supply on 9/19/17. On 9/25/17, Mr. [redacted] completed a new TPV recording to re-enroll his gas account in Palmco's service. We've attached the sales call audio for this enrollment, as well as the confirmation package sent to the customer detailing the terms of service. Palmco resumed servicing the customer's gas account on 10/18/17. The customer's electric account was still active from the initial enrollment on 3/1/17 and received service without interruption during this time.

On 9/27/17, our Customer Service staff spoke with the customer's daughter, [redacted] We informed her that there was a past due balance on the electric account. [redacted] understood and thanked us for the information. Our notes do not indicate that [redacted] requested cancellation of the accounts at this time.

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In October 2018, Palmco began conducting business under its trade name, Indra Energy. Customers were provided with a postcard informing them of the brand name change, and Indra continued to service Mr. [redacted] gas account in line with the terms of his enrollment.

On 2/4/19, our Customer Care staff received a call from the customer's daughter, who requested the cancellation of the gas account. Per her request, an outbound drop transaction was submitted, and the customer's utility (DEO) established a service end date of 2/23/19. No termination fees were issued for cancellation. As a result of this call, the customer was also added to our internal DNC list.

Contrary to this complaint, we have no record of being contacted by the customer or their daughter prior to 8/25/17, and we have no record of the customer requesting cancellation prior to 2/4/19. At the time of enrollment, Mr. [redacted] agreed to enroll his gas and electric accounts in a variable rate product, which included an introductory rate for the first three billing cycles. During the TPV recordings, he acknowledged that the price may vary from month to month and could be higher or lower than the utility's price in any given month.

However, the sales call was not selected as part of our random review at the time of the 9/25/17 enrollment. Upon review, we now realize the sales agent offered to apply a senior discount plan to the customer's gas account. However, the agent failed to properly indicate this item upon entry of the sales submission, and as a result the senior discount was not applied. Considering this, we've decided to issue a rerate for the life of gas supply services rendered for the life of the 9/25/17 enrollment. Please advise whether you would like to determine this rerate amount or review our rerate methodology.

Thank you.

William Schaaf – Lead Compliance Investigator

1515 Market Street, Suite 1200

Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

From: Orpheus Craigue
Sent: Thursday, February 7, 2019 6:27 PM
To: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>

Cc: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00250990 [ref:_00Dt0GzXt._500t0EiBaG:ref]

Hello Leah,

We are still looking into this customer's account. But in the meantime, we are attaching two TPVs completed by this customer; the first, on 3/1/2017, and the second, on 9/25/2017. The customer has since been dropped from our supply, and was not issued any termination fees doing so.

We are still working on a more detailed response to the complaint filed by Ms. [redacted] on behalf of her father, and will follow up with that as soon as we are able. If you need anything in the meantime, please feel free to reach out. Thanks.

Orpheus Craigue – Asst. Compliance Officer

1515 Market Street, Suite 1200

Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Monday, February 4, 2019 14:17
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00250990 [ref:_00Dt0GzXt._500t0EiBaG:ref]

Initial Submission of a Consumer Complaint

Marketer of Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00250990

COMPANY:

CUSTOMER: [redacted]

ADDRESS: [redacted] Mentor, Ohio 44060

SERVICE ADDRESS: [redacted] airport Harbor, Ohio 44077

AIQ: Palmco Energy OH LLC

SERVICE ACCOUNT NUMBER: [redacted]

NIQ: [redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)

DESCRIPTION OF ISSUE:

Mr. [redacted] called to give permission to speak on his behalf. Ms. [redacted] states her father's account was enrolled with Palmco in 2017. She had called immediately upon notification from Dominion Energy Ohio (DEO) to cancel before the enrollment became effective and requested that their contact information be removed from the company's solicitation list. Recently, she discover that Palmco was listed as the supplier and was advised that 7 days after she cancelled, a representative called her parents and enrolled the account. She states she was advised by a manager that they have now been placed on the no call list, but nothing could be done to remove the charges. She states her parents are elderly and she handles all their bills.

1. How and when was the customer solicited?
2. What was the agreed upon rate and for how long?
3. Please provide a copy of the TPV, Sales call, welcome letter with terms and conditions, cancellation notifications, renewal notifications, and any other documentation regarding the case.

Sincerely,

Leah Lehman

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0EiBaG:ref

William Schaaf

From: William Schaaf
Sent: Thursday, February 14, 2019 5:10 PM
To: PUCO Consumer Call Center
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00250990 [ref:_00Dt0GzXt._500t0EiBaG:ref]
Attachments: [redacted]alculations.xlsx

Hello Leah,

Regarding Case # 00250990[redacted]

We've attached our re-rate methodology for your review. We will plan on proceeding with this adjustment of $531.22 for the customer's gas account based on these calculations, but if there are any changes you want us to make, please reach out.

Thank you.

William Schaaf – Lead Compliance Investigator
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Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427
www.IndraEnergy.com

From: PUCO Consumer Call Center [mailto:contactthepuco@puc.state.oh.us]
Sent: Wednesday, February 13, 2019 10:55 AM
To: William Schaaf <wschaaf@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00250990 [ref:_00Dt0GzXt._500t0EiBaG:ref]

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00250990
COMPANY:
CUSTOMER: [redacted]
ADDRESS: [redacted] Mentor, Ohio 44060
SERVICE ADDRESS: [redacted] Fairport Harbor, Ohio 44077
AIQ: Palmco Energy OH LLC
SERVICE ACCOUNT NUMBER: [redacted]
NIQ [redacted]

To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!

DESCRIPTION OF ISSUE:
Please provide your re-rate methodology for review.

Sincerely,

Leah Lehman
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

---------- Original Message ----------
From: William Schaaf [wschaaf@indraenergy.com]
Sent: 2/11/2019 10:17 AM
To: contactthepuco@puco.ohio.gov
Cc: compliance@indraenergy.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00250990 [ref:_00Dt0GzXt._500t0EiBaG:ref]

Hello Leah and the PUCO,

Regarding Case # 00250990, [redacted]

Mr. [redacted] initially enrolled his gas and electric accounts in Palmco's service on 3/1/17, as the result of a door-to-door sale. We've attached the TPV recording for this enrollment, as well as the confirmation packages sent to the customer detailing the terms of service. Palmco began servicing the customer's gas and electric accounts on 3/21/17 and 4/13/17, respectively.

On 8/25/17, our Customer Service staff received a call from Ms. [redacted] regarding these accounts. After the customer inquired about paying her bill, our CSR advised her to contact her utility for further assistance.

We later received an inbound drop transaction for the customer's gas account, which was processed without penalty. The customer's gas account stopped receiving our supply on 9/19/17. On 9/25/17, Mr. [redacted] completed a new TPV recording to re-enroll his gas account in Palmco's service. We've attached the sales call audio for this enrollment, as well as the confirmation package sent to the customer detailing the terms of service. Palmco resumed servicing the customer's gas account on 10/18/17. The customer's electric account was still active from the initial enrollment on 3/1/17 and received service without interruption during this time.

On 9/27/17, our Customer Service staff spoke with the customer's daughter, [redacted]. We informed her that there was a past due balance on the electric account. [redacted] understood and thanked us for the information. Our notes do not indicate that [redacted] requested cancellation of the accounts at this time.

Due to an outstanding balance on the customer's electric account, an outbound drop transaction was submitted on 12/6/17, and a cancellation notice (attached) was sent to the customer. The customer's utility then established a service end date of 1/16/18. No termination fees were issued for cancellation.

In October 2018, Palmco began conducting business under its trade name, Indra Energy. Customers were provided with a postcard informing them of the brand name change, and Indra continued to service Mr. [redacted] gas account in line with the terms of his enrollment.

On 2/4/19, our Customer Care staff received a call from the customer's daughter, who requested the cancellation of the gas account. Per her request, an outbound drop transaction was submitted, and the customer's utility (DEO) established a service end date of 2/23/19. No termination fees were issued for cancellation. As a result of this call, the customer was also added to our internal DNC list.

Contrary to this complaint, we have no record of being contacted by the customer or their daughter prior to 8/25/17, and we have no record of the customer requesting cancellation prior to 2/4/19. At the time of enrollment, Mr. [redacted] agreed to

enroll his gas and electric accounts in a variable rate product, which included an introductory rate for the first three billing cycles. During the TPV recordings, he acknowledged that the price may vary from month to month and could be higher or lower than the utility's price in any given month.

However, the sales call was not selected as part of our random review at the time of the 9/25/17 enrollment. Upon review, we now realize the sales agent offered to apply a senior discount plan to the customer's gas account. However, the agent failed to properly indicate this item upon entry of the sales submission, and as a result the senior discount was not applied. Considering this, we've decided to issue a rerate for the life of gas supply services rendered for the life of the 9/25/17 enrollment. Please advise whether you would like to determine this rerate amount or review our rerate methodology.

Thank you.

William Schaaf – Lead Compliance Investigator

1515 Market Street, Suite 1200

Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

From: Orpheus Craigue
Sent: Thursday, February 7, 2019 6:27 PM
To: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Cc: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00250990 [ref:_00Dt0GzXt._500t0EiBaG:ref]

Hello Leah,

We are still looking into this customer's account. But in the meantime, we are attaching two TPVs completed by this customer; the first, on 3/1/2017, and the second, on 9/25/2017. The customer has since been dropped from our supply, and was not issued any termination fees doing so.

We are still working on a more detailed response to the complaint filed by Ms[redacted]on behalf of her father, and will follow up with that as soon as we are able. If you need anytbing in the meantime, please feel free to reach out. Thanks.

Orpheus Craigue – Asst. Compliance Officer

1515 Market Street, Suite 1200

Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Monday, February 4, 2019 14:17
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00250990 [ref:_00Dt0GzXt._500t0EiBaG:ref]

Initial Submission of a Consumer Complaint

Marketer of Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00250990

COMPANY:

CUSTOMER: [redacted]

ADDRESS: [redacted] Mentor, Ohio 44060

SERVICE ADDRESS: [redacted] Fairport Harbor, Ohio 44077

AIQ: Palmco Energy OH LLC

SERVICE ACCOUNT NUMBER: [redacted]

NIQ [redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)

DESCRIPTION OF ISSUE:

Mr. [redacted] called to give permission to speak on his behalf. Ms. [redacted] states her father's account was enrolled with Palmco in 2017. She had called immediately upon notification from Dominion Energy Ohio (DEO) to cancel before the enrollment became effective and requested that their contact information be removed from the company's solicitation list. Recently, she discover that Palmco was listed as the supplier and was advised that 7 days after she cancelled, a representative called her parents and enrolled the account. She states she was advised by a manager that they have now been placed on the no call list, but nothing could be done to remove the charges. She states her parents are elderly and she handles all their bills.

1. How and when was the customer solicited?
2. What was the agreed upon rate and for how long?
3. Please provide a copy of the TPV, Sales call, welcome letter with terms and conditions, cancellation notifications, renewal notifications, and any other documentation regarding the case.

Sincerely,

Leah Lehman

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0EiBaG:ref

William Schaaf

From: William Schaaf
Sent: Monday, February 11, 2019 10:17 AM
To: PUCO Consumer Call Center
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00250990 [ref:_00Dt0GzXt._500t0EiBaG:ref]
Attachments: [redacted]TPV 3-1-17.mp3; [redacted]Confirmation Pack-Electric 3-1-17.pdf; [redacted] Confirmation Pack-Gas 3-1-17.pdf; [redacted]-Sales Call 9-25-17.mp3; [redacted]TPV 9-25-17.mp3; [redacted]Confirmation Pack-Gas 9-25-17.pdf; [redacted]ancellation Notice-Electric.pdf

Hello Leah and the PUCO,

Regarding Case # 00250990, [redacted]

Mr. [redacted] initially enrolled his gas and electric accounts in Palmco's service on 3/1/17, as the result of a door-to-door sale. We've attached the TPV recording for this enrollment, as well as the confirmation packages sent to the customer detailing the terms of service. Palmco began servicing the customer's gas and electric accounts on 3/21/17 and 4/13/17, respectively.

On 8/25/17, our Customer Service staff received a call from Ms. [redacted] regarding these accounts. After the customer inquired about paying her bill, our CSR advised her to contact her utility for further assistance.

We later received an inbound drop transaction for the customer's gas account, which was processed without penalty. The customer's gas account stopped receiving our supply on 9/19/17. On 9/25/17, Mr. [redacted] completed a new TPV recording to re-enroll his gas account in Palmco's service. We've attached the sales call audio for this enrollment, as well as the confirmation package sent to the customer detailing the terms of service. Palmco resumed servicing the customer's gas account on 10/18/17. The customer's electric account was still active from the initial enrollment on 3/1/17 and received service without interruption during this time.

On 9/27/17, our Customer Service staff spoke with the customer's daughter, [redacted] We informed her that there was a past due balance on the electric account. [redacted] understood and thanked us for the information. Our notes do not indicate that [redacted] requested cancellation of the accounts at this time.

Due to an outstanding balance on the customer's electric account, an outbound drop transaction was submitted on 12/6/17, and a cancellation notice (attached) was sent to the customer. The customer's utility then established a service end date of 1/16/18. No termination fees were issued for cancellation.

In October 2018, Palmco began conducting business under its trade name, Indra Energy. Customers were provided with a postcard informing them of the brand name change, and Indra continued to service Mr. [redacted] gas account in line with the terms of his enrollment.

On 2/4/19, our Customer Care staff received a call from the customer's daughter, who requested the cancellation of the gas account. Per her request, an outbound drop transaction was submitted, and the customer's utility (DEO) established a service end date of 2/23/19. No termination fees were issued for cancellation. As a result of this call, the customer was also added to our internal DNC list.

Contrary to this complaint, we have no record of being contacted by the customer or their daughter prior to 8/25/17, and we have no record of the customer requesting cancellation prior to 2/4/19. At the time of enrollment, [redacted] agreed to enroll his gas and electric accounts in a variable rate product, which included an introductory rate for the first three billing cycles. During the TPV recordings, he acknowledged that the price may vary from month to month and could be higher or lower than the utility's price in any given month.

However, the sales call was not selected as part of our random review at the time of the 9/25/17 enrollment. Upon review, we now realize the sales agent offered to apply a senior discount plan to the customer's gas account. However, the agent failed to properly indicate this item upon entry of the sales submission, and as a result the senior discount was not applied. Considering this, we've decided to issue a rerate for the life of gas supply services rendered for the life of the 9/25/17 enrollment. Please advise whether you would like to determine this rerate amount or review our rerate methodology.

Thank you.

William Schaaf – Lead Compliance Investigator

indra ENERGY

1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427

www.IndraEnergy.com

From: Orpheus Craigue
Sent: Thursday, February 7, 2019 6:27 PM
To: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Cc: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00250990 [ref:_00Dt0GzXt._500t0EiBaG:ref]

Hello Leah,

We are still looking into this customer's account. But in the meantime, we are attaching two TPVs completed by this customer; the first, on 3/1/2017, and the second, on 9/25/2017. The customer has since been dropped from our supply, and was not issued any termination fees doing so.

We are still working on a more detailed response to the complaint filed by [redacted] on behalf of her father, and will follow up with that as soon as we are able. If you need anything in the meantime, please feel free to reach out. Thanks.

Orpheus Craigue – Asst. Compliance Officer

indra ENERGY

1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427

www.IndraEnergy.com

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Monday, February 4, 2019 14:17

To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00250990 [ref:_00Dt0GzXt._500t0EiBaG:ref]

Initial Submission of a Consumer Complaint
Marketer of Natural Gas
Please Respond Within 3 Business Days

CASE ID: 00250990
COMPANY:
CUSTOMER: [redacted]
ADDRESS: [redacted] Mentor, Ohio 44060
SERVICE ADDRESS: [redacted] Fairport Harbor, Ohio 44077
AIQ: Palmco Energy OH LLC
SERVICE ACCOUNT NUMBER: [redacted]
NIC [redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)

DESCRIPTION OF ISSUE:
Mr. [redacted] called to give permission to speak on his behalf. Ms. [redacted] states her father's account was enrolled with Palmco in 2017. She had called immediately upon notification from Dominion Energy Ohio (DEO) to cancel before the enrollment became effective and requested that their contact information be removed from the company's solicitation list. Recently, she discover that Palmco was listed as the supplier and was advised that 7 days after she cancelled, a representative called her parents and enrolled the account. She states she was advised by a manager that they have now been placed on the no call list, but nothing could be done to remove the charges. She states her parents are elderly and she handles all their bills.

1. How and when was the customer solicited?
2. What was the agreed upon rate and for how long?
3. Please provide a copy of the TPV, Sales call, welcome letter with terms and conditions, cancellation notifications, renewal notifications, and any other documentation regarding the case.

Sincerely,

Leah Lehman
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0EiBaG:ref

Orpheus Craigue

From: Michael Coady <contactthepuco@puc.state.oh.us>
Sent: Monday, February 11, 2019 2:43 PM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00252525 [ref:_00Dt0GzXt._500t0FKmWV:ref]

Ohio | Public Utilities Commission

Initial Submission of a Consumer Complaint
Provider of Electric
Please Respond Within 3 Business Days

CASE ID: 00252525
COMPANY:
CUSTOMER: [redacted]
ADDRESS: [redacted] Columbus, Ohio 43230
SERVICE ADDRESS: [redacted] Columbus, Ohio 43230
AIQ: Palmco Power OH LLC
SERVICE ACCOUNT NUMBER [redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

This customer contacted the PUCO to dispute enrollment with the company. He stated that he received recent bills with high rates. When he called the company, he was told that he had enrolled in a contract with a flat rate for three months and that the converted to a variable rate. He disputes enrolling in such a contract.

1. What was the method of enrollment?

2. Please provide all proof of enrollment consistent with the method of enrollment including, but not limited to, copies of any sales calls, copies of any welcome letters, copies of any TPVs, I.P. addresses used, e-mail addresses used to enroll, copies of any signed

enrollment documents, and the terms and conditions of the enrollment.

3. If this was originally a fixed contract which transitioned to a variable

rate after the fixed contract expired, please provide a copy of the notice

sent to the customer per O.A.C. 4901:1-21-11(G).

4. Please provide an enrollment history with the company for this customer.

Sincerely,

Michael Coady
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Lead Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FKmWV:ref

Orpheus Craigue

From: Orpheus Craigue
Sent: Monday, March 4, 2019 11:42 AM
To: Michael Coady
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00252525 [ref:_00Dt0GzXt._500t0FKmWV:ref]

Categories: PUCO Complaint

Good morning Michael,

On the TPV the customer completed, the customer confirmed he had signed a contract detailing the terms of service when he answered yes to a prompt which asked "*Did Palmco's sales representative provide you a copy of the contract that you signed today, detailing the terms and conditions of your service with Palmco*?"

We would appreciate some clarity here. Since you've asked for a rerate, can you direct us to a specific violated regulation in order to help us better manage compliance in the future?

Thanks.

Orpheus Craigue – Asst. Compliance Officer
indra ENERGY
1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427#
www.IndraEnergy.com

From: Michael Coady <contactthepuco@puc.state.oh.us>
Sent: Monday, March 4, 2019 09:18
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00252525 [ref:_00Dt0GzXt._500t0FKmWV:ref]

Ohio | Public Utilities Commission

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00252525
COMPANY:
CUSTOMER: [redacted]
ADDRESS: [redacted], Columbus, Ohio 43230
SERVICE ADDRESS: [redacted],Columbus, Ohio 43230
AIQ: Palmco Power OH LLC
SERVICE ACCOUNT NUMBER: [redacted]

To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!

DESCRIPTION OF ISSUE:

For a valid door-to-door enrollment, both a TPV and a signed contract are required.

Please re-rate this customer for the duration of his enrollment with the company.

I am required to obtain copies of this customer's bills and calculate the refund. Once completed, I will provide you with my calculations and supporting documentation.

Sincerely,

Michael Coady
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Lead Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FKmWV:ref

Orpheus Craigue

From: Orpheus Craigue
Sent: Monday, March 4, 2019 12:36 PM
To: Michael Coady
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00252525 [ref:_00Dt0GzXt._500t0FKmWV:ref]

Categories: PUCO Complaint

Thanks, Michael, we'll let you know if we have any further questions. And we will await further direction from you in order to calculate the rerate here.

Orpheus Craigue – Asst. Compliance Officer
1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427#
www.IndraEnergy.com

From: Michael Coady <contactthepuco@puc.state.oh.us>
Sent: Monday, March 4, 2019 12:06
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00252525 [ref:_00Dt0GzXt._500t0FKmWV:ref]

Ohio | Public Utilities Commission

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00252525
COMPANY: [redacted]
CUSTOMER: [redacted]
ADDRESS: [redacted], Ohio 43230
SERVICE ADDRESS: [redacted] Columbus, Ohio 43230
AIQ: Palmco Power OH LLC
SERVICE ACCOUNT NUMBER: [redacted]

To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!

DESCRIPTION OF ISSUE:

O.A.C. 4901:1-21-04 and O.A.C. 4901:1-29-04 require each CRES and each retail natural gas supplier to maintain records sufficient to verify its compliance with the requirements of any applicable commission rules and support any investigation of customer complaints for two years. Such records include any signed contracts and are needed to confirm that contract terms discussed in the TPV are also the terms outlined in the written contract.

Sincerely,

Michael Coady
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Lead Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FKmWV:ref

Orpheus Craigue

From: Michael Coady <contactthepuco@puc.state.oh.us>
Sent: Thursday, February 21, 2019 3:26 PM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00252525 [ref:_00Dt0GzXt._500t0FKmWV:ref]

Ohio | Public Utilities Commission

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00252525
COMPANY: [redacted]
CUSTOMER: [redacted]
ADDRESS: [redacted] Columbus, Ohio 43230
SERVICE ADDRESS: [redacted],Columbus, Ohio 43230
AIQ: Palmco Power OH LLC
SERVICE ACCOUNT NUMBER: [redacted]

To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!

DESCRIPTION OF ISSUE:

After listening to the TPVs, I have a question relating to the gas TPV.

1. O.A.C. 4901:1-29-06(E)(1)(h)(ii) that the customer be advised verbally that he is allowed a seven-business-day period from the confirmation notice postmark date to rescind the enrollment. This TPV said seven days, which is less that seven business days. How is this TPV in compliance with that rule?

2. Please provide copies of the signed enrollment documents.

Sincerely,

Michael Coady
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Lead Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FKmWV:ref

Orpheus Craigue

From: Orpheus Craigue
Sent: Wednesday, February 27, 2019 6:28 PM
To: Michael Coady
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00252525 [ref:_00Dt0GzXt._500t0FKmWV:ref]

Categories: PUCO Complaint

Hi Michael,

Regarding Case ID 00252525, [redacted]

You're correct, it does seem the operator failed to state "business" for the gas rescission period. However, the confirmation package we sent shortly after did state, *"FOR GAS SUPPLY SERVICE, YOU HAVE 7 BUSINESS DAYS FROM THE DATE OF THE POSTMARK OF THAT NOTICE DURING WHICH YOU MAY RESCIND THIS AGREEMENT AND YOUR NATURAL GAS ENROLLMENT WITH PALMCO WITHOUT PENALTY BY CONTACTING YOUR GAS UTILITY (ORALLY OR IN WRITING)."* This operator's failure also didn't impact the customer's gas service rescission window; the customer still had 7 business days to rescind if he wanted to. It doesn't seem there was any interest on the customer's end to preempt service at the time following sign-up, as the customer didn't attempt to cancel service until 2019, more than 7 months after conducting the TPV. For the majority of the time this account received our supply, the customer was seemingly satisfied with the service received.

You also asked for copies of the signed enrollment documentation, but unfortunately we're unable locate a copy of the agreement the customer signed at the point of sale.

Orpheus Craigue – Asst. Compliance Officer
indra ENERGY
1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427#
www.IndraEnergy.com

From: Michael Coady <contactthepuco@puc.state.oh.us>
Sent: Wednesday, February 27, 2019 12:45
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00252525 [ref:_00Dt0GzXt._500t0FKmWV:ref]

Ohio | Public Utilities Commission

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00252525
COMPANY:
CUSTOMER: [redacted]
ADDRESS: [redacted], Ohio 43230
SERVICE ADDRESS: [redacted] Columbus, Ohio 43230
AIQ: Palmco Power OH LLC
SERVICE ACCOUNT NUMBER: [redacted]

To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!

DESCRIPTION OF ISSUE:

After listening to the TPVs, I have a question relating to the gas TPV.

1. O.A.C. 4901:1-29-06(E)(1)(h)(ii) that the customer be advised verbally that he is allowed a seven-business-day period from the confirmation notice postmark date to rescind the enrollment. This TPV said seven days, which is less that seven business days. How is this TPV in compliance with that rule?

2. Please provide copies of the signed enrollment documents.

Sincerely,

Michael Coady
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Lead Customer Service Investigator
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www.PUCO.ohio.gov

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Orpheus Craigue

From: Orpheus Craigue
Sent: Thursday, February 14, 2019 6:39 PM
To: Michael Coady
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00252525 [ref:_00Dt0GzXt._500t0FKmWV:ref]
Attachments: [redacted]TPV.mp3; [redacted]Confirmation Pack-Electric.pdf; [redacted]-Confirmation Pack-Gas.pdf

Categories: PUCO Complaint

Hello Michael and the PUCO,

Regarding Case # 00252525, [redacted]

Mr. [redacted] enrolled his gas and electric accounts in Palmco's service on 6/1/17, upon completion of the attached TPV recording. We've also attached the confirmation packages sent to the customer detailing the terms of service. Palmco began servicing the customer's gas and electric accounts on 6/27/17 and 6/29/17, respectively.

In October 2018, Palmco began conducting business under its trade name, Indra Energy. Customers were provided with a postcard informing them of the brand name change, and Indra continued to service Mr. [redacted] accounts in line with the terms of his enrollment.

We recently received inbound drop transactions for Mr. [redacted] accounts, which were processed without penalty. The customer's gas and electric accounts stopped receiving our supply on 1/29/19 and 1/31/19, respectively.

On 2/11/19, Mr. [redacted] contacted our Customer Service line regarding his electric bill. After reviewing his account, because the customer expressed dissatisfaction, we proceeded with adjusting the customer's final electric bill to match the rate we had on file for his utility. This resulted in an adjustment of $212.23 for the billing cycle of 1/2/19 – 1/31/19, which was sent to the customer's utility in the form of a check. This ultimately provided the financial effect of expediting the customer's return to the utility for his electric account.

At the time of enrollment, Mr. [redacted] agreed to enroll his gas and electric accounts in a variable rate product, which included an introductory rate for the first three billing cycles. During the attached TPV recording, he agreed to the following terms: *"Palmco will be selling you natural gas at the introductory price of 37.98 cents per Ccf for your first three bills"* and *"Palmco will be selling you electricity at the introductory price of 5.26 cents per kWh for your first three bills."* The customer also acknowledged that *"Beginning with your fourth bill, the price you pay may vary from month to month... and may be higher or lower than the utility's price in any given month. There are no guaranteed savings."* The customer's accounts were billed according to the terms he agreed to at the time of enrollment.

Please let us know if we can be of further assistance.

Thank you.

Orpheus Craigue – Asst. Compliance Officer

1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427#
www.IndraEnergy.com

From: Michael Coady <contactthepuco@puc.state.oh.us>
Sent: Monday, February 11, 2019 14:43
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00252525 [ref:_00Dt0GzXt._500t0FKmWV:ref]

Initial Submission of a Consumer Complaint
Provider of Electric
Please Respond Within 3 Business Days

CASE ID: 00252525
COMPANY: [redacted]
CUSTOMER: [redacted]
ADDRESS: [redacted], Ohio 43230
SERVICE ADDRESS: [redacted] Columbus, Ohio 43230
AIQ: Palmco Power OH LLC [redacted]
SERVICE ACCOUNT NUMBER: [redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

This customer contacted the PUCO to dispute enrollment with the company. He stated that he received recent bills with high rates. When he called the company, he was told that he had enrolled in a contract with a flat rate for three months and that the converted to a variable rate. He disputes enrolling in such a contract.

1. What was the method of enrollment?

2. Please provide all proof of enrollment consistent with the method of enrollment including, but not limited to, copies of any sales calls, copies of any welcome letters, copies of any TPVs, I.P. addresses used, e-mail addresses used to enroll, copies of any signed enrollment documents, and the terms and conditions of the enrollment.

3. If this was originally a fixed contract which transitioned to a variable

rate after the fixed contract expired, please provide a copy of the notice

sent to the customer per O.A.C. 4901:1-21-11(G).

4. Please provide an enrollment history with the company for this customer.

Sincerely,

Michael Coady
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Lead Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:_00Dt0GzXt._500t0FKmWV:ref

Sariah Brinker

From:	Orpheus Craigue
Sent:	Thursday, March 14, 2019 3:54 PM
To:	Michael Coady
Cc:	Indra Energy Compliance
Subject:	RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00252525 [ref:_00Dt0GzXt._500t0FKmWV:ref]
Categories:	PUCO Complaint

Hello,

We had previously issued an adjustment of $212.23 to the electric utility. The total calculations you provided amounted to $1316.64 (620.84 for gas, and 695.80 for electric), and we are sending the remaining amount of $1104.41 directly to the customer in a check. I believe our team will have this check processed and mailed out before the weekend, and the customer should expect to receive the check sometime next week.

If you need more specifics, let me know, and I will keep you updated. Thanks.

Orpheus Craigue – Compliance Officer

indra ENERGY

www.IndraEnergy.com

1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427

From: Michael Coady <contactthepuco@puc.state.oh.us>
Sent: Thursday, March 14, 2019 08:58
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00252525 [ref:_00Dt0GzXt._500t0FKmWV:ref]

Ohio | Public Utilities Commission

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00252525
COMPANY: [redacted]
CUSTOMER: [redacted]
ADDRESS: [redacted], Ohio 43230
SERVICE ADDRESS: [redacted] Columbus, Ohio 43230
AIQ: Palmco Power OH LLC
SERVICE ACCOUNT NUMBER: [redacted]

To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!

DESCRIPTION OF ISSUE:

Please advise when he can expect to receive a refund check.

Sincerely,

Michael Coady
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Lead Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FKmWV:ref

Sariah Brinker

From:	Michael Coady <contactthepuco@puc.state.oh.us>
Sent:	Friday, March 29, 2019 11:55 AM
To:	Indra Energy Compliance
Subject:	PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00252525 [ref:_00Dt0GzXt._500t0FKmWV:ref]

Ohio | Public Utilities Commission

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00252525
COMPANY: [redacted]
CUSTOMER [redacted]
ADDRESS: [redacted], Ohio 43230
SERVICE ADDRESS: [redacted] Columbus, Ohio 43230
AIQ: Palmco Power OH LLC
[redacted]**MBER:** [redacted]

To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!

DESCRIPTION OF ISSUE:

In an e-mail dated March 14 at 3:54 p.m., the company advised that AEP would be sent an adjustment of $212.23 to AEP Ohio for this customer's account and that the customer would be sent the balance of $1.104.41. The customer contacted the PUCO again today to advise that he had not received this check and that, after speaking with someone at the company, he was advised that the entire refund would be sent to AEP.

1. **Please advise.**

2. **Please contact the customer to address his concerns and advise.**

3. **When can this customer expect to receive his refund of $1,104.41?**

Sincerely,

Michael Coady
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Lead Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FKmWV:ref

Sariah Brinker

From:	Orpheus Craigue
Sent:	Tuesday, April 02, 2019 4:22 PM
To:	Michael Coady
Cc:	Indra Energy Compliance
Subject:	RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00252525 [ref:_00Dt0GzXt._500t0FKmWV:ref]
Attachments:	[redacted]Check Copy.pdf

Good afternoon Michael,

We have record of this check being sent to customer on 3/26/2019. I'm optimistic that at this point, the customer has received the check. I'm attaching a copy of this check for reference.

Thank you.

Orpheus Craigue – Compliance Officer

indra ENERGY

1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427

www.IndraEnergy.com

From: Michael Coady <contactthepuco@puc.state.oh.us>
Sent: Friday, March 29, 2019 11:55
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00252525 [ref:_00Dt0GzXt._500t0FKmWV:ref]

Ohio | Public Utilities Commission

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00252525
COMPANY: [redacted]
CUSTOMER: [redacted]
ADDRESS: [redacted] Columbus, Ohio 43230
SERVICE ADDRESS: [redacted] Columbus, Ohio 43230
AIQ: Palmco Power OH LLC
SERVICE ACCOUNT NUMBER [redacted]

To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!

DESCRIPTION OF ISSUE:

In an e-mail dated March 14 at 3:54 p.m., the company advised that AEP would be sent an adjustment of $212.23 to AEP Ohio for this customer's account and that the customer would be sent the balance of $1.104.41. The customer contacted the PUCO again today to advise that he had not received this check and that, after speaking with someone at the company, he was advised that the entire refund would be sent to AEP.

1. **Please advise.**

2. **Please contact the customer to address his concerns and advise.**

3. **When can this customer expect to receive his refund of $1,104.41?**

Sincerely,

Michael Coady
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Lead Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FKmWV:ref

THIS MULTI-TONE AREA OF THE DOCUMENT CHANGES COLOR GRADUALLY AND EVENLY FROM DARK TO LIGHT WITH THE DARKER AREAS AT THE TOP AND BOTTOM.

[redacted]

Cheryl Smith

From: Michael Coady <contactthepuco@puc.state.oh.us>
Sent: Friday, May 24, 2019 10:11 AM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00507055 [ref:_00Dt0GzXt._500t0J1Apx:ref]

Ohio | Public Utilities Commission

Initial Submission of a Consumer Complaint
Provider of Electric
Please Respond Within 3 Business Days

CASE ID: 00507055
COMPANY: [redacted]
CUSTOMER: [redacted]
ADDRESS: , ,
SERVICE ADDRESS: [redacted] Columbus, Ohio 43228
AIQ: Palmco Power OH LLC
SERVICE ACCOUNT NUMBER:
[redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)***

DESCRIPTION OF ISSUE:

This customer's sister, [redacted] who is her Power-of-attorney, contacted the PUCO to dispute enrollment with the company. The enrollment took place on or about December 12, 2018.

1. What was the method of enrollment?

2. Please provide all proof of enrollment consistent with the method of enrollment including, but not limited to, copies of any sales calls, copies of any welcome letters, copies of any TPVs, I.P. addresses used, e-mail addresses used to enroll, copies of any signed enrollment documents, and the terms and conditions of the enrollment.

3. Please place this customer on the company's Do Not Solicit lists and advise when this will take effect.

Sincerely,

Michael Coady
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Lead Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:_00Dt0GzXt._500t0J1Apx:ref

Cheryl Smith

From: Indra Energy Compliance
Sent: Thursday, June 06, 2019 10:32 AM
To: 'Michael Coady'; militza.grady@puco.ohio.gov
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00507055 [ref:_00Dt0GzXt._500t0J1Apx:ref]
Attachments: SALESCALL_280912.wav[redacted] - Enrollment Confirmation.pdf; [redacted] TPV.mp3

Good morning.

Please find the sales call, TPV and enrollment confirmation.

Thank you.

Bellkys Castillo – Compliance Supervisor

indra ENERGY

1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427

www.IndraEnergy.com

From: Michael Coady <contactthepuco@puc.state.oh.us>
Sent: Thursday, June 6, 2019 9:38 AM
To: militza.grady@puco.ohio.gov; Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00507055 [ref:_00Dt0GzXt._500t0J1Apx:ref]

Ohio | Public Utilities Commission

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00507055
COMPANY:
CUSTOMER: [redacted]
ADDRESS: [redacted] Columbus, Ohio 43227
SERVICE ADDRESS: [redacted] Columbus, Ohio 43228
AIQ: Palmco Power OH LLC
SERVICE ACCOUNT NUMBER:
[redacted]

To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!

DESCRIPTION OF ISSUE:

Please be advised that neither the sales call, the TPV, the enrollment confirmation packet, nor the terms and conditions sent to the customer were attached to your most recent e-mail.

Please re-send them.

Sincerely,

Michael Coady
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Lead Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:_00Dt0GzXt._500t0J1Apx:ref

Indra Energy
1515 Market Street, Suite 1200
Philadelphia, PA, 19102

w: IndraEnergy.com
e: CustomerCare@IndraEnergy.com
toll free: 1 (888) 50-INDRA
1 (888) 504 6372

12/10/2018

[redacted]
Columbus, OH 43228

Thank you for choosing Indra Energy as your energy supplier!

This letter is confirming your selection of Indra Energy as your **electricity** supplier and this package contains a copy of the *Terms and Conditions* of your service with Indra Energy.

We are currently processing your enrollment

Your enrollment will be sent to **AEP**. You will receive a confirmation notice from **AEP** confirming your selection of Indra Energy as your **electricity** supplier. Your service will begin with your first meter read by your utility after your enrollment is accepted, which may take up to 1-2 billing cycles. If you decide to rescind your enrollment request, per Ohio state regulations, you must contact your utility to do so.

If, for any reason, we are unable to enroll your account we will be sure to contact you to resolve the issue.

Below is a summary of your service account with Indra Energy:

Utility Account Numbe[redacted]
Rate Plan: Introductory rate of $0.05200/kWh for the first two billing cycles, and a variable rate thereafter. To access future variable pricing information, updated monthly, visit Indra's website at https://IndraEnergy.com/ohio/ohio-variable-rates/.
Cancellation Fees: None.
Budget Billing: Available upon request.
Renewable Energy Product Information: One hundred percent (100%) of your electricity usage will be matched with renewable energy credits (RECs), generated from renewable or alternative energy sources in the United States.

Your feedback is important to us!

You may receive a phone call from us to obtain your feedback regarding your enrollment experience.
If not, we'd love to hear from you, so please call us at the number below.

Questions?

If you have any questions, please feel free to contact us at 888-504-6372 weekdays 8:00 am to 7:00 pm or email us at *CustomerCare@IndraEnergy.com*.

Thank you again for choosing us as your energy supplier!

Sincerely,

Indra Energy Customer Care

PS. Learn how to refer friends for rewards! Visit IndraEnergyRewards.com

OHIO TERMS AND CONDITIONS

INTRODUCTION. This is an agreement, together with your Confirmation Letter, and any and all Renewal Notices (if applicable) (collectively, the "Agreement"), between Indra Energy ("Indra") and you for natural gas supply service and/or electric supply service at each of the account service addresses listed in your Confirmation Letter (or in an addendum). You agree to authorize a switch of your natural gas and/or electric supply service to Indra and to purchase all the natural gas and/or electricity required to service each of the accounts listed in your Confirmation Letter (or listed in an addendum) at a price as described in this Agreement.

ACKNOWLEDGEMENT. You acknowledge as follows: **(A)** Any Indra sales representative with whom you have spoken represents Indra and is not from your utility or affiliated with your utility. **(B)** You are the named customer on each of the account(s) listed above (or in any addendum), or you are the spouse of the named customer on such account(s), or you are over 18 years old and authorized to make decisions concerning such account(s). **(C)** Indra will not charge you a fee to switch to Indra as your natural gas and/or electric supplier. **(D)** Your utility (ies) will continue to deliver your gas and/or electricity and send you your natural gas and/or electricity bills, which will contain both your utility's charges and Indra's charges. **(E)** Indra does not guarantee savings or promise rates lower than your utility (ies). **(F)** Your incumbent natural gas and/or electric utility may charge you switching fees. **(G)** There are no cancellation fees under this Agreement. **(H)** You are not currently approved for or enrolled in PIPP and/or any other such utility arrearage crediting program.

CONFIRMATION NOTICE, YOUR RIGHT OF RESCISSION. YOU WILL RECEIVE A WRITTEN CONFIRMATION NOTICE FROM YOUR NATURAL GAS AND/OR ELECTRIC UTILITY (IES) OF THE TRANSFER OF YOUR NATURAL GAS AND/OR ELECTRIC SUPPLY SERVICE TO INDRA AND ADVISING YOU OF YOUR RIGHT TO RESCIND YOUR ENROLLMENT WITH INDRA. FOR GAS SUPPLY SERVICE, YOU HAVE 7 BUSINESS DAYS FROM THE DATE OF THE POSTMARK OF THAT NOTICE DURING WHICH YOU MAY RESCIND THIS AGREEMENT AND YOUR NATURAL GAS ENROLLMENT WITH INDRA WITHOUT PENALTY BY CONTACTING YOUR GAS UTILITY (ORALLY OR IN WRITING). FOR ELECTRIC SUPPLY SERVICE, YOU HAVE 7 DAYS FROM THE DATE OF THE POSTMARK OF THAT NOTICE DURING WHICH YOU MAY RESCIND THIS AGREEMENT AND YOUR ELECTRIC ENROLLMENT WITH INDRA WITHOUT PENALTY BY CONTACTING YOUR ELECTRIC UTILITY (ORALLY, ELECTRONICALLY, OR IN WRITING).

LENGTH OF AGREEMENT AND TERMINATION. This Agreement will begin when your local utility switches your account to Indra. For Variable Price natural gas and/or electric supply service, this Agreement will continue on a month-to-month basis. For Fixed Price natural gas and/or electric supply service, this Agreement will continue for the period of time set forth in your Confirmation Letter. If Indra decides to terminate as provided in this Agreement, it shall provide advance notice to you in writing to your Service Address (es). You may terminate this Agreement at any time by: (a) calling (888) 504-6372; (b) sending a letter to 1515 Market Street, Suite 1200, Philadelphia, PA 19102; or (c) emailing CustomerCare@IndraEnergy.com. Upon termination as provided in this Agreement, you will be returned to your utility's standard service or you may choose another supplier. In any case in which your natural gas and/or electric supply service with Indra is terminated as provided in this Agreement, you will remain obligated to pay for the natural gas and/or electric supply service provided by Indra prior to the effective date of the termination. The effective date of termination will be determined by your utility. Your natural gas and/or electric supply service from Indra will terminate automatically without penalty to you if any of the following occurs: (a) your Service Address(es) is not served or no longer served by your utility; (b) you move outside your utility's service area or to an area not served by Indra; or (c) Indra returns you to your utility's applicable tariff service pursuant to the terms of this Agreement. You may also cancel your natural gas and/or electric supply service with Indra without penalty if you relocate your Service Address(es): (a) outside of the service territory of your gas and/or electric utility(ies); (b) within the service territory of your gas and/or electric utility(ies) if your utility does not permit you to transfer your Indra contract to your new Service Address(es); or (c) to an area where Indra charges a different price for natural gas and/or electric supply service. If you voluntarily return or switch back to your natural gas and/or electric utility after choosing Indra, you may not be served under the same rates, terms, and conditions as those available to other customers served by your natural gas and/or electric utility.

PRICING.

Natural Gas and/or Electric Introductory or Initial Price (when applicable): You will pay an Introductory/Initial Price as set forth in your Confirmation Letter for the time period set forth in your Confirmation Letter, and thereafter, your price for natural gas and/or electric supply service will automatically become for the length of this Agreement either a Variable or Fixed price as described herein and as stated in your Confirmation Letter.

Natural Gas and/or Electric Fixed Price (when applicable): You will pay a Fixed Price as set forth in your Confirmation Letter for the fixed term indicated in your Confirmation Letter. Before the end of your fixed term, Indra will send you a notice with your contract renewal and pricing options.

Natural Gas Variable Price (when applicable): You will pay a Variable Price for natural gas supply service that may vary from month to month as determined by Indra in its sole discretion, based on the wholesale cost of natural gas to the Delivery Point, administrative and regulatory compliance costs, supply and agency functions that Indra performs for you, and other prevailing business considerations and market conditions, plus Indra's costs, expenses and margins. This list of factors is not exhaustive and no single factor will determine the rate.

Electric Variable Price (when applicable): You will pay a variable rate for electric supply service that may vary from month to month as determined by Indra based on the wholesale market prices acquired for energy, any supply and agency functions that Indra performs for you, line loss, certain transmission, capacity, ancillary, administrative and regulatory compliance costs incurred by Indra, alternative and renewable energy requirements, market conditions, expenses and margins.

Natural Gas and/or Electric Supply Price Disclosures: There is no limit on how much the Variable Price of your natural gas

and/or electric supply service may change from one billing cycle to the next and your Variable Price may be higher or lower than your utility's standard offer service rate in any given month. Indra does not guarantee savings in any month or for the entire length of this Agreement. Indra's current and historical prices are not an indicator of future prices. You can access future variable pricing information, updated monthly, by visiting Indra's website at https://IndraEnergy.com/ohio/ohio-variable-rates/ or by calling (888) 504-6372.

Other Charges: You are also responsible for paying and reimbursing Indra for all applicable taxes, and other government fees, assessments, and charges, however designated, relating to the natural gas and/or electric supply service provided under this Agreement. This may include, but shall not be limited to, utility taxes, gross receipts taxes, and sales or use taxes imposed on Indra and/or you by federal, state, and/or local authorities. If you are tax exempt, you must furnish Indra an exemption certificate before service commences. This Agreement does not include utility transportation, delivery, or other charges that your gas or electric utility charges you for those services.

NO EARLY TERMINATION FEE. If you terminate this Agreement prior to the expiration of the term, you will not be subject to any early termination fees.

FIXED TERM AUTOMATIC RENEWAL. At least forty-five (45) days before the expiration of your Fixed Term, Indra will provide written notice to you of the Agreement's renewal ("Renewal Notice"). The Renewal Notice will set forth the proposed renewal option(s), including any applicable information required by the Commission. If you do not respond to the Renewal Notice or otherwise terminate this Agreement by notifying Indra in accordance with the Termination section herein, then your Agreement will automatically renew at the rate then in effect in accordance with the terms set forth in the Renewal Notice. **Indra can renew this Agreement without your affirmative consent even when there is a change in the rate or other terms and conditions.**

RESOURCE MIX, ENVIRONMENTAL CHARACTERISTICS, & RENEWABLE ENERGY INFORMATION. The applicable generation resource mix and environmental characteristics of the electric supply sold by Indra are available at www.IndraEnergy.com. This information is updated periodically following the requirements of the Public Utilities Commission of Ohio. If you select an electric renewable energy product, one hundred percent (100%) of your electricity usage will be matched with renewable energy credits (RECs), generated from renewable or alternative energy sources in the United States which have been qualified as such. If you select a natural gas renewable energy product, one hundred percent (100%) of your natural gas usage will be matched with carbon offsets.

BILL PAYMENT/LATE PAYMENT CHARGES/BUDGET BILLING. You will be billed by your utility(ies) at intervals established by your utility(ies). You will pay Indra's charges for natural gas and/or electric supply service based on meter readings and consumption information that Indra receives from your utility ("Billing Quantity"). You will receive a single monthly bill from your utility that contains both Indra's charges and your utility's charges. Your payment for natural gas and/or electric supply service is due on the date set forth on the bill. You shall pay a late payment charge on all unpaid amounts (including arrears and late payment charges) owing and not received by Indra by the due date of the bill, at a rate of 1.5% per month or the maximum amount permitted by law, whichever is lower. You shall also be responsible for paying Indra's reasonable attorneys' fees, costs, and expenses incurred by it in collecting any such payment from you. If you fail to pay your bill for natural gas and/or electric supply service or you fail to satisfy any agreed upon payment arrangement you may have, your utility may disconnect your service in accordance with the provisions of its tariff. If your utility disconnects your service, this Agreement may be automatically terminated. In addition, if your payment for natural gas and/or electric supply service is not received from you on a timely basis or does not meet any agreed-upon payment plan, Indra may, after 14 calendar days' written notice to you, terminate this Agreement and its natural gas and/or electric supply service to you. You have the right to request from Indra, without charge, up to 24 months of your payment history covering services rendered by Indra, without charge, twice within any 12-month period. Budget Billing is available for both the delivery and natural gas and/or electric supply service portions of your bill. If you are interested in Budget Billing, you should contact your utility and request to be placed on a Budget Billing plan. If your electric utility is Duke Energy Ohio, to request Budget Billing for the electric supply service portion of your electric bill, you should contact Indra and request to be placed on a Budget Billing plan.

CUSTOMER INFORMATION RELEASE. You authorize Indra to begin your enrollment, initiate service to the accounts listed in your Confirmation Letter (or in any addendum) and to obtain historical billing data and other information about you ("Customer Information") from your natural gas and/or electric utility (ies), so that Indra can start and continue its service to you. Indra reserves the right to refuse to provide service to you under this Agreement if it is unable to obtain the necessary Customer Information or it obtains Customer Information that it considers to be unsatisfactory. For your **natural gas supply**, Indra will not release your social security number, account number(s), or any other Customer Information without your express written or electronic consent, except in accordance with rules 4901:1-28-04 and 4901:1-29-09 of the Ohio Administrative Code, or if it sells or assigns this Agreement to another third-party supplier. For your **electric supply**, Indra will not release your social security number, account number(s) without your written or electronic consent, except for Indra's own collections and/or credit reporting, participation in programs funded by the universal service fund, pursuant to section 4928.52 of the Revised Code, or if it sells or assigns this Agreement to another third-party supplier.

DISPUTE PROCEDURES AND QUESTIONS CONCERNING YOUR SERVICE. Contact Indra at (888) 504-6372 (toll free), by U.S. mail at 1515 Market Street, Suite 1200, Philadelphia, PA 19102, or by e-mail at CustomerCare@IndraEnergy.com, if you have any questions or complaints about your service under this Agreement. If your complaint is not resolved after you have contacted Indra and/or your utility, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from 8 a.m. to 5 p.m. weekdays, or at http://www.puco.ohio.gov. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be

contacted at 1-877-742-5622 (toll free) from 8 a.m. to 5 p.m. weekdays, or at www.pickocc.org.

ELECTRONIC COMMUNICATION. Unless otherwise required by law, if you provide Indra with your email address, you agree that Indra may transmit to you all notices and other communications, including those required in this Agreement, electronically to the email address provided by you. You shall be responsible for notifying Indra of any change in email address and/or any withdrawal of your consent to electronic communications. Notices transmitted to you via email will be deemed to have been received if transmitted to you at the email address provided to Indra by you.

FORCE MAJEURE. Neither Indra nor you will be liable for a breach of this Agreement if such breach is due to a force majeure event. A "force majeure event" means a material, unavoidable occurrence beyond a party's control, such as a fire, act of god or public enemy, labor strike, lockout or other industrial disturbance, act of terrorism, government action, utility action, storm, hurricane, flood, explosion, shortage or unavailability of transmission facilities, and other events that cannot be prevented or overcome by ordinary due diligence. A force majeure event does not include an inability to pay any amount owing under this Agreement.

LIMITATION OF LIABILITY. TO THE FULLEST EXTENT PERMITTED BY APPLICABLE OHIO LAW, NEITHER YOU NOR INDRA WILL BE LIABLE TO THE OTHER FOR ANY CONSEQUENTIAL, EXEMPLARY, PUNITIVE, INCIDENTAL, OR INDIRECT DAMAGES ARISING FROM A BREACH OF THIS AGREEMENT, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOST REVENUES.

ARBITRATION. TO THE FULLEST EXTENT PERMITTED BY APPLICABLE OHIO LAW, IF THERE IS AN ISSUE, CLAIM OR DISPUTE RELATING TO THIS AGREEMENT FOR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE THAT NEEDS TO BE RESOLVED AND WE ARE UNABLE TO RESOLVE IT INFORMALLY, IT MAY BE RESOLVED THROUGH ARBITRATION. INCLUDED ARE ALL ISSUES, CLAIMS AND DISPUTES ARISING OUT OF OR RELATING TO ANY ASPECT OF YOUR PARTICIPATION IN THIS AGREEMENT FOR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE WHETHER ARISING DURING OR AFTER YOUR PARTICIPATION IN THIS AGREEMENT FOR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE. ANY SUCH ARBITRATIONS PERMITTED BY APPLICABLE OHIO LAW SHALL BE CONDUCTED ON AN INDIVIDUAL (AND NOT A CLASS-WIDE) BASIS AND AN ARBITRATOR SHALL HAVE NO AUTHORITY TO AWARD CLASS-WIDE RELIEF. NOTWITHSTANDING THE FOREGOING, THIS PARAGRAPH DOES NOT PREVENT YOU FROM FILING A COMPLAINT RELATING TO YOUR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE WITH INDRA PURSUANT TO THE LAWS GOVERNING RETAIL ELECTRIC AND/OR NATURAL GAS SUPPLIERS IN YOUR STATE AND THE REGULATIONS OF ANY AGENCY IN YOUR STATE WITH JURISDICTION OVER RETAIL ELECTRIC AND/OR NATURAL GAS SUPPLIERS.

NO WARRANTIES. INDRA ENERGY MAKES ANY WARRANTIES, AFFIRMATIONS OF FACT, OR PROMISES, EXPRESS OR IMPLIED, THAT EXTEND BEYOND THE FACE OF THIS AGREEMENT, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

APPLICABLE LAWS, ETC. This Agreement is subject to all applicable Federal, state, and local laws, and the orders, rules, and regulations of governmental agencies having jurisdiction over the subject matter of this Agreement, including, without limitation, the Public Utilities Commission of Ohio. THIS AGREEMENT WILL BE GOVERNED AND CONSTRUED IN ACCORDANCE WITH OHIO LAW, WITHOUT REGARD TO PRINCIPLES RELATING TO CONFLICTS OF LAW.

AGREEMENT DETAILS. Our full, legal name is Palmco Power OH, LLC dba Indra Energy for electric supply service and Palmco Energy OH, LLC dba Indra Energy for natural gas supply service, but we have used "we", "us", "our" or "Indra Energy" to refer to ourselves for the purposes of this Agreement. We use "you" or "your" to refer to you, the customer.

MISCELLANEOUS. Indra assumes no responsibility or liability for the following items that are the responsibility of the utility (ies): operation and maintenance of the utility's natural gas and/or electrical system, any interruption of service, termination of service, and deterioration of the utility's service. This Agreement is the entire understanding between you and Indra with respect to the subject matter hereof and there are no promises, covenants, or undertakings other than those expressly set forth in this Agreement. Indra will not make a material change to the terms of this Agreement without first obtaining your consent in writing or through third party verification (TPV), except if due a change in market conditions, Indra wishes lower the price (per ccf or mcf or kilowatt-hour as applicable) charged under this Agreement and no other terms and conditions are changed. You may not assign this Agreement without Indra's prior written consent. Indra may sell, transfer, pledge, or assign the accounts, revenues, or proceeds hereof, in connection with any financial agreement and may assign this Agreement to another energy supplier, energy services company or other entity in accordance with the rules and procedures of the PUCO, if any, governing such transactions. This Agreement will inure to and be binding upon the successors and assignees of the parties hereto. No delay or failure by either you or Indra to exercise any right or remedy to which either party may be entitled to herein will constitute a waiver of that right or remedy.

EMERGENCIES. IN THE EVENT OF A GAS OR ELECTRICITY-RELATED EMERGENCY, SUCH AS A GAS OR ELECTRIC OUTAGE OR GAS LEAK, YOU SHOULD IMMEDIATELY CONTACT YOUR LOCAL UTILITY.

V.E.18-12.01

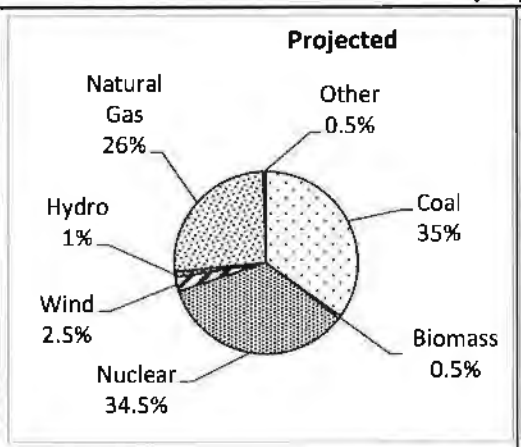
Environmental Disclosure Information – Quarterly Comparisons

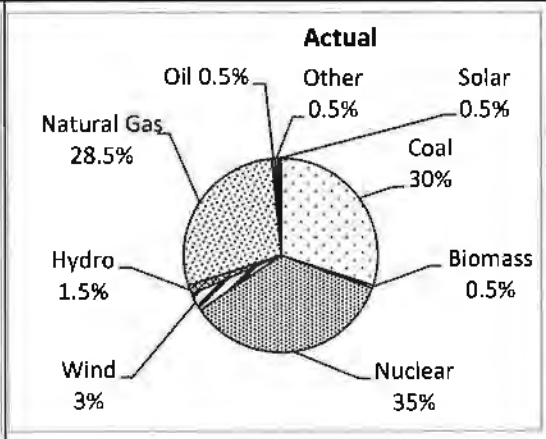
Indra Energy

Projected Data for the 2018 Calendar Year

Actual Data for the Period 01/01/18 to 6/30/18

Generation Resource Mix -
A comparison between the sources of generation projected to be used to generate this product and the actual resources used during this period.





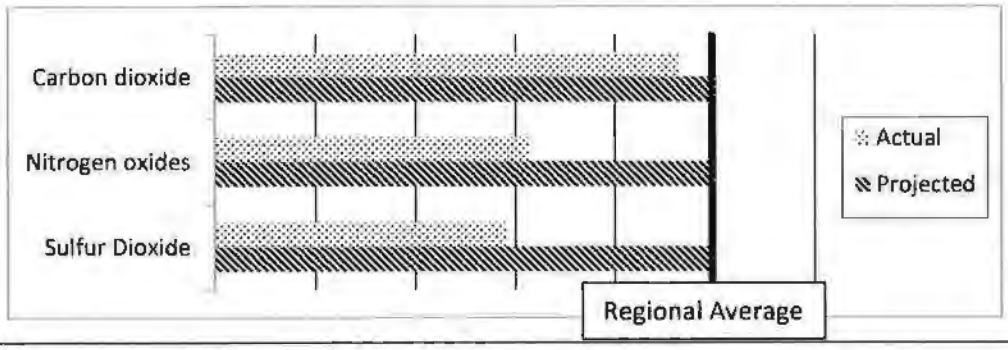
Environmental Characteristics–

A description of the characteristics associated with each possible generation resource.

Biomass Power	Air Emissions and Solid Waste
Coal Power	Air Emissions and Solid Waste
Hydro Power	Wildlife Impacts
Natural Gas Power	Air Emissions and Solid Waste
Nuclear Power	Radioactive Waste
Oil Power	Air Emissions and Solid Waste
Other Sources	Unknown Impacts
Solar Power	No Significant Impacts
Unknown Purchased Resources	Unknown Impacts
Wind Power	Wildlife Impacts

Air Emissions –

Product-specific projected and actual air emissions for this period compared to the regional average air emissions.



Radioactive Waste –

Radioactive waste associated with the product.

Type:	Quantity:	
High-Level Radioactive Waste	Unknown	Lbs./1,000 kWh
Low-Level Radioactive Waste	Unknown	Ft^3/1,000 kWh

With in-depth analysis, the environmental characteristics of any form of electric generation will reveal benefits as well as costs. For further information, contact Indra Energy at www.IndraEnergy.com or by phone at (888) 504-6372.

Cheryl Smith

From: Jacqueline Maldonado
Sent: Monday, June 17, 2019 11:36 AM
To: Bellkys Castillo
Cc: Keenia Joseph
Subject: RE: [redacted] Electric AEP 00040621065785561 CHARGES
Attachments: [redacted] - RERATE.XLSX; RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00507055 [ref:_00Dt0GzXt._500t0J1Apx:ref]

PH#:	Name:	Acct:
[redacted]	[redacted]	[redacted]

[redacted]

Begin Date	End Date	Billed Usage	Supply Charge	ReRate To:	ReRate Total	Amt Due Customer
3/13/2019	4/11/2019	584	$ 100.81	0.05400	31.54	$ 69.27
2/12/2019	3/13/2019	858	$ 44.62	0.05400	46.33	$ (1.71)
1/14/2019	2/12/2019	881	$ 45.81	0.05400	47.57	$ (1.76)
						$ 65.80

Per Keenia's request, this adjustment was sent to marketing on 6/12/19 to be processed. See email attachment.

Jacqueline Maldonado – Compliance Supervisor
indra ENERGY
1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427
www.IndraEnergy.com

From: Bellkys Castillo
Sent: Monday, June 17, 2019 11:30 AM
To: Jacqueline Maldonado
Cc: Keenia Joseph
Subject: Dowling Krespach Electric AEP 00040621065785561 CHARGES

Good morning, Jackie.

Please kindly provide the calculations for this customer's electric account. Attached is the charges details from P2C.

Thank you.

Bellkys Castillo – Compliance Supervisor

1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427
www.IndraEnergy.com

[redacted] Name: [redacted] Note:

Send Checks to: P.O.A Carol Hubbard 1032 Lathington Rd. Columbus, OH 43217

Begin Date	End Date	Billed Usage	Supply Charge	Rebate Tax	Rebate Pre Tax	Rebate Total	Amt Due Customer
3/13/2019	4/11/2019	584	$ 100.81	0.054400	11.14	$ 89.27	
2/13/2019	3/13/2019	858	$ 44.82	0.054400	46.13	$ (1.31)	
1/16/2019	2/11/2019	881	$ 45.81	0.054400	47.17	$ (1.36)	
						$ 85.80	

Find: Name: Audit: Note:

Begin Date	End Date	Billed Usage	Supply Charge (with tax)	Rebate Tax	Rebate Pre Tax	Rebate Tax	Rebate Total	Amt Due Customer
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Use This If No Tax

Processing	Charged	Statemented	Begin Read Date	End Read Date	Type	Rate Code	Total	Cancelled	Dispute	Customer	Usage	Other	Tax	Billed Usage	Usage Days	Unit Price	Daily Avg	Bill Method Description	Estimate Reason	Usage Trans ID	Invoice/Item ID
4/11/2019	4/11/2019		3/13/2019	4/11/2019	Electric - Charge	AEPOHVAR	100.81	false		0.00	100.81	0	0	584	29	0.17	20.10	LDC Consumption Based Bill Ready		1019536410101	9670211124062174488
3/14/2019	3/13/2019		1/14/2019	2/12/2019			44.82	false		0.00	44.82	0	0	858	28	0.05	29.60	LDC Consumption Based Bill Ready		1019536410101	9670211124062158898
2/13/2019	2/12/2019		2/12/2019	3/13/2019	Electric - Charge	AEPRNT22	45.81	false		0.00	45.81	0	0	881	29	0.05	30.40	LDC Consumption Based Bill Ready		1019536410101	9670211124062177029
1/16/2019	1/14/2019		1/12/2019	2/12/2019	Electric - Charge	AEPRNT22	45.81	false		0.00	45.81	0	0	881	29	0.05	30.40	LDC Consumption Based Bill Ready		1019536410101	9670211124062177029

Use this if Tax, then update Column G accordingly

Tax Estimate for Column G	Processing	Charged	Statemented	Begin Read Date	End Read Date	Type	Rate Code	Total	Cancelled	Dispute	Customer	Usage	Other	Tax	Billed Usage	Usage Days	Unit Price	Daily Avg	Bill Method Description	Estimate Reason	Usage Trans ID	Invoice/Item ID
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Use this if Tax, then update Column G accordingly

Tax Estimate for Column G	Processing	Charged	Statemented	Begin Read Date	End Read Date	Type	Rate Code	Total	Cancelled	Dispute	Customer	Usage	Other	Tax	Billed Usage	Usage Days	Unit Price	Daily Avg	Bill Method Description	Estimate Reason	Usage Trans ID	Invoice/Item ID
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Tax Estimate for Column G	Processing	Charged	Statemented	Begin Read Date	End Read Date	Type	Rate Code	Total	Cancelled	Dispute	Customer	Usage	Other	Tax	Billed Usage	Usage Days	Unit Price	Daily Avg	Bill Method Description	Estimate Reason	Usage Trans ID	Invoice/Item ID
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Cheryl Smith

From: Jacqueline Maldonado
Sent: Wednesday, June 12, 2019 4:38 PM
To: Keenia Joseph
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00507055 [ref:_00Dt0GzXt._500t0J1Apx:ref]
Attachments: [redacted] RERATE.XLSX

PH#:	Name:	Acct:
[redacted]	[redacted]	[redacted]

Send Check to : P.O.A Ca Colum

Begin Date	End Date	Billed Usage	Supply Charge	ReRate To:	ReRate Total	Amt Due Customer
3/13/2019	4/11/2019	584	$ 100.81	0.05400	31.54	$ 69.27
2/12/2019	3/13/2019	858	$ 44.62	0.05400	46.33	$ (1.71)
1/14/2019	2/12/2019	881	$ 45.81	0.05400	47.57	$ (1.76)
						$ 65.80

Jacqueline Maldonado – Compliance Supervisor
indra ENERGY
1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427
www.IndraEnergy.com

From: Keenia Joseph
Sent: Wednesday, June 12, 2019 2:47 PM
To: Jacqueline Maldonado
Subject: FW: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00507055 { ref:_00Dt0GzXt._500t0J1Apx:ref }

Please re-rate and note where to send the check when you send to S/H.

Keenia Joseph – Director of Compliance
indra ENERGY
1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 718-975-6611
F: 718.851.2427

www.IndraEnergy.com

From: Michael Coady <contactthepuco@puc.state.oh.us>
Sent: Thursday, June 6, 2019 3:12 PM
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00507055 [ref:_00Dt0GzXt._500t0J1Apx:ref]

Ohio | Public Utilities Commission

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00507055
COMPANY: [redacted]
CUSTOMER: [redacted]
ADDRESS: [redacted] Columbus, Ohio 43227
SERVICE ADDRESS: [redacted],Columbus, Ohio 43228
AIQ: Palmco Power OH LLC
SERVICE ACCOUNT NUMBER:
[redacted]

To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!

DESCRIPTION OF ISSUE:

This customer's PTC was $.054 per kWh for the entire period of her enrollment with the company.

1. **Please re-rate this customer for the period of her enrollment.**

2. **Please send the customer's refund in care of her sister and P.O.A., [redacted] Columbus, Ohio 43227.**

3. **Please advise when she can expect to receive her refund.**

Sincerely,

Michael Coady
Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department
Lead Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:_00Dt0GzXt._500t0J1Apx:ref

[redacted]

[redacted]

Begin Date	End Date	Billed Usage	Supply Charge	Rebate Tax	Rebate Total	Amt Due Customer
3/13/2019	4/11/2019	584	$ 100.41	0.054005	11.34	$ 88.27
2/12/2019	3/13/2019	858	$ 84.82	0.054005	46.13	$ (1.71)
1/14/2019	2/12/2019	881	$ 95.81	0.054005	47.57	$ (1.76)
						$ 85.80

Prop: Name: Acct: Notes:

Begin Date	End Date	Billed Usage	Supply Charge (with tax)	Rebate Tax	Rebate AvgTax	Rebate Total	Amt Due Customer
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Begin Date	End Date	Billed Usage	Supply Charge	Rebate Tax	Rebate Total	Amt Due Customer
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Prop: Name: Acct: Notes:

Begin Date	End Date	Billed Usage	Supply Charge (with tax)	Rebate Tax	Rebate PreTax	Rebate Tax	Rebate Total	Amt Due Customer
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Use This If No Tax

Processing	Charged	Statemented	Begin Read Date	End Read Date	Type	Rate Code	Total	Canceled	Dispute	Customer	Usage	Other	Tax	Billed Usage	Usage Days	Unit Price	Daily Avg	Bill Method Description	Estimate Reason	Usage Trans ID	Invoice/Stmt ID
4/11/2019	4/11/2019	4/11/2019	3/13/2019	4/11/2019	Electric Charge	AEPWHUM	100.41	True	False	0.00	100.41	-	-	584	29	0.17	20.14	LEC Consolidated Bill Ready		3105661543	2021 06/2021 1149	2021 06/2021 1149
3/13/2019	3/13/2019	3/13/2019	2/12/2019	3/13/2019	Electric Charge	AEPWHUZ	84.82	True	False	0.00	84.82	-	-	858	29	0.05	29.80	LEC Consolidated Bill Ready		3105661543	2021 06/2021 1149	2021 06/2021 1149
2/12/2019	2/12/2019	2/12/2019	1/14/2019	2/12/2019	Electric Charge	AEPWHUZ	95.81	True	False	0.00	95.81	-	-	881	29	0.05	30.40	LEC Consolidated Bill Ready		3105661543	2021 06/2021 1149	2021 06/2021 1149

Use this if Tax, then update Column G accordingly

Tax Estimate for Column G	Processing	Charged	Statemented	Begin Read Date	End Read Date	Type	Rate Code	Total	Canceled	Dispute	Customer	Usage	Other	Tax	Billed Usage	Usage Days	Unit Price	Daily Avg	Bill Method Description	Estimate Reason	Usage Trans ID	Invoice/Stmt ID
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Cheryl Smith

From: Bellkys Castillo
Sent: Tuesday, June 04, 2019 6:01 PM
To: Jacqueline Maldonado
Cc: Keenia Joseph
Subject: [redacted] Electric AEP 00140060748348443
Attachments: [redacted].XLSX

Jackie:

Please process a credit for $387.23, per the below and attached.

Thank you.

Bellkys Castillo – Compliance Supervisor

indra ENERGY

1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427

www.IndraEnergy.com

From: Jacqueline Maldonado
Sent: Tuesday, June 4, 2019 11:40 AM
To: Bellkys Castillo <bcastillo@indraenergy.com>
Cc: Keenia Joseph <kjoseph@indraenergy.com>
Subject: RE: PUCO - [redacted] - Electric AEP 00140060748348443

PH#: [redacted] Name: [redacted] Acct: [redacted] Note:

Begin Date	End Date	Billed Usage	Supply Charge	ReRate To:	ReRate Total	Amt Due Customer	
2/18/2019	3/21/2019	2957	$ 513.05	0.05530	163.52	$ 349.53	
1/21/2019	2/18/2019	2347	$ 483.72	0.05530	129.79	$ 353.93	
12/18/2018	1/21/2019	4445	$ 987.30	0.05530	245.81	$ 741.49	
11/19/2018	12/18/2018	2615	$ 135.98	0.05530	144.61	$ (8.63)	
10/16/2018	11/19/2018	2307	$ 119.96	0.05530	127.58	$ (7.62)	
						$ 1,428.70	Total Rerate
						($741.47)	Received for the billing cycl
						($300.00)	Received Flat Credit
						$387.23	Total Amount due customer

Jacqueline Maldonado – Compliance Supervisor

1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427
www.IndraEnergy.com

From: Bellkys Castillo
Sent: Tuesday, June 4, 2019 10:44 AM
To: Jacqueline Maldonado
Cc: Keenia Joseph
Subject: PUCO -[redacted]- Electric A[redacted]

Good morning.

Please kindly provide the calculations for this customer. Attached is the charges from P2C. Also, this customer was credited $300 and $741.47; total of $1,041.47.

Thank you.

Bellkys Castillo – Compliance Supervisor
1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427
www.IndraEnergy.com

[redacted]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
11/18/2018	1/21/2019	4445	$ 987.30	0.05530	245.81	$ 243.48		
11/19/2018	12/18/2018	2615	$ 135.96	0.05530	144.61	$ (8.65)		
10/18/2018	11/19/2018	2307	$ 119.96	0.05530	127.58	$ (7.62)		

[redacted]

Total Remote
Received for the billing cycle 12/18/18-1/21/19
Received Flat Credit
Total Amount due customer

Prior: Name: Acct: Note:

Begin Date	End Date	Billed Usage	Supply Charge (with tax)	ReRate Tax	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
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					-	#DIV/0!	#DIV/0!	#DIV/0!
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Prior: Name: Acct: Note:

Begin Date	End Date	Billed Usage	Supply Charge	ReRate Tax	ReRate Total	Amt Due Customer
					-	$ -
					-	$ -
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Prior: Name: Acct: Note:

Begin Date	End Date	Billed Usage	Supply Charge (with tax)	ReRate Tax	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
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Prior: Name: Acct: Note:

Begin Date	End Date	Billed Usage	Supply Charge	ReRate Tax	ReRate Total	Amt Due Customer
					-	$ -
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					-	$ -
						$ -

Prior: Name: Acct: Note:

Begin Date	End Date	Billed Usage	Supply Charge (with tax)	ReRate Tax	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
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Use This if No Tax

Processing	Charged	Statemented	Begin Read Date	End Read Date	Type	Rate Code	Total	Canceled	Dispute	Customer	Usage	Other	Tax	Billed Usage	Usage Days	Unit Price	Daily Avg	Bill Method Description	Estimate Reason	Usage Trans ID	Invoice/Stmt ID
1/22/2019	3/31/2019	3/22/2019	2/14/2019	3/21/2019	Electric - Charge	AEPOHWA	512.05	false	false	0.00	512.05	0	0	2957	33	0.17	89.70	LDC Consolidated Bill Ready		07143[illegible]	[illegible]
1/28/2019	2/28/2019	2/20/2019	1/21/2019	2/18/2019	Electric - Charge	AEPOHWA	463.73	false	false	0.00	463.73	0	0	2937	29	0.21	97.90	LDC Consolidated Bill Ready		07143[illegible]	[illegible]
1/25/2019	2/21/2019	2/15/2019	12/18/2018	1/21/2019	Electric - Charge	AEPOHWA	367.32	false	false	0.00	367.32	0	0	4445	34	0.12	130.70	LDC Consolidated Bill Ready		07143[illegible]	[illegible]
12/21/2018	12/18/2018	12/21/2018	11/18/2018	12/18/2018	Electric - Charge	AEPAT09	135.96	false	false	0.00	135.96	0	0	2615	26	0.05	100.50	LDC Consolidated Bill Ready		07143[illegible]	[illegible]
11/20/2018	10/19/2018	11/20/2018	10/18/2018	11/18/2018	Electric - Charge	AEPAH04	119.96	false	false	0.00	119.96	0	0	2307	34	0.05	67.90	LDC Consolidated Bill Ready		07143[illegible]	[illegible]

Use this if Tax, then update Column G accordingly

Tax Estimate for Column G	Processing	Charged	Statemented	Begin Read Date	End Read Date	Type	Rate Code	Total	Canceled	Dispute	Customer	Usage	Other	Tax	Billed Usage	Usage Days	Unit Price	Daily Avg	Bill Method Description	Estimate Reason	Usage Trans ID	Invoice/Stmt ID
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Use This if No Tax

Processing	Charged	Statemented	Begin Read Date	End Read Date	Type	Rate Code	Total	Canceled	Dispute	Customer	Usage	Other	Tax	Billed Usage	Usage Days	Unit Price	Daily Avg	Bill Method Description	Estimate Reason	Usage Trans ID	Invoice/Stmt ID

Use this if Tax, then update Column G accordingly

Tax Estimate for Column G	Processing	Charged	Statemented	Begin Read Date	End Read Date	Type	Rate Code	Total	Canceled	Dispute	Customer	Usage	Other	Tax	Billed Usage	Usage Days	Unit Price	Daily Avg	Bill Method Description	Estimate Reason	Usage Trans ID	Invoice/Stmt ID
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Use This if No Tax

Processing	Charged	Statemented	Begin Read Date	End Read Date	Type	Rate Code	Total	Canceled	Dispute	Customer	Usage	Other	Tax	Billed Usage	Usage Days	Unit Price	Daily Avg	Bill Method Description	Estimate Reason	Usage Trans ID	Invoice/Stmt ID

Use this if Tax, then update Column G accordingly

Tax Estimate for Column G	Processing	Charged	Statemented	Begin Read Date	End Read Date	Type	Rate Code	Total	Canceled	Dispute	Customer	Usage	Other	Tax	Billed Usage	Usage Days	Unit Price	Daily Avg	Bill Method Description	Estimate Reason	Usage Trans ID	Invoice/Stmt ID
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Cheryl Smith

From: Indra Energy Compliance
Sent: Wednesday, May 29, 2019 9:29 AM
To: 'Lee Garry'
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00507148 [ref:_00Dt0GzXt._500t0J1DGs:ref]
Attachments: [redacted] TPV.mp3

Good morning.

Pursuant to the above-captioned complaint, attached is the TPV conducted for the enrollment of the customer's electric account. A final response will be provided within 10 business days of our receipt of this complaint.

Regards,

Compliance

indra ENERGY
www.IndraEnergy.com

1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427

From: Lee Garry <contactthepuco@puc.state.oh.us>
Sent: Tuesday, May 28, 2019 9:17 AM
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00507148 [ref:_00Dt0GzXt._500t0J1DGs:ref]

Ohio | Public Utilities Commission

Cheryl Smith

From: Indra Energy Compliance
Sent: Tuesday, May 28, 2019 3:31 PM
To: 'Mariner Taft'
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00507584 [ref:_00Dt0GzXt._500t0J1O2h:ref]
Attachments: [redacted]TPV.mp3

Good afternoon.

Pursuant to the above-captioned complaint, attached is the TPV conducted for the enrollment of the customer's electric and natural gas accounts. A final response will be provided within 10 business days of our receipt of this complaint.

Regards,

Compliance

indra ENERGY
www.IndraEnergy.com

1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427

From: Mariner Taft <contactthepuco@puc.state.oh.us>
Sent: Tuesday, May 28, 2019 10:48 AM
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00507584 [ref:_00Dt0GzXt._500t0J1O2h:ref]

Ohio | Public Utilities Commission

Initial Submission of a Consumer Complaint
Provider of Electric
Please Respond Within 3 Business Days

CASE ID: 00507584
COMPANY: [redacted]
CUSTOMER: [redacted]
ADDRESS: [redacted] Columbus, Ohio 43223
SERVICE ADDRESS: [redacted] Columbus, Ohio 43232
AIQ: Palmco Power OH LLC
SERVICE ACCOUNT NUMBER: [redacted]
NIQ:
Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:
The customer calls for her mother who was hospitalized from November 2018 to April 2019. The caller states the custoemr was enrolled by Indra in January 2019 and is concerned that a Indra rep took the customer's mail to enroll the customer.
Please provide the tpv, sales call and welcome letter with terms and conditions of the contract for review. The caller states the customer is billed 9cts/kwh and not the 5cts/kwh by the company. Work to provide a adjustment on the disputed billings.
Sincerely,
Mariner Taft
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov
This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:_00Dt0GzXt._500t0J1O2h:ref

Cheryl Smith

From: Indra Energy Compliance
Sent: Monday, June 03, 2019 5:32 PM
To: Mariner Taft
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00507584 [ref:_00Dt0GzXt._500t0J1O2h:ref]
Attachments: [redacted] - Enrollment Confirmation Gas.pdf; [redacted] - TPV.mp3; [redacted] Salescall 1.wav; [redacted] Salescall 2.wav; [redacted] Enrollment Confirmation Electric.pdf

Good afternoon.

The customer's electric and natural gas accounts were enrolled on January 25, 2019, via a telephone solicitation, into our variable rate plan at an introductory rate of $0.05200 per kWh and $0.55000 per Ccf, each for the first two billing cycles, then a variable rate thereafter. Attached is the sales call, the Third-Party Verification voluntarily conducted by his spouse, Mrs. [redacted] acknowledging the terms of the enrollment, and the enrollment confirmation packet, inclusive of the terms and conditions of service, sent to the customer for each of the energy accounts.

On March 26, 2019, we received a cancellation request from the utility for the customer's natural gas account with a service end of March 15, 2019. Thereafter, on May 28, 2019, we received a cancellation request from Mrs. [redacted] for the electric account, which we immediately processed, and submitted to the utility company; the utility provided us with a service end date of May 19, 2019. There are no early cancellation fees for either of the energy accounts.

As requested, we are processing a credit for the customer's electric account in the amount of $16.61 for the difference in rates between what we charged and what the utility company would have charged during the same billing periods, to be sent directly to the utility within four to six weeks.

Regards,

Compliance

indra ENERGY
1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427
www.IndraEnergy.com

From: Mariner Taft <contactthepuco@puc.state.oh.us>
Sent: Tuesday, May 28, 2019 10:48 AM
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00507584 [ref:_00Dt0GzXt._500t0J1O2h:ref]

Ohio | Public Utilities Commission

Initial Submission of a Consumer Complaint
Provider of Electric
Please Respond Within 3 Business Days

CASE ID: 00507584
COMPANY: [redacted]
CUSTOMER: [redacted]
ADDRESS: [redacted] Columbus, Ohio 43223
SERVICE ADDRESS: [redacted] Columbus, Ohio 43232
AIQ: Palmco Power OH LLC
SERVICE ACCOUNT NUMBER: [redacted]
NIQ:
Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:
The customer calls for her mother who was hospitalized from November 2018 to April 2019. The caller states the custoemr was enrolled by Indra in January 2019 and is concerned that a Indra rep took the customer's mail to enroll the customer.
Please provide the tpv, sales call and welcome letter with terms and conditions of the contract for review. The caller states the customer is billed 9cts/kwh and not the 5cts/kwh by the company. Work to provide a adjustment on the disputed billings.
Sincerely,
Mariner Taft
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov
This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:_00Dt0GzXt._500t0J1O2h:ref

Indra Energy
1515 Market Street, Suite 1200
Philadelphia, PA, 19102

w: IndraEnergy.com
e: CustomerCare@IndraEnergy.com
toll free: 1 (888) 50-INDRA
1 (888) 504 6372

1/28/2019

[redacted]
Columbus, OH 43232

Thank you for choosing Indra Energy as your energy supplier!

This letter is confirming your selection of Indra Energy as your **natural gas** supplier and this package contains a copy of the *Terms and Conditions* of your service with Indra Energy.

We are currently processing your enrollment

Your enrollment will be sent to **Columbia Gas**. You will receive a confirmation notice from **Columbia Gas** confirming your selection of Indra Energy as your **natural gas** supplier. Your service will begin with your first meter read by your utility after your enrollment is accepted, which may take up to 1-2 billing cycles. If you decide to rescind your enrollment request, per Ohio state regulations, you must contact your utility to do so.

If, for any reason, we are unable to enroll your account we will be sure to contact you to resolve the issue.

Below is a summary of your service account with Indra Energy:

Utility Account Numbe[redacted]
Rate Plan: **Introductory** [redacted] **r the first two billing cycles, and a variable rate thereafter. To access future variable pricing information, updated monthly, visit Indra's website at https://IndraEnergy.com/ohio/ohio-variable-rates/.**
Cancellation Fees: **None.**
Budget Billing: **Please contact Columbia Gas.**
Renewable Energy Product Information: **One hundred percent (100%) of your natural gas usage will be matched with carbon offsets.**

Your feedback is important to us!

You may receive a phone call from us to obtain your feedback regarding your enrollment experience.
If not, we'd love to hear from you, so please call us at the number below.

Questions?

If you have any questions, please feel free to contact us at 888-504-6372 weekdays 8:00 am to 7:00 pm or email us at *CustomerCare@IndraEnergy.com*.

Thank you again for choosing us as your energy supplier!

Sincerely,

Indra Energy Customer Care

PS. Learn how to refer friends for rewards! Visit IndraEnergyRewards.com

OHIO TERMS AND CONDITIONS

INTRODUCTION. This is an agreement, together with your Confirmation Letter, and any and all Renewal Notices (if applicable) (collectively, the "Agreement"), between Indra Energy ("Indra") and you for natural gas supply service and/or electric supply service at each of the account service addresses listed in your Confirmation Letter (or in an addendum). You agree to authorize a switch of your natural gas and/or electric supply service to Indra and to purchase all the natural gas and/or electricity required to service each of the accounts listed in your Confirmation Letter (or listed in an addendum) at a price as described in this Agreement.

ACKNOWLEDGEMENT. You acknowledge as follows: **(A)** Any Indra sales representative with whom you have spoken represents Indra and is not from your utility or affiliated with your utility. **(B)** You are the named customer on each of the account(s) listed above (or in any addendum), or you are the spouse of the named customer on such account(s), or you are over 18 years old and authorized to make decisions concerning such account(s). **(C)** Indra will not charge you a fee to switch to Indra as your natural gas and/or electric supplier. **(D)** Your utility (ies) will continue to deliver your gas and/or electricity and send you your natural gas and/or electricity bills, which will contain both your utility's charges and Indra's charges. **(E)** Indra does not guarantee savings or promise rates lower than your utility (ies). **(F)** Your incumbent natural gas and/or electric utility may charge you switching fees. **(G)** There are no cancellation fees under this Agreement. **(H)** You are not currently approved for or enrolled in PIPP and/or any other such utility arrearage crediting program.

CONFIRMATION NOTICE, YOUR RIGHT OF RESCISSION. YOU WILL RECEIVE A WRITTEN CONFIRMATION NOTICE FROM YOUR NATURAL GAS AND/OR ELECTRIC UTILITY (IES) OF THE TRANSFER OF YOUR NATURAL GAS AND/OR ELECTRIC SUPPLY SERVICE TO INDRA AND ADVISING YOU OF YOUR RIGHT TO RESCIND YOUR ENROLLMENT WITH INDRA. FOR GAS SUPPLY SERVICE, YOU HAVE 7 BUSINESS DAYS FROM THE DATE OF THE POSTMARK OF THAT NOTICE DURING WHICH YOU MAY RESCIND THIS AGREEMENT AND YOUR NATURAL GAS ENROLLMENT WITH INDRA WITHOUT PENALTY BY CONTACTING YOUR GAS UTILITY (ORALLY OR IN WRITING). FOR ELECTRIC SUPPLY SERVICE, YOU HAVE 7 DAYS FROM THE DATE OF THE POSTMARK OF THAT NOTICE DURING WHICH YOU MAY RESCIND THIS AGREEMENT AND YOUR ELECTRIC ENROLLMENT WITH INDRA WITHOUT PENALTY BY CONTACTING YOUR ELECTRIC UTILITY (ORALLY, ELECTRONICALLY, OR IN WRITING).

LENGTH OF AGREEMENT AND TERMINATION. This Agreement will begin when your local utility switches your account to Indra. For Variable Price natural gas and/or electric supply service, this Agreement will continue on a month-to-month basis. For Fixed Price natural gas and/or electric supply service, this Agreement will continue for the period of time set forth in your Confirmation Letter. If Indra decides to terminate as provided in this Agreement, it shall provide advance notice to you in writing to your Service Address (es). You may terminate this Agreement at any time by: (a) calling (888) 504-6372; (b) sending a letter to 1515 Market Street, Suite 1200, Philadelphia, PA 19102; or (c) emailing CustomerCare@IndraEnergy.com. Upon termination as provided in this Agreement, you will be returned to your utility's standard service or you may choose another supplier. In any case in which your natural gas and/or electric supply service with Indra is terminated as provided in this Agreement, you will remain obligated to pay for the natural gas and/or electric supply service provided by Indra prior to the effective date of the termination. The effective date of termination will be determined by your utility. Your natural gas and/or electric supply service from Indra will terminate automatically without penalty to you if any of the following occurs: (a) your Service Address(es) is not served or no longer served by your utility; (b) you move outside your utility's service area or to an area not served by Indra; or (c) Indra returns you to your utility's applicable tariff service pursuant to the terms of this Agreement. You may also cancel your natural gas and/or electric supply service with Indra without penalty if you relocate your Service Address(es): (a) outside of the service territory of your gas and/or electric utility(ies); (b) within the service territory of your gas and/or electric utility(ies) if your utility does not permit you to transfer your Indra contract to your new Service Address(es); or (c) to an area where Indra charges a different price for natural gas and/or electric supply service. If you voluntarily return or switch back to your natural gas and/or electric utility after choosing Indra, you may not be served under the same rates, terms, and conditions as those available to other customers served by your natural gas and/or electric utility.

PRICING.

Natural Gas and/or Electric Introductory or Initial Price (when applicable): You will pay an Introductory/Initial Price as set forth in your Confirmation Letter for the time period set forth in your Confirmation Letter, and thereafter, your price for natural gas and/or electric supply service will automatically become for the length of this Agreement either a Variable or Fixed price as described herein and as stated in your Confirmation Letter.

Natural Gas and/or Electric Fixed Price (when applicable): You will pay a Fixed Price as set forth in your Confirmation Letter for the fixed term indicated in your Confirmation Letter. Before the end of your fixed term, Indra will send you a notice with your contract renewal and pricing options.

Natural Gas Variable Price (when applicable): You will pay a Variable Price for natural gas supply service that may vary from month to month as determined by Indra in its sole discretion, based on the wholesale cost of natural gas to the Delivery Point, administrative and regulatory compliance costs, supply and agency functions that Indra performs for you, and other prevailing business considerations and market conditions, plus Indra's costs, expenses and margins. This list of factors is not exhaustive and no single factor will determine the rate.

Electric Variable Price (when applicable): You will pay a variable rate for electric supply service that may vary from month to month as determined by Indra based on the wholesale market prices acquired for energy, any supply and agency functions that Indra performs for you, line loss, certain transmission, capacity, ancillary, administrative and regulatory compliance costs incurred by Indra, alternative and renewable energy requirements, market conditions, expenses and margins.

Natural Gas and/or Electric Supply Price Disclosures: There is no limit on how much the Variable Price of your natural gas

and/or electric supply service may change from one billing cycle to the next and your Variable Price may be higher or lower than your utility's standard offer service rate in any given month. Indra does not guarantee savings in any month or for the entire length of this Agreement. Indra's current and historical prices are not an indicator of future prices. You can access future variable pricing information, updated monthly, by visiting Indra's website at https://IndraEnergy.com/ohio/ohio-variable-rates/ or by calling (888) 504-6372.

Other Charges: You are also responsible for paying and reimbursing Indra for all applicable taxes, and other government fees, assessments, and charges, however designated, relating to the natural gas and/or electric supply service provided under this Agreement. This may include, but shall not be limited to, utility taxes, gross receipts taxes, and sales or use taxes imposed on Indra and/or you by federal, state, and/or local authorities. If you are tax exempt, you must furnish Indra an exemption certificate before service commences. This Agreement does not include utility transportation, delivery, or other charges that your gas or electric utility charges you for those services.

NO EARLY TERMINATION FEE. If you terminate this Agreement prior to the expiration of the term, you will not be subject to any early termination fees.

FIXED TERM AUTOMATIC RENEWAL. At least forty-five (45) days before the expiration of your Fixed Term, Indra will provide written notice to you of the Agreement's renewal ("Renewal Notice"). The Renewal Notice will set forth the proposed renewal option(s), including any applicable information required by the Commission. If you do not respond to the Renewal Notice or otherwise terminate this Agreement by notifying Indra in accordance with the Termination section herein, then your Agreement will automatically renew at the rate then in effect in accordance with the terms set forth in the Renewal Notice. **Indra can renew this Agreement without your affirmative consent even when there is a change in the rate or other terms and conditions.**

RESOURCE MIX, ENVIRONMENTAL CHARACTERISTICS, & RENEWABLE ENERGY INFORMATION. The applicable generation resource mix and environmental characteristics of the electric supply sold by Indra are available at www.IndraEnergy.com. This information is updated periodically following the requirements of the Public Utilities Commission of Ohio. If you select an electric renewable energy product, one hundred percent (100%) of your electricity usage will be matched with renewable energy credits (RECs), generated from renewable or alternative energy sources in the United States which have been qualified as such. If you select a natural gas renewable energy product, one hundred percent (100%) of your natural gas usage will be matched with carbon offsets.

BILL PAYMENT/LATE PAYMENT CHARGES/BUDGET BILLING. You will be billed by your utility(ies) at intervals established by your utility(ies). You will pay Indra's charges for natural gas and/or electric supply service based on meter readings and consumption information that Indra receives from your utility ("Billing Quantity"). You will receive a single monthly bill from your utility that contains both Indra's charges and your utility's charges. Your payment for natural gas and/or electric supply service is due on the date set forth on the bill. You shall pay a late payment charge on all unpaid amounts (including arrears and late payment charges) owing and not received by Indra by the due date of the bill, at a rate of 1.5% per month or the maximum amount permitted by law, whichever is lower. You shall also be responsible for paying Indra's reasonable attorneys' fees, costs, and expenses incurred by it in collecting any such payment from you. If you fail to pay your bill for natural gas and/or electric supply service or you fail to satisfy any agreed upon payment arrangement you may have, your utility may disconnect your service in accordance with the provisions of its tariff. If your utility disconnects your service, this Agreement may be automatically terminated. In addition, if your payment for natural gas and/or electric supply service is not received from you on a timely basis or does not meet any agreed-upon payment plan, Indra may, after 14 calendar days' written notice to you, terminate this Agreement and its natural gas and/or electric supply service to you. You have the right to request from Indra, without charge, up to 24 months of your payment history covering services rendered by Indra, without charge, twice within any 12-month period. Budget Billing is available for both the delivery and natural gas and/or electric supply service portions of your bill. If you are interested in Budget Billing, you should contact your utility and request to be placed on a Budget Billing plan. If your electric utility is Duke Energy Ohio, to request Budget Billing for the electric supply service portion of your electric bill, you should contact Indra and request to be placed on a Budget Billing plan.

CUSTOMER INFORMATION RELEASE. You authorize Indra to begin your enrollment, initiate service to the accounts listed in your Confirmation Letter (or in any addendum) and to obtain historical billing data and other information about you ("Customer Information") from your natural gas and/or electric utility (ies), so that Indra can start and continue its service to you. Indra reserves the right to refuse to provide service to you under this Agreement if it is unable to obtain the necessary Customer Information or it obtains Customer Information that it considers to be unsatisfactory. For your **natural gas supply**, Indra will not release your social security number, account number(s), or any other Customer Information without your express written or electronic consent, except in accordance with rules 4901:1-28-04 and 4901:1-29-09 of the Ohio Administrative Code, or if it sells or assigns this Agreement to another third-party supplier. For your **electric supply**, Indra will not release your social security number, account number(s) without your written or electronic consent, except for Indra's own collections and/or credit reporting, participation in programs funded by the universal service fund, pursuant to section 4928.52 of the Revised Code, or if it sells or assigns this Agreement to another third-party supplier.

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contacted at 1-877-742-5622 (toll free) from 8 a.m. to 5 p.m. weekdays, or at www.pickocc.org.

ELECTRONIC COMMUNICATION. Unless otherwise required by law, if you provide Indra with your email address, you agree that Indra may transmit to you all notices and other communications, including those required in this Agreement, electronically to the email address provided by you. You shall be responsible for notifying Indra of any change in email address and/or any withdrawal of your consent to electronic communications. Notices transmitted to you via email will be deemed to have been received if transmitted to you at the email address provided to Indra by you.

FORCE MAJEURE. Neither Indra nor you will be liable for a breach of this Agreement if such breach is due to a force majeure event. A "force majeure event" means a material, unavoidable occurrence beyond a party's control, such as a fire, act of god or public enemy, labor strike, lockout or other industrial disturbance, act of terrorism, government action, utility action, storm, hurricane, flood, explosion, shortage or unavailability of transmission facilities, and other events that cannot be prevented or overcome by ordinary due diligence. A force majeure event does not include an inability to pay any amount owing under this Agreement.

LIMITATION OF LIABILITY. TO THE FULLEST EXTENT PERMITTED BY APPLICABLE OHIO LAW, NEITHER YOU NOR INDRA WILL BE LIABLE TO THE OTHER FOR ANY CONSEQUENTIAL, EXEMPLARY, PUNITIVE, INCIDENTAL, OR INDIRECT DAMAGES ARISING FROM A BREACH OF THIS AGREEMENT, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOST REVENUES.

ARBITRATION. TO THE FULLEST EXTENT PERMITTED BY APPLICABLE OHIO LAW, IF THERE IS AN ISSUE, CLAIM OR DISPUTE RELATING TO THIS AGREEMENT FOR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE THAT NEEDS TO BE RESOLVED AND WE ARE UNABLE TO RESOLVE IT INFORMALLY, IT MAY BE RESOLVED THROUGH ARBITRATION. INCLUDED ARE ALL ISSUES, CLAIMS AND DISPUTES ARISING OUT OF OR RELATING TO ANY ASPECT OF YOUR PARTICIPATION IN THIS AGREEMENT FOR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE WHETHER ARISING DURING OR AFTER YOUR PARTICIPATION IN THIS AGREEMENT FOR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE. ANY SUCH ARBITRATIONS PERMITTED BY APPLICABLE OHIO LAW SHALL BE CONDUCTED ON AN INDIVIDUAL (AND NOT A CLASS-WIDE) BASIS AND AN ARBITRATOR SHALL HAVE NO AUTHORITY TO AWARD CLASS-WIDE RELIEF. NOTWITHSTANDING THE FOREGOING, THIS PARAGRAPH DOES NOT PREVENT YOU FROM FILING A COMPLAINT RELATING TO YOUR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE WITH INDRA PURSUANT TO THE LAWS GOVERNING RETAIL ELECTRIC AND/OR NATURAL GAS SUPPLIERS IN YOUR STATE AND THE REGULATIONS OF ANY AGENCY IN YOUR STATE WITH JURISDICTION OVER RETAIL ELECTRIC AND/OR NATURAL GAS SUPPLIERS.

NO WARRANTIES. INDRA ENERGY MAKES ANY WARRANTIES, AFFIRMATIONS OF FACT, OR PROMISES, EXPRESS OR IMPLIED, THAT EXTEND BEYOND THE FACE OF THIS AGREEMENT, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

APPLICABLE LAWS, ETC. This Agreement is subject to all applicable Federal, state, and local laws, and the orders, rules, and regulations of governmental agencies having jurisdiction over the subject matter of this Agreement, including, without limitation, the Public Utilities Commission of Ohio. THIS AGREEMENT WILL BE GOVERNED AND CONSTRUED IN ACCORDANCE WITH OHIO LAW, WITHOUT REGARD TO PRINCIPLES RELATING TO CONFLICTS OF LAW.

AGREEMENT DETAILS. Our full, legal name is Palmco Power OH, LLC dba Indra Energy for electric supply service and Palmco Energy OH, LLC dba Indra Energy for natural gas supply service, but we have used "we", "us", "our" or "Indra Energy" to refer to ourselves for the purposes of this Agreement. We use "you" or "your" to refer to you, the customer.

MISCELLANEOUS. Indra assumes no responsibility or liability for the following items that are the responsibility of the utility (ies): operation and maintenance of the utility's natural gas and/or electrical system, any interruption of service, termination of service, and deterioration of the utility's service. This Agreement is the entire understanding between you and Indra with respect to the subject matter hereof and there are no promises, covenants, or undertakings other than those expressly set forth in this Agreement. Indra will not make a material change to the terms of this Agreement without first obtaining your consent in writing or through third party verification (TPV), except if due a change in market conditions, Indra wishes lower the price (per ccf or mcf or kilowatt-hour as applicable) charged under this Agreement and no other terms and conditions are changed. You may not assign this Agreement without Indra's prior written consent. Indra may sell, transfer, pledge, or assign the accounts, revenues, or proceeds hereof, in connection with any financial agreement and may assign this Agreement to another energy supplier, energy services company or other entity in accordance with the rules and procedures of the PUCO, if any, governing such transactions. This Agreement will inure to and be binding upon the successors and assignees of the parties hereto. No delay or failure by either you or Indra to exercise any right or remedy to which either party may be entitled to herein will constitute a waiver of that right or remedy.

EMERGENCIES. IN THE EVENT OF A GAS OR ELECTRICITY-RELATED EMERGENCY, SUCH AS A GAS OR ELECTRIC OUTAGE OR GAS LEAK, YOU SHOULD IMMEDIATELY CONTACT YOUR LOCAL UTILITY.

V.E.18-12.01

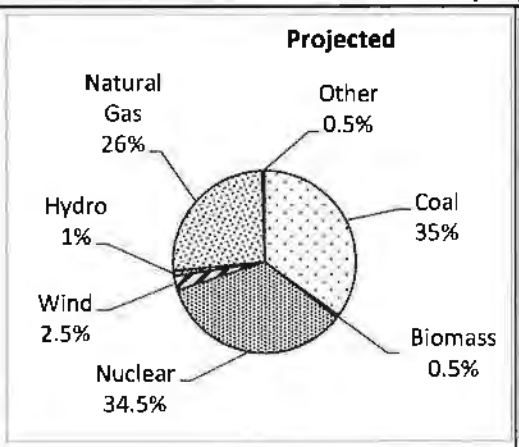
Environmental Disclosure Information – Quarterly Comparisons

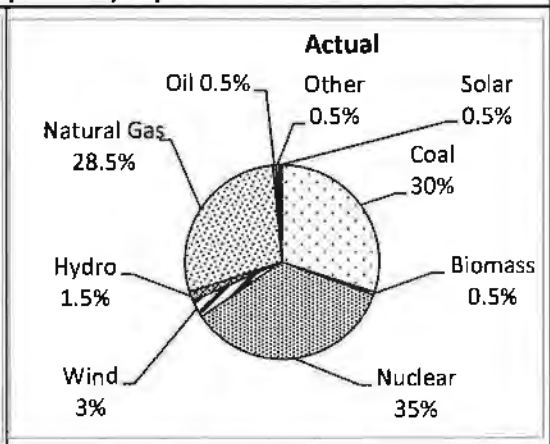
Indra Energy

Projected Data for the 2018 Calendar Year

Actual Data for the Period 01/01/18 to 6/30/18

Generation Resource Mix -
A comparison between the sources of generation projected to be used to generate this product and the actual resources used during this period.





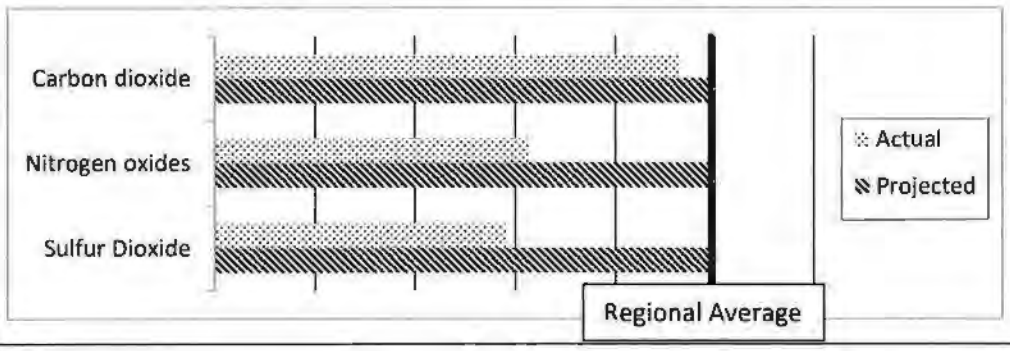
Environmental Characteristics–

A description of the characteristics associated with each possible generation resource.

Biomass Power	Air Emissions and Solid Waste
Coal Power	Air Emissions and Solid Waste
Hydro Power	Wildlife Impacts
Natural Gas Power	Air Emissions and Solid Waste
Nuclear Power	Radioactive Waste
Oil Power	Air Emissions and Solid Waste
Other Sources	Unknown Impacts
Solar Power	No Significant Impacts
Unknown Purchased Resources	Unknown Impacts
Wind Power	Wildlife Impacts

Air Emissions –

Product-specific projected and actual air emissions for this period compared to the regional average air emissions.



Radioactive Waste –

Radioactive waste associated with the product.

Type:	Quantity:	
High-Level Radioactive Waste	Unknown	Lbs./1,000 kWh
Low-Level Radioactive Waste	Unknown	Ft^3/1,000 kWh

With in-depth analysis, the environmental characteristics of any form of electric generation will reveal benefits as well as costs. For further information, contact Indra Energy at www.IndraEnergy.com or by phone at (888) 504-6372.

Indra Energy
1515 Market Street, Suite 1200
Philadelphia, PA, 19102

w: IndraEnergy.com
e: CustomerCare@IndraEnergy.com
toll free: 1 (888) 50-INDRA
1 (888) 504 6372

1/28/2019

[redacted]
Columbus, OH 43232

Thank you for choosing Indra Energy as your energy supplier!

This letter is confirming your selection of Indra Energy as your **electricity** supplier and this package contains a copy of the *Terms and Conditions* of your service with Indra Energy.

We are currently processing your enrollment

Your enrollment will be sent to **AEP**. You will receive a confirmation notice from **AEP** confirming your selection of Indra Energy as your **electricity** supplier. Your service will begin with your first meter read by your utility after your enrollment is accepted, which may take up to 1-2 billing cycles. If you decide to rescind your enrollment request, per Ohio state regulations, you must contact your utility to do so.

If, for any reason, we are unable to enroll your account we will be sure to contact you to resolve the issue.

Below is a summary of your service account with Indra Energy:

Utility Account Number [redacted]
Rate Plan: **Introductory Rate of $0.05200/kWh for the first two billing cycles, and a variable rate thereafter. To access future variable pricing information, updated monthly, visit Indra's website at https://IndraEnergy.com/ohio/ohio-variable-rates/.**
Cancellation Fees: **None.**
Budget Billing: **Available upon request.**
Renewable Energy Product Information: **One hundred percent (100%) of your electricity usage will be matched with renewable energy credits (RECs), generated from renewable or alternative energy sources in the United States.**

Your feedback is important to us!

You may receive a phone call from us to obtain your feedback regarding your enrollment experience.
If not, we'd love to hear from you, so please call us at the number below.

Questions?

If you have any questions, please feel free to contact us at 888-504-6372 weekdays 8:00 am to 7:00 pm or email us at *CustomerCare@IndraEnergy.com*.

Thank you again for choosing us as your energy supplier!

Sincerely,

Indra Energy Customer Care

PS. Learn how to refer friends for rewards! Visit IndraEnergyRewards.com

OHIO TERMS AND CONDITIONS

INTRODUCTION. This is an agreement, together with your Confirmation Letter, and any and all Renewal Notices (if applicable) (collectively, the "Agreement"), between Indra Energy ("Indra") and you for natural gas supply service and/or electric supply service at each of the account service addresses listed in your Confirmation Letter (or in an addendum). You agree to authorize a switch of your natural gas and/or electric supply service to Indra and to purchase all the natural gas and/or electricity required to service each of the accounts listed in your Confirmation Letter (or listed in an addendum) at a price as described in this Agreement.

ACKNOWLEDGEMENT. You acknowledge as follows: **(A)** Any Indra sales representative with whom you have spoken represents Indra and is not from your utility or affiliated with your utility. **(B)** You are the named customer on each of the account(s) listed above (or in any addendum), or you are the spouse of the named customer on such account(s), or you are over 18 years old and authorized to make decisions concerning such account(s). **(C)** Indra will not charge you a fee to switch to Indra as your natural gas and/or electric supplier. **(D)** Your utility (ies) will continue to deliver your gas and/or electricity and send you your natural gas and/or electricity bills, which will contain both your utility's charges and Indra's charges. **(E)** Indra does not guarantee savings or promise rates lower than your utility (ies). **(F)** Your incumbent natural gas and/or electric utility may charge you switching fees. **(G)** There are no cancellation fees under this Agreement. **(H)** You are not currently approved for or enrolled in PIPP and/or any other such utility arrearage crediting program.

CONFIRMATION NOTICE, YOUR RIGHT OF RESCISSION. YOU WILL RECEIVE A WRITTEN CONFIRMATION NOTICE FROM YOUR NATURAL GAS AND/OR ELECTRIC UTILITY (IES) OF THE TRANSFER OF YOUR NATURAL GAS AND/OR ELECTRIC SUPPLY SERVICE TO INDRA AND ADVISING YOU OF YOUR RIGHT TO RESCIND YOUR ENROLLMENT WITH INDRA. FOR GAS SUPPLY SERVICE, YOU HAVE 7 BUSINESS DAYS FROM THE DATE OF THE POSTMARK OF THAT NOTICE DURING WHICH YOU MAY RESCIND THIS AGREEMENT AND YOUR NATURAL GAS ENROLLMENT WITH INDRA WITHOUT PENALTY BY CONTACTING YOUR GAS UTILITY (ORALLY OR IN WRITING). FOR ELECTRIC SUPPLY SERVICE, YOU HAVE 7 DAYS FROM THE DATE OF THE POSTMARK OF THAT NOTICE DURING WHICH YOU MAY RESCIND THIS AGREEMENT AND YOUR ELECTRIC ENROLLMENT WITH INDRA WITHOUT PENALTY BY CONTACTING YOUR ELECTRIC UTILITY (ORALLY, ELECTRONICALLY, OR IN WRITING).

LENGTH OF AGREEMENT AND TERMINATION. This Agreement will begin when your local utility switches your account to Indra. For Variable Price natural gas and/or electric supply service, this Agreement will continue on a month-to-month basis. For Fixed Price natural gas and/or electric supply service, this Agreement will continue for the period of time set forth in your Confirmation Letter. If Indra decides to terminate as provided in this Agreement, it shall provide advance notice to you in writing to your Service Address (es). You may terminate this Agreement at any time by: (a) calling (888) 504-6372; (b) sending a letter to 1515 Market Street, Suite 1200, Philadelphia, PA 19102; or (c) emailing CustomerCare@IndraEnergy.com. Upon termination as provided in this Agreement, you will be returned to your utility's standard service or you may choose another supplier. In any case in which your natural gas and/or electric supply service with Indra is terminated as provided in this Agreement, you will remain obligated to pay for the natural gas and/or electric supply service provided by Indra prior to the effective date of the termination. The effective date of termination will be determined by your utility. Your natural gas and/or electric supply service from Indra will terminate automatically without penalty to you if any of the following occurs: (a) your Service Address(es) is not served or no longer served by your utility; (b) you move outside your utility's service area or to an area not served by Indra; or (c) Indra returns you to your utility's applicable tariff service pursuant to the terms of this Agreement. You may also cancel your natural gas and/or electric supply service with Indra without penalty if you relocate your Service Address(es): (a) outside of the service territory of your gas and/or electric utility(ies); (b) within the service territory of your gas and/or electric utility(ies) if your utility does not permit you to transfer your Indra contract to your new Service Address(es); or (c) to an area where Indra charges a different price for natural gas and/or electric supply service. If you voluntarily return or switch back to your natural gas and/or electric utility after choosing Indra, you may not be served under the same rates, terms, and conditions as those available to other customers served by your natural gas and/or electric utility.

PRICING.

Natural Gas and/or Electric Introductory or Initial Price (when applicable): You will pay an Introductory/Initial Price as set forth in your Confirmation Letter for the time period set forth in your Confirmation Letter, and thereafter, your price for natural gas and/or electric supply service will automatically become for the length of this Agreement either a Variable or Fixed price as described herein and as stated in your Confirmation Letter.

Natural Gas and/or Electric Fixed Price (when applicable): You will pay a Fixed Price as set forth in your Confirmation Letter for the fixed term indicated in your Confirmation Letter. Before the end of your fixed term, Indra will send you a notice with your contract renewal and pricing options.

Natural Gas Variable Price (when applicable): You will pay a Variable Price for natural gas supply service that may vary from month to month as determined by Indra in its sole discretion, based on the wholesale cost of natural gas to the Delivery Point, administrative and regulatory compliance costs, supply and agency functions that Indra performs for you, and other prevailing business considerations and market conditions, plus Indra's costs, expenses and margins. This list of factors is not exhaustive and no single factor will determine the rate.

Electric Variable Price (when applicable): You will pay a variable rate for electric supply service that may vary from month to month as determined by Indra based on the wholesale market prices acquired for energy, any supply and agency functions that Indra performs for you, line loss, certain transmission, capacity, ancillary, administrative and regulatory compliance costs incurred by Indra, alternative and renewable energy requirements, market conditions, expenses and margins.

Natural Gas and/or Electric Supply Price Disclosures: There is no limit on how much the Variable Price of your natural gas

and/or electric supply service may change from one billing cycle to the next and your Variable Price may be higher or lower than your utility's standard offer service rate in any given month. Indra does not guarantee savings in any month or for the entire length of this Agreement. Indra's current and historical prices are not an indicator of future prices. You can access future variable pricing information, updated monthly, by visiting Indra's website at https://IndraEnergy.com/ohio/ohio-variable-rates/ or by calling (888) 504-6372.

Other Charges: You are also responsible for paying and reimbursing Indra for all applicable taxes, and other government fees, assessments, and charges, however designated, relating to the natural gas and/or electric supply service provided under this Agreement. This may include, but shall not be limited to, utility taxes, gross receipts taxes, and sales or use taxes imposed on Indra and/or you by federal, state, and/or local authorities. If you are tax exempt, you must furnish Indra an exemption certificate before service commences. This Agreement does not include utility transportation, delivery, or other charges that your gas or electric utility charges you for those services.

NO EARLY TERMINATION FEE. If you terminate this Agreement prior to the expiration of the term, you will not be subject to any early termination fees.

FIXED TERM AUTOMATIC RENEWAL. At least forty-five (45) days before the expiration of your Fixed Term, Indra will provide written notice to you of the Agreement's renewal ("Renewal Notice"). The Renewal Notice will set forth the proposed renewal option(s), including any applicable information required by the Commission. If you do not respond to the Renewal Notice or otherwise terminate this Agreement by notifying Indra in accordance with the Termination section herein, then your Agreement will automatically renew at the rate then in effect in accordance with the terms set forth in the Renewal Notice. **Indra can renew this Agreement without your affirmative consent even when there is a change in the rate or other terms and conditions.**

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contacted at 1-877-742-5622 (toll free) from 8 a.m. to 5 p.m. weekdays, or at www.pickocc.org.

ELECTRONIC COMMUNICATION. Unless otherwise required by law, if you provide Indra with your email address, you agree that Indra may transmit to you all notices and other communications, including those required in this Agreement, electronically to the email address provided by you. You shall be responsible for notifying Indra of any change in email address and/or any withdrawal of your consent to electronic communications. Notices transmitted to you via email will be deemed to have been received if transmitted to you at the email address provided to Indra by you.

FORCE MAJEURE. Neither Indra nor you will be liable for a breach of this Agreement if such breach is due to a force majeure event. A "force majeure event" means a material, unavoidable occurrence beyond a party's control, such as a fire, act of god or public enemy, labor strike, lockout or other industrial disturbance, act of terrorism, government action, utility action, storm, hurricane, flood, explosion, shortage or unavailability of transmission facilities, and other events that cannot be prevented or overcome by ordinary due diligence. A force majeure event does not include an inability to pay any amount owing under this Agreement.

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NO WARRANTIES. INDRA ENERGY MAKES ANY WARRANTIES, AFFIRMATIONS OF FACT, OR PROMISES, EXPRESS OR IMPLIED, THAT EXTEND BEYOND THE FACE OF THIS AGREEMENT, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

APPLICABLE LAWS, ETC. This Agreement is subject to all applicable Federal, state, and local laws, and the orders, rules, and regulations of governmental agencies having jurisdiction over the subject matter of this Agreement, including, without limitation, the Public Utilities Commission of Ohio. THIS AGREEMENT WILL BE GOVERNED AND CONSTRUED IN ACCORDANCE WITH OHIO LAW, WITHOUT REGARD TO PRINCIPLES RELATING TO CONFLICTS OF LAW.

AGREEMENT DETAILS. Our full, legal name is Palmco Power OH, LLC dba Indra Energy for electric supply service and Palmco Energy OH, LLC dba Indra Energy for natural gas supply service, but we have used "we", "us", "our" or "Indra Energy" to refer to ourselves for the purposes of this Agreement. We use "you" or "your" to refer to you, the customer.

MISCELLANEOUS. Indra assumes no responsibility or liability for the following items that are the responsibility of the utility (ies): operation and maintenance of the utility's natural gas and/or electrical system, any interruption of service, termination of service, and deterioration of the utility's service. This Agreement is the entire understanding between you and Indra with respect to the subject matter hereof and there are no promises, covenants, or undertakings other than those expressly set forth in this Agreement. Indra will not make a material change to the terms of this Agreement without first obtaining your consent in writing or through third party verification (TPV), except if due a change in market conditions, Indra wishes lower the price (per ccf or mcf or kilowatt-hour as applicable) charged under this Agreement and no other terms and conditions are changed. You may not assign this Agreement without Indra's prior written consent. Indra may sell, transfer, pledge, or assign the accounts, revenues, or proceeds hereof, in connection with any financial agreement and may assign this Agreement to another energy supplier, energy services company or other entity in accordance with the rules and procedures of the PUCO, if any, governing such transactions. This Agreement will inure to and be binding upon the successors and assignees of the parties hereto. No delay or failure by either you or Indra to exercise any right or remedy to which either party may be entitled to herein will constitute a waiver of that right or remedy.

EMERGENCIES. IN THE EVENT OF A GAS OR ELECTRICITY-RELATED EMERGENCY, SUCH AS A GAS OR ELECTRIC OUTAGE OR GAS LEAK, YOU SHOULD IMMEDIATELY CONTACT YOUR LOCAL UTILITY.

V.E.18-12.01

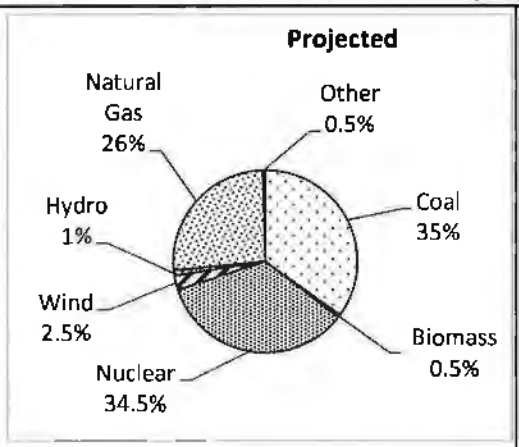
Environmental Disclosure Information – Quarterly Comparisons

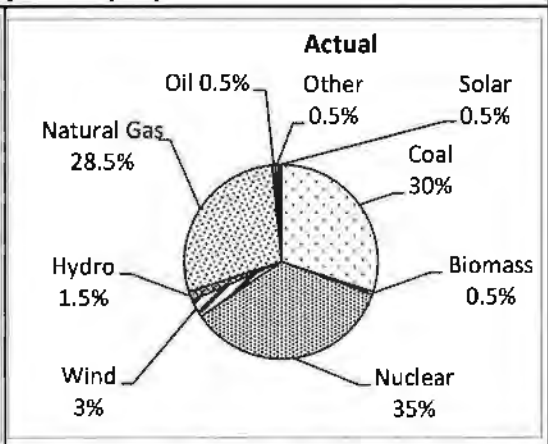
Indra Energy

Projected Data for the 2018 Calendar Year

Actual Data for the Period 01/01/18 to 6/30/18

Generation Resource Mix -
A comparison between the sources of generation projected to be used to generate this product and the actual resources used during this period.





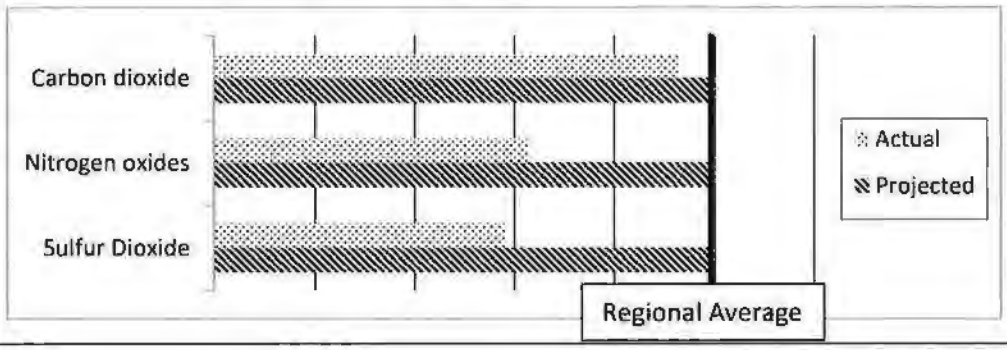
Environmental Characteristics–

A description of the characteristics associated with each possible generation resource.

Biomass Power	Air Emissions and Solid Waste
Coal Power	Air Emissions and Solid Waste
Hydro Power	Wildlife Impacts
Natural Gas Power	Air Emissions and Solid Waste
Nuclear Power	Radioactive Waste
Oil Power	Air Emissions and Solid Waste
Other Sources	Unknown Impacts
Solar Power	No Significant Impacts
Unknown Purchased Resources	Unknown Impacts
Wind Power	Wildlife Impacts

Air Emissions –

Product-specific projected and actual air emissions for this period compared to the regional average air emissions.



Radioactive Waste –

Radioactive waste associated with the product.

Type:	Quantity:	
High-Level Radioactive Waste	Unknown	Lbs./1,000 kWh
Low-Level Radioactive Waste	Unknown	Ft^3/1,000 kWh

With in-depth analysis, the environmental characteristics of any form of electric generation will reveal benefits as well as costs. For further information, contact Indra Energy at www.IndraEnergy.com or by phone at (888) 504-6372.

Cheryl Smith

From: Mariner Taft <contactthepuco@puc.state.oh.us>
Sent: Tuesday, May 28, 2019 10:48 AM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00507584 [ref:_00Dt0GzXt._500t0J1O2h:ref]

Ohio | Public Utilities Commission

Initial Submission of a Consumer Complaint
Provider of Electric
Please Respond Within 3 Business Days

CASE ID: 00507584
COMPANY:
CUSTOMER: [redacted]
ADDRESS: [redacted] Columbus, Ohio 43223
SERVICE ADDRESS: [redacted] Columbus, Ohio 43232
AIQ: Palmco Power OH LLC
SERVICE ACCOUNT NUMBER: [redacted]
NIQ:
Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:
The customer calls for her mother who was hospitalized from November 2018 to April 2019. The caller states the custoemr was enrolled by Indra in January 2019 and is concerned that a Indra rep took the customer's mail to enroll the customer.
Please provide the tpv, sales call and welcome letter with terms and conditions of the contract for review. The caller states the customer is billed 9cts/kwh and not the 5cts/kwh by the company. Work to provide a adjustment on the disputed billings.
Sincerely,
Mariner Taft
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)

www.PUCO.ohio.gov
This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:_00Dt0GzXt._500t0J1O2h:ref

Orpheus Craigue

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Friday, January 4, 2019 1:58 PM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00244430 [ref:_00Dt0GzXt._500t0ECrzA:ref]

Ohio | Public Utilities Commission

Initial Submission of a Consumer Complaint
Marketer of Natural Gas
Please Respond Within 3 Business Days

CASE ID: 00244430
COMPANY: [redacted]
CUSTOMER [redacted]
ADDRESS: [redacted] Kirtland, Ohio 44094
SERVICE ADDRESS: [redacted]
[redacted], Willoughby, OH 44094
AIQ: Palmco Energy OH LLC
SERVICE ACCOUNT NUMBER: [redacted]
NIQ: [redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)

DESCRIPTION OF ISSUE:
Misleading information complaint.

Customer email:
A young man named "Donte" came by and actually raised my gas rate! (Confirmation [redacted] He also did not explain to me it will go to a variable rate after just 2 months. Also, I found out we are in a "no soliciting" area, and he should not have been here. In addition, I would have gotten an early termination fee from my current supplier! He did not check into that for me. I am a senior and I was taken advantage of.

PUCO Question(s):
How and when was this customer signed up? Who agreed to the contract? How much was the term rate? Fixed or variable? Please provide a copy of the contract,

call script, recorded call with the customer and marketer and TPV.

Sincerely,

Kelly Mabra
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0ECrzA:ref

William Schaaf

From:	William Schaaf
Sent:	Tuesday, January 8, 2019 5:17 PM
To:	PUCO Consumer Call Center
Cc:	Indra Energy Compliance
Subject:	RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00244430 [ref:_00Dt0GzXt._500t0ECrzA:ref]
Attachments:	PUCO-00244430-[redacted]TPV.MP3; PUCO-00244430-[redacted]-Electric Confirmation Pack.pdf; PUCO-00244430-[redacted]-Gas Confirmation Pack.pdf; Final Indra D2D Master Sales Script.pdf

Hello Kelly and the PUCO,

Regarding Case # 00244430,[redacted]

On 12/17/18, Ms. [redacted] completed the attached TPV recording to enroll her gas and electric accounts in Indra's service, as the result of a door-to-door solicitation. Confirmation packages were then sent to the customer detailing the terms of service. Ms. [redacted] agreed to enroll in a variable rate product for her gas and electric accounts, which included an introductory rate for the first two billing cycles. During the TPV recording, she agreed to the following terms: *"Indra will be selling you gas at the introductory price of $4.20 per Mcf for your first two bills"* and *"Indra will be selling you electricity at the introductory price of 5.2 cents per kWh for your first two bills."* Based on what we see, both of these offers were below the Price To Compare available to Dominion and Illuminating Company customers at the time of enrollment. The customer also agreed to the pricing terms that *"beginning with the third bill, the price you pay... may vary from month to month... and may be higher or lower than the utility's price in any given month. There are no guaranteed savings."*

We received an inbound drop transaction for Ms. [redacted] electric account on 12/31/18, which was processed without penalty. We also received an inbound enrollment rejection for Ms. [redacted] gas account on 1/1/19, indicating that the order had been cancelled. As a result, the customer's accounts will not receive Indra's supply service, and no termination fees were issued for cancellation.

Upon receiving this complaint, we obtained a statement from the sales agent responsible for this enrollment. The agent stated that all aspects of the enrollment and service offer were properly explained to the customer before she completed the TPV recording. The agent also stated that he followed scripting guidelines and protocol regarding early termination fees when speaking with the customer (our D2D scripting guidelines are attached), and that he did not see a current supplier on the customer's bill (and even so would not have been able to provide the customer with specific details about an ETF she might have with an incumbent supplier). Lastly, the agent did not recall seeing any "no soliciting" signs posted on the customer's premises.

The agent in question has sold on Indra's behalf since October 2018. During that time he has helped customers enroll more than 100 accounts in Indra's service, and hasn't had similar allegations raised against him. The agent has a good track record overall and we're confident in his abilities to properly pitch Indra's service to potential customers. Considering that, we believe this may simply be a case of the customer changing her mind and regretting having enrolled with a new supplier after realizing she had an early termination fee with her incumbent supplier. Regardless of that, we take these allegations seriously and will be increasing our review of the agent's production to ensure that no problematic behavior is identified.

Please let us know if we can be of any further assistance.

Thank you.

William Schaaf – Lead Compliance Investigator

1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427

www.IndraEnergy.com

From: PUCO Consumer Call Center [mailto:contactthepuco@puc.state.oh.us]
Sent: Tuesday, January 8, 2019 10:43 AM
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00244430 [ref:_00Dt0GzXt._500t0ECrzA:ref]

Second Submission of a Consumer Complaint

Marketer of Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00244430

COMPANY:

CUSTOMER: [redacted]

ADDRESS: [redacted] Kirtland, Ohio 44094

SERVICE ADDRESS: [redacted]
[redacted] Willoughby, OH 44094

AIQ: Palmco Energy OH LLC

SERVICE ACCOUNT NUMBER: [redacted]

NIQ: [redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)

DESCRIPTION OF ISSUE:
Misleading information complaint.

Customer email:
A young man named "Donte" came by and actually raised my gas rate! (Confirmatior[redacted]He also did not explain to me it will go to a variable rate after just 2 months. Also, I found out we are in a "no soliciting" area, and he should not have been here. In addition, I would have gotten an early termination fee from my current supplier! He did not check into that for me. I am a senior and I was taken advantage of.

PUCO Question(s):
How and when was this customer signed up? Who agreed to the contract? How much was the term rate? Fixed or variable? Please provide a copy of the contract, call script, recorded call with the customer and marketer and TPV.

Sincerely,

Kelly Mabra

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0ECrzA:ref

Orpheus Craigue

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Tuesday, March 5, 2019 4:46 PM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256628 [ref:_00Dt0GzXt._500t0FMz8h:ref]

Ohio | Public Utilities Commission

Initial Submission of a Consumer Complaint
Marketer of Natural Gas
Please Respond Within 3 Business Days

CASE ID: 00256628
COMPANY:
CUSTOMER: [redacted]
ADDRESS: [redacted], Ohio 44128
SERVICE ADDRESS: [redacted] Cleveland, Ohio 44128
AIQ: Palmco Energy OH LLC
SERVICE ACCOUNT NUMBER:
NIQ [redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)

DESCRIPTION OF ISSUE:
She was billed $17.36 per Mcf and she does not know how she even became involved with Indra. Her bill was $436.00. However, she does remember speaking to Palmco last year and agreeing, but not for this rate.

I advised her that I will reach out to the company based on the rate being so outrages and that Palmco is dba Indra.

PUCO Question(s):
How and when was this customer signed up? Who agreed to the contract? How much was the term rate? Fixed or variable? If applicable, when was the reminder sent to address regarding the contract end date? Please provide a copy of the contract, call script, recorded call with the customer and marketer and TPV.

Sincerely,

Kelly Mabra
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FMz8h:ref

William Schaaf

From: William Schaaf
Sent: Monday, March 11, 2019 9:54 AM
To: PUCO Consumer Call Center
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256628 [ref:_00Dt0GzXt._500t0FMz8h:ref]
Attachments: [redacted] Web Enrollment Confirmation.pdf; [redacted] Confirmation Pack.pdf; Indra Postcard.pdf

Hello Kelly and the PUCO,

Regarding Case # 00256628, [redacted]

Ms. [redacted] enrolled her gas account in Palmco's variable rate plan on 3/5/18, upon completion of an online enrollment. We've attached the web enrollment confirmation email, as well as the confirmation package mailed to the customer detailing the terms of service. Palmco began servicing the customer's account on 3/26/18.

Gas Plan: Variable. This included a two-month introductory rate of $2.40 per Mcf, after which the rate would vary month-to-month.

Palmco began conducting business under its trade name, Indra Energy, in October 2018. We're attaching a copy of the postcard mailed to the customer informing her of this brand name change.

On 3/4/19, Ms. [redacted] contacted our Customer Service line and requested to cancel her service with Indra. An outbound drop was processed, and the customer's utility (DEO) established an estimated service end date of 3/29/19. No termination fees were issued for cancellation.

In the interest of customer satisfaction and to provide the customer with the effect of an expedited return to her utility's standard offer, we are willing to rerate the customer's most recent variable gas bill to the rate we have on file for her gas utility, and will also adjust the customer's final bill, once it is rendered. We've included a chart below detailing our calculations for this adjustment, which amounts to $360.95 for the billing cycle of 1/25/19 – 2/25/19.

Begin Date	End Date	Billed Usage	Supply Charge (with tax)	ReRate To:	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
1/25/2019	2/25/2019	233	$436.95	$0.3020	$70.37	$5.63	$76.00	**$360.95**

Let us know if we can be of any further assistance. Thank you.

William Schaaf – Asst. Compliance Officer
1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427
www.IndraEnergy.com

From: PUCO Consumer Call Center [mailto:contactthepuco@puc.state.oh.us]
Sent: Friday, March 8, 2019 12:47 PM
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256628 [ref:_00Dt0GzXt._500t0FMz8h:ref]

Second Submission of a Consumer Complaint

Marketer of Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00256628

COMPANY:

CUSTOMER: [redacted]

ADDRESS: [redacted] Cleveland, Ohio 44128

SERVICE ADDRESS: [redacted] Cleveland, Ohio 44128

AIQ: Palmco Energy OH LLC

SERVICE ACCOUNT NUMBER:

NIQ: [redacted]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)

DESCRIPTION OF ISSUE:

She was billed $17.36 per Mcf and she does not know how she even became involved with Indra. Her bill was $436.00. However, she does remember speaking to Palmco last year and agreeing, but not for this rate.

I advised her that I will reach out to the company based on the rate being so outrages and that Palmco is dba Indra.

PUCO Question(s):

How and when was this customer signed up? Who agreed to the contract? How much was the term rate? Fixed or variable? If applicable, when was the reminder sent to address regarding the contract end date? Please provide a copy of the contract, call script, recorded call with the customer and marketer and TPV.

Sincerely,

Kelly Mabra

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

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This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

10/10/2019 12:28:51 PM

in

Case No(s). 19-0957-GE-COI

Summary: Exhibit Ex. 7 Part 22 Filed by the Office of the Ohio Consumers' Counsel electronically filed by Ms. Deb J. Bingham on behalf of Etter, Terry L.