

Orpheus Craigue

From: Darita Patterson <contactthepuco@puc.state.oh.us>
Sent: Monday, March 4, 2019 9:43 AM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256381 [ref_00Dt0GzXt_500t0FMoRe:ref]



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

CASE ID: 00256381

COMPANY: [REDACTED]

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Cleveland, Ohio 44144

SERVICE ADDRESS: [REDACTED] Cleveland, Ohio 44144

AIQ: Palmco Power OH LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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DESCRIPTION OF ISSUE:

Caller says a door to door rep from Palmco/Indra 'slammed' both his electric & gas accts. Indras rate for the gas is currently 7.98/Mcf, which is almost 3 times DEO's current rate!

- Please provide enrollment documentation/TPV and the contract terms.
- Please explain the outrageous rate the customer is being billed.
- Please cancel immediately and provide drop date.
- Please provide full resolution including any credit to adjust the rate.

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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Orpheus Craigue

From: Darita Patterson <contactthepuco@puc.state.oh.us>
Sent: Monday, March 4, 2019 9:51 AM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256384 [ref_00Dt0GzXt_500t0FMoVY:ref]



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

CASE ID: 00256384
COMPANY: [REDACTED]
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Cleveland, Ohio 44144
SERVICE ADDRESS: [REDACTED] Cleveland, Ohio 44144
AIQ: Palmco Energy OH LLC
SERVICE ACCOUNT NUMBER: [REDACTED]
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William Schaaf

From: William Schaaf
Sent: Thursday, March 7, 2019 12:51 PM
To: Darita Patterson
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256381 [ref:_00Dt0GzXt_, 500t0EMoRe:ref]
Attachments: [REDACTED] TPV.MP3; [REDACTED] Agreement.pdf; [REDACTED] Confirmation Pack-Gas.pdf; [REDACTED] Confirmation Pack-Electric.pdf; Indra Postcard.pdf

Hello Darita and the PUCO,

Regarding Case # 00256381 & 00256384 [REDACTED]

Mr. [REDACTED] gas and electric accounts were enrolled in Palmco's service on 9/19/18, upon completion of the attached TPV recording and signed agreement. We've also attached the confirmation packages sent to the customer detailing the terms of service. Shortly after receiving his enrollment, we contacted the customer to gauge the quality of his sales experience; the customer confirmed his enrollment and did not express any concerns with his sales experience. The customer's gas and electric accounts began receiving our supply on 10/10/18 and 10/18/18, respectively.

Gas Plan: Variable. This included a two-month introductory rate of \$2.60 per Mcf, after which the rate would vary month-to-month.

Electric Plan: Variable. This included a two-month introductory rate of \$0.0520 per kWh, after which rate would vary month-to-month.

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The customer was billed according to the terms which he agreed to when he completed a signed agreement and TPV recording to confirm his acceptance and understanding of Palmco's variable terms, and was also provided with a confirmation packet that included our Terms and Conditions, which provide additional information and pricing disclosures regarding our variable products.

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Begin Date	End Date	Billed Usage	Supply Charge	ReRate To:	ReRate Total	Amt Due Customer
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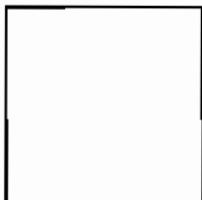
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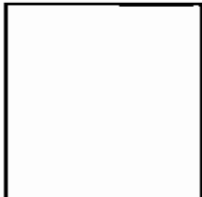
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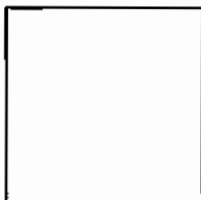
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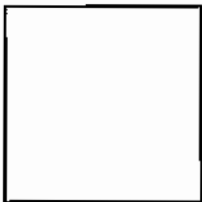
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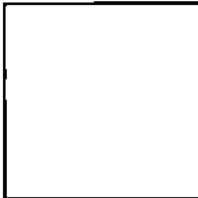
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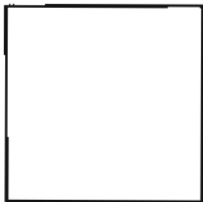
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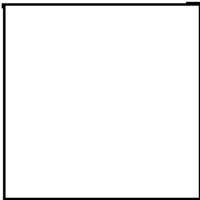
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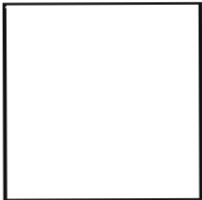
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(800) 686-PUCO (7826)

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,_500t0FMoVY:ref

Orpheus Craigue

From: Alfred Thompson <contactthepuco@puc.state.oh.us>
Sent: Thursday, February 28, 2019 3:22 PM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255548 [ref:_00Dt0GzXt_500t0FMTHm:ref]



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

CASE ID: 00255548

COMPANY:

CUSTOMER:

ADDRESS: Dayton, Ohio 45419

SERVICE ADDRESS: Dayton, Ohio 45419

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:

Good afternoon,

Customer is questioning his gas and electric enrollment with Indra. He feels like he was quoted different rates than what he actually ended up receiving.

Please review and advise:

1. Can you provide a copy of the third party verification and enrollment confirmation for this customer?
2. What are the terms and conditions of his plan with Indra?

3. Has customer called to cancel service with Indra?

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

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._500t0FMTHm:ref

Orpheus Craigue

From: Orpheus Craigue
Sent: Wednesday, March 6, 2019 4:44 PM
To: Alfred Thompson
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255548 [ref:_00Dt0GzXt_500t0FMTHm:ref]
Attachments: [REDACTED].TPV.mp3; [REDACTED] Confirmation Pack Electric.pdf; [REDACTED] - Confirmation Pack Gas.pdf; [REDACTED] Confirmation Pack Electric.pdf; [REDACTED] - Confirmation Pack Gas.pdf
Categories: PUCO Complaint

Good afternoon Alfred,

Following up here, I'm reattaching the TPV recording and signed agreement from this customer's electric and gas enrollment 10/30/2018. Also attaching the confirmation packets mailed out for each account. For reference, briefly detailing the customer's rate plans here:

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

Electric Plan: 100%-Green 25-Month Two-Phase Fixed Plan, including 5.3 cents for the initial month, followed by 8.4 cents for the remaining 24 months.

The customer cancelled his accounts when he reached out to our Customer Service line on 2/26/2019. No ETFs were issued, and the customer's end date for gas is 3/20/2019. We attempted to follow up with the customer over the next couple days about an adjustment we were issuing, but were unsuccessful in reaching him. We're detailing the adjustment we issued below; we will plan on issuing a similar adjustment once the customer's final bill is rendered, providing the customer with the financial effect of being returned to Columbia's standard offer 1/19/2019.

Begin Date	End Date	Billed Usage	Supply Charge (with tax)	ReRate To:	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
1/19/19	2/18/19	119	\$ 162.40	0.40265	47.92	3.59	51.51	\$ 110.89

If you need anything else, please 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: Orpheus Craigue
Sent: Tuesday, March 5, 2019 19:42
To: Alfred Thompson <contactthepuco@puc.state.oh.us>
Cc: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255548 [ref:_00Dt0GzXt_500t0FMTHm:ref]

Hello Alfred,

We're attaching the signed agreement and TPV recording from this enrollment. The customer had reached out to our Customer Service line on 2/26/2019 in order to cancel his accounts. We are still working on putting together a complete response to this customer's complaint and will follow up 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: Alfred Thompson <contactthepuco@puc.state.oh.us>

Sent: Thursday, February 28, 2019 15:22

To: Indra Energy Compliance <Compliance@indraenergy.com>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255548 [ref: _00Dt0GzXt._S00t0FMTHm:ref]



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

CASE ID: 00255548

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Dayton, Ohio 45419

SERVICE ADDRESS: [REDACTED] Dayton, Ohio 45419

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:

Good afternoon,

Customer is questioning his gas and electric enrollment with Indra. He feels like he was quoted different rates than what he actually ended up receiving.

Please review and advise:

1. Can you provide a copy of the third party verification and enrollment confirmation for this customer?
2. What are the terms and conditions of his plan with Indra?
3. Has customer called to cancel service with Indra?

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._500t0FMTHm:ref

Sariah Brinker

From: William Schaaf
Sent: Friday, April 19, 2019 8:57 AM
To: PUCO Consumer Call Center
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255548 [ref:_00Dt0GzXt_500t0FMTHm:ref]

Hello Alfred,

We've calculated the rerate for the customer's final gas bill, detailed below. An additional adjustment of \$110.55 is being sent to the customer's gas 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
2/18/2019	3/19/2019	91	\$148.95	\$0.3925	\$35.72	\$2.68	\$38.40	\$110.55

William Schaaf – Asst. Compliance Officer



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

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Friday, April 19, 2019 8:22 AM
To: Orpheus Craigie <ocraigie@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255548 [ref:_00Dt0GzXt_500t0FMTHm:ref]

Good Morning Orpheus,

Has the gas account refund been calculated yet?

Thanks,

Alfred

----- Original Message -----

From: Orpheus Craigie [ocraigie@indraenergy.com]
Sent: 3/6/2019 4:44 PM
To: contactthepuco@puco.ohio.gov
Cc: compliance@indraenergy.com

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255548 [ref:_00Dt0GzXt._500t0FMTHm:ref]

Good afternoon Alfred,

Following up here, I'm reattaching the TPV recording and signed agreement from this customer's electric and gas enrollment 10/30/2018. Also attaching the confirmation packets mailed out for each account. For reference, briefly detailing the customer's rate plans here:

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

Electric Plan: 100%-Green 25-Month Two-Phase Fixed Plan, including 5.3 cents for the initial month, followed by 8.4 cents for the remaining 24 months.

The customer cancelled his accounts when he reached out to our Customer Service line on 2/26/2019. No ETFs were issued, and the customer's end date for gas is 3/20/2019. We attempted to follow up with the customer over the next couple days about an adjustment we were issuing, but were unsuccessful in reaching him. We're detailing the adjustment we issued below; we will plan on issuing a similar adjustment once the customer's final bill is rendered, providing the customer with the financial effect of being returned to Columbia's standard offer 1/19/2019.

Begin Date	End Date	Billed Usage	Supply Charge (with tax)	ReRate To:	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
1/19/19	2/18/19	119	\$ 162.40	0.40265	47.92	3.59	51.51	\$ 110.89

If you need anything else, please 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: Orpheus Craigue
Sent: Tuesday, March 5, 2019 19:42
To: Alfred Thompson <contactthepuco@puc.state.oh.us>
Cc: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255548 [ref:_00Dt0GzXt._500t0FMTHm:ref]

Hello Alfred,

We're attaching the signed agreement and TPV recording from this enrollment. The customer had reached out to our Customer Service line on 2/26/2019 in order to cancel his accounts. We are still working on putting together a complete response to this customer's complaint and will follow up 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: Alfred Thompson<contactthepuco@puc.state.oh.us>
Sent: Thursday, February 28, 2019 15:22
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255548 [ref:_00Dt0GzXt._500t0FMTHm:ref]



Initial Submission of a Consumer Complaint

Marketer of Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00255548

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS [REDACTED] Dayton, Ohio 45419

SERVICE ADDRESS [REDACTED] Dayton, Ohio 45419

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:

Good afternoon,

Customer is questioning his gas and electric enrollment with Indra. He feels like he was quoted different rates than what he actually ended up receiving.

Please review and advise:

1. Can you provide a copy of the third party verification and enrollment confirmation for this customer?
2. What are the terms and conditions of his plan with Indra?
3. Has customer called to cancel service with Indra?

Any additional information would be appreciated. Thank you.

Sincerely,

Alfred Thompson

Public Utilities Commission of Ohio

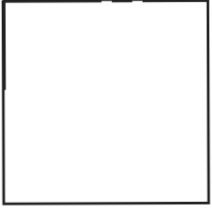
Service Monitoring and Enforcement Department

Customer Service Investigator

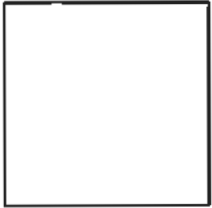
(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FMTHm:ref



Orpheus Crague

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Friday, March 8, 2019 4:02 PM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257681 [ref_00Dt0GzXt_500t0FNSt3:ref]



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

CASE ID: 00257681
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Akron, Ohio 44313
SERVICE ADDRESS: [REDACTED] Akron, Ohio 44313
AIQ: Palmco Energy OH LLC
SERVICE ACCOUNT NUMBER: [REDACTED]
[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,

Mr. [REDACTED] called the PUCO regarding his contract with Indra, the customer states he enrolled in a 3 month contract at 2.8 per mcf. The rate was correct for the first two billings and on the third the rate was 17.36 per mcf.

Please provide copies of:

- *The sales call 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

Please provide any additional information that may assist in investigation.

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._500t0FNSt3:ref

William Schaaf

From: William Schaaf
Sent: Friday, March 15, 2019 12:56 PM
To: PUCO Consumer Call Center
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257681 [ref:_00Dt0GzXt_500t0FNSt3:ref]
Attachments: [REDACTED] TPV.MP3 [REDACTED] Confirmation Pack.pdf [REDACTED] Sales Call 1.wav [REDACTED]
Sales Call 2.wav [REDACTED] Sales Call 3.wav [REDACTED] Sales Call 4.wav

Hello Maureen and the PUCO,

Regarding Case # 00257681, [REDACTED]

Mr. [REDACTED] enrolled his gas account in Indra's variable rate plan on 11/5/18, 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 11/21/18.

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 3/4/19, Mr. [REDACTED] contacted our Customer Service line regarding his bill, and he was advised that his account would be escalated for further review.

On 3/5/19, we received an inbound pending drop transaction, and the customer's utility (DEO) established an estimated service end date of 3/29/19. No termination fees were issued for cancellation.

After reviewing his account, our staff spoke with Mr. [REDACTED] again on 3/13/19. In the interest of customer satisfaction, we offered to rerate the customer's most recent bill to the rate we have on file for his utility, resulting in adjustment of \$333.89 for the billing cycle of 1/25/19 – 2/25/19. We've included a chart below detailing our calculations for this adjustment. The customer confirmed his acceptance of this offer. The customer's upcoming final bill will also be adjusted accordingly. This will ultimately provide the customer with the effect of having received Indra's introductory rate for his first two billing cycles, and then have returned to the 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
1/25/19	2/25/19	221	\$ 409.64	0.30200	66.74	4.50	71.25	\$ 338.39

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

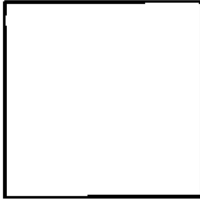
William Schaaf – Asst. Compliance Officer



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: Thursday, March 14, 2019 3:31 PM
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257681 [ref: _00Dt0GzXt._500t0FNSt3: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: 00257681

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

Akron, Ohio 44313

SERVICE ADDRESS: [REDACTED]

Akron, Ohio 44313

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. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

An initial complaint was sent to you on 3/8/2019. 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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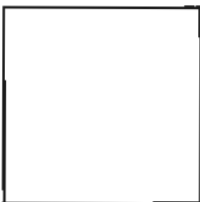
----- Original Message -----

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

Sent: 3/8/2019 4:02 PM

To: compliance@indraenergy.com

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257681 [
ref:_00Dt0GzXt_500t0FNSt3:ref]



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

CASE ID: 00257681
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Akron, Ohio 44313
SERVICE ADDRESS: [REDACTED] Akron, Ohio 44313
AIQ: Palmco Energy OH LLC
SERVICE ACCOUNT NUMBER: [REDACTED]
NTG: [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,

Mr. [REDACTED] called the PUCO regarding his contract with Indra, the customer states he enrolled in a 3 month contract at 2.8 per mcf. The rate was correct for the first two billings and on the third the rate was 17.36 per mcf.

Please provide copies of:

- *The sales call 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

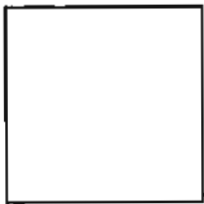
Please provide any additional information that may assist in investigation.

Sincerely,

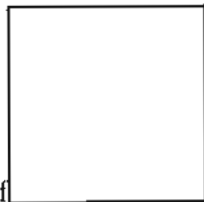
Maureen Harbolt

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._500t0FNSt3:ref



Sariah Brinker

From: William Schaaf
Sent: Monday, April 15, 2019 11:02 AM
To: PUCO Consumer Call Center
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257681 [ref:_00Dt0GzXt_500t0FNSt3:ref]

Good morning,

An adjustment of \$338.39, for the billing period of 1/25/19 – 2/25/19, has been sent to the customer's utility to be applied to the account. An additional adjustment of \$205.41, for the billing period of 2/25/19 – 3/26/19, is also being sent to the 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
2/25/2019	3/26/2019	176	\$260.36	\$0.2925	\$51.48	\$3.47	\$54.95	\$205.41

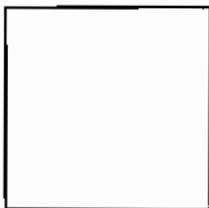
William Schaaf – Asst. Compliance Officer



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: Monday, April 15, 2019 10:13 AM
To: William Schaaf <wschaaf@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257681 [ref:_00Dt0GzXt_500t0FNSt3:ref]



**PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum**

CASE ID: 00257681

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Akron, Ohio 44313

SERVICE ADDRESS: [REDACTED] Akron, Ohio 44313

AIQ: Palmco Energy OH LLC

SERVICE ACCOUNT NUMBER: [REDACTED]
[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 a follow up regarding this case.

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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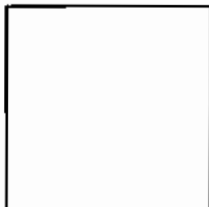
----- Original Message -----

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

Sent: 4/5/2019 8:50 AM

To: wschaaf@indraenergy.com

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257681 [ref:_00Dt0GzXt._500t0FNSt3:ref]



**PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum**

CASE ID: 00257681

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Akron, Ohio 44313

SERVICE ADDRESS: [REDACTED] Akron, Ohio 44313

AIQ: Palmco Energy OH LLC

SERVICE ACCOUNT NUMBER [REDACTED]
[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:

Good morning,

The customer has expressed concern that Dominion has informed him no re-rate has been received. The customer is also concerned with the last months rate of 13.858 per mcf.

Can you please provide a follow up regarding the customers concerns.

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: William Schaaf [wschaaf@indraenergy.com]

Sent: 3/15/2019 12:56 PM

To: contactthepuco@puco.ohio.gov

Cc: compliance@indraenergy.com

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257681 [ref:_00Dt0GzXt._500t0FNSt3:ref]

Hello Maureen and the PUCO,

Regarding Case # 00257681, [REDACTED]

Mr. [REDACTED] enrolled his gas account in Indra's variable rate plan on 11/5/18, 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 11/21/18.

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 3/4/19, Mr. [REDACTED] contacted our Customer Service line regarding his bill, and he was advised that his account would be escalated for further review.

On 3/5/19, we received an inbound pending drop transaction, and the customer's utility (DEO) established an estimated service end date of 3/29/19. No termination fees were issued for cancellation.

After reviewing his account, our staff spoke with Mr. [REDACTED] again on 3/13/19. In the interest of customer satisfaction, we offered to rerate the customer's most recent bill to the rate we have on file for his utility, resulting in adjustment of \$333.89 for the billing cycle of 1/25/19 – 2/25/19. We've included a chart below detailing our calculations for this adjustment. The customer confirmed his acceptance of this offer. The customer's upcoming final bill will also be adjusted accordingly. This will ultimately provide the customer with the effect of having received Indra's introductory rate for his first two billing cycles, and then have returned to the 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
1/25/19	2/25/19	221	\$ 409.64	0.30200	66.74	4.50	71.25	\$ 338.39

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

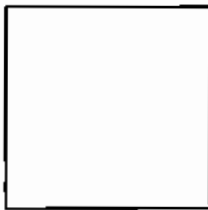
www.IndraEnergy.com

From: PUCO Consumer Call Center [mailto:contactthepuco@puc.state.oh.us]

Sent: Thursday, March 14, 2019 3:31 PM

To: Indra Energy Compliance <Compliance@indraenergy.com>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257681 [ref:_00Dt0GzXt._500t0FNSt3: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: 00257681

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

Akron, Ohio 44313

SERVICE ADDRESS: [REDACTED] Akron, Ohio 44313

AIQ: Palmco Energy OH LLC

SERVICE ACCOUNT NUMBER: [REDACTED]
[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:

An initial complaint was sent to you on 3/8/2019. 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

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

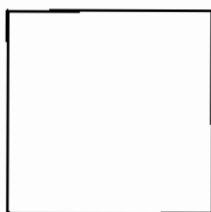
----- Original Message -----

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

Sent: 3/8/2019 4:02 PM

To: compliance@indraenergy.com

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257681 [ref:_00Dt0GzXt._500t0FNSt3:ref]



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

CASE ID: 00257681

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Akron, Ohio 44313

SERVICE ADDRESS: [REDACTED] Akron, Ohio 44313

AIQ: Palmco Energy OH LLC

SERVICE ACCOUNT NUMBER: [REDACTED]
[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,

Mr. [REDACTED] called the PUCO regarding his contract with Indra, the customer states he enrolled in a 3 month contract at 2.8 per mcf. The rate was correct for the first two billings and on the third the rate was 17.36 per mcf.

Please provide copies of:

- *The sales call 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

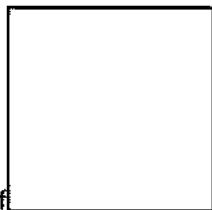
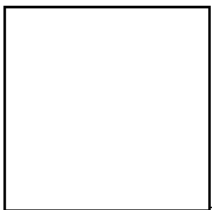
Please provide any additional information that may assist in investigation.

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._500t0FNSt3:ref



Orpheus Craigue

From: Darita Patterson <contactthepuco@puc.state.oh.us>
Sent: Friday, March 8, 2019 5:06 PM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257730 [ref:_00Dt0GzXt_500t0FNTza:ref]



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

CASE ID: 00257730
COMPANY: [REDACTED]
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Brook Park, Ohio 44142
SERVICE ADDRESS: [REDACTED] Brook Park, Ohio 44142
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:

Caller was billed \$17.364/Mcf by Indra. He is outraged at this ridiculous rate and contacted the co immediately. The rep named Juan Fernandez said he'll re rate the charges to \$4.47/Mcf then he'd have to agree to a rate of \$7.20/Mcf.

The customer is furious that a company would flat out rob customers like this. He wants to be dropped immediately and to have his account re rated.

- Please explain this outrageous rate.
- Please cancel all contracts immediately and place customer on your DNC list.
- Please respond with full resolution including any re rate credits.

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._500t0FNTza:ref

Sariah Brinker

From: Orpheus Craigue
Sent: Friday, March 15, 2019 1:18 PM
To: Darita Patterson
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257730 [ref:_00Dt0GzXt_500t0FNTza:ref]
Attachments: [REDACTED] - Signed Contract.pdf; [REDACTED] TPV.mp3; [REDACTED] Confirmation Pack Gas.pdf
Categories: PUCO Complaint

Hello Darita,

Regarding PUCO Case ID 00257730 [REDACTED]

This gas account was enrolled in Indra's service on 10/9/2018, as a result of a door-to-door sale. We've attached the signed contract and TPV recording from this enrollment, as well as the confirmation packet mailed following enrollment. The customer's gas enrollment was in a variable rate plan, which carried a two-month introductory rate of \$2.60 per Mcf, after which rates would vary month-to-month. Indra's Terms and Conditions are included in the customer's confirmation packet, and describe rate variability in greater detail.

The customer reached out to our Customer Service line with concerns over his recent bill. The customer verified a switch from his existing variable rate plan to a 100%-Green fixed rate plan similar to the rates mentioned in his PUCO complaint. The customer did not request to cancel his account at the time.

The customer has since made it clear that his intention is to remove Indra as his supplier. We attempted to follow up with the customer to confirm his cancellation and provide him with the details of an adjustment we would offer him as part of an effort to resolve his concerns after he disputed the rate of his most recent bill, but were unsuccessful in reaching him. This adjustment was calculated as shown here:

Begin Date	End Date	Billed Usage	Supply Charge (with tax)	ReRate To:	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
1/31/19	3/1/19	231	\$ 433.20	0.29250	67.57	5.41	72.97	\$ 360.23

The customer's account has been dropped and Dominion will establish a service end date; Mr. [REDACTED] has also been added to our internal Do Not Call list. In the meantime, although we did not speak with him, we will proceed with the adjustment shown above as part of an effort to resolve the customer's complaint.

If you need anything further, 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: Darita Patterson <contactthepuco@puc.state.oh.us>
Sent: Friday, March 8, 2019 17:06
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257730 [ref:_00Dt0GzXt._500t0FNTza:ref]



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

CASE ID: 00257730

COMPANY: [REDACTED]

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Brook Park, Ohio 44142

SERVICE ADDRESS: [REDACTED] Brook Park, Ohio 44142

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:

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- Please explain this outrageous rate.
- Please cancel all contracts immediately and place customer on your DNC list.
- Please respond with full resolution including any re rate credits.

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._500t0FNTza:ref

DOOR-TO-DOOR ENROLLMENT FORM (OHIO)

VE18-10.01

CUSTOMER INFORMATION

Customer Name: [REDACTED] Relationship to Account Holder: ACCOUNT HOLDER
E-mail Address: N/A
Provide your e-mail address to Indra to send notices and communications. Indra does not sell, provide, or share your e-mail information with third parties.
Service Address: [REDACTED] State: OH Zip Code: 44142
Billing Address (if Different): [REDACTED] State: OH Zip Code: [REDACTED]
Phone Number: [REDACTED] ☒ Mobile ☐ Home

ACCOUNT INFORMATION

Third Party Verification # (TPV): 53705883
Account Holder's Name on Electricity Account: [REDACTED]
Electricity Utility Account Number: [REDACTED]
Budget Billing: ☐ Yes ☐ No Product Code: [REDACTED]

PLEASE CHOOSE ONE OF THE 100% RENEWABLE ENERGY PRODUCT OFFERINGS BELOW

Two phase Fixed Electric Rate

Initial Rate of \$ _____ per kWh for the first month followed by a Fixed Rate of \$ _____ per kWh for the remaining _____ months

Standard Fixed Electric Rate

Fixed Rate of \$ _____ per kWh for _____ months

Introductory Electric Variable Rate

Insert Utility Name	Insert Introductory Price	Per kWh
		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.

Account Holder's Name on Natural Gas Account: [REDACTED]

Natural Gas Utility Account Number: [REDACTED]

Budget Billing: ☐ Yes ☒ No

PLEASE CHOOSE ONE OF THE NATURAL GAS PRICE OFFERINGS BELOW

Two Phase Fixed Gas Rate

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

Insert Utility Name	Insert Introductory Price	Per Ccf/Mcf
		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.

ACKNOWLEDGEMENT FORM

Please Read Carefully and Initial in the Appropriate Spaces

- The representative stated that he/she was representing Indra and was not from the Electric and/or Natural Gas Distribution Company.
- The representative explained that by signing the enrollment form I was entering into an agreement/contract for Indra to supply my electricity and/or natural gas.
- The representative explained to me the price for electricity and/or natural gas under this contract.
- 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 Indra or I decide to cancel the contract. I can access my future variable pricing information at: <https://indraenergy.com/ohio/ohio-variable-rates>.
- 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.
- The representative explained my right to cancel.
- The representative left two completed right to cancel notices with me.
- The representative disclosed that no early termination liability fee would apply, if I cancel the contract.

CUSTOMER AUTHORIZATION

- 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.
- I understand that my utility(ies) will send me a single bill covering my electric and/or natural gas delivery service, and Indra's supply service.
- I understand that Indra 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 EXPLANATION 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

For: INDRA ENERGY (SELLER)

By: [Signature]

By: [Signature]

By: [Signature]

By: [Signature]

By: [Signature]

Date: 10-9-18

MONTH / DAY / YEAR

OH-E 40003927



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

10/11/2018

[REDACTED]
Brook Park, OH 44142

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 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 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

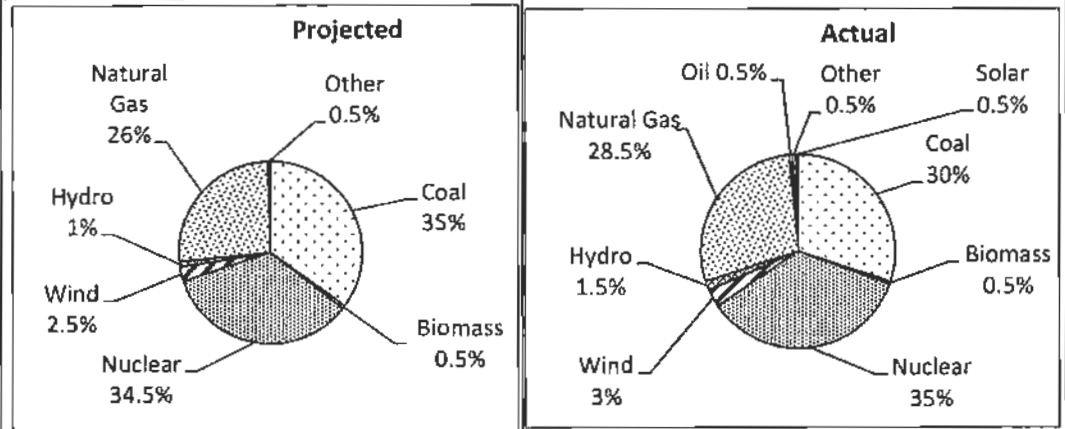
Environmental Disclosure Information – Quarterly Comparisons

Indra Energy

Projected Data for the 2018 Calendar Year

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

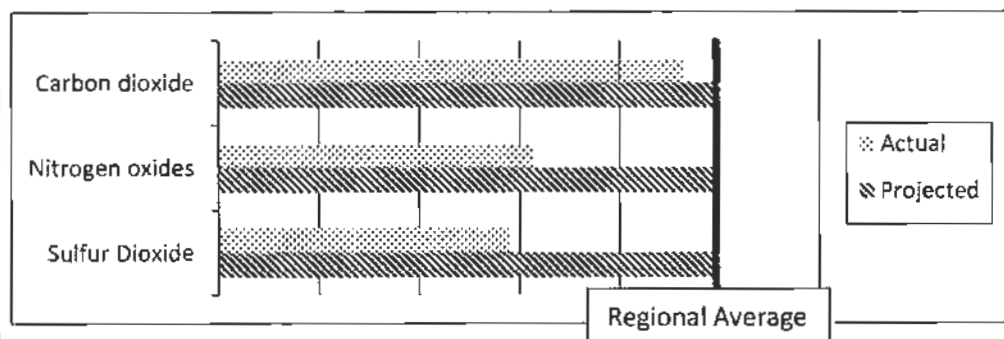
Generation Resource Mix -
A comparison between the sources of generation projected to be used to generate this product and the actual resources used during this period.



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: Tuesday, March 26, 2019 6:48 PM
To: Darita Patterson
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257730 [ref:_00Dt0GzXt._500t0FNTza:ref]

Categories: PUCO Complaint

Good afternoon Darita,

Regarding PUCO Case ID 00257730; [REDACTED]

I understand you're looking for specific information regarding our variable pricing. Unfortunately, we do not have information available to disclose beyond what is provided in our Terms and Conditions. I've provided some excerpts below, taken from our Terms and Conditions, related to natural gas pricing.

Indra's Variable Natural Gas rate is determined according to the following criteria, taken from Indra's Terms & Conditions:

"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."

The following Price Disclosure is also included in Indra's Terms & Conditions:

"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."

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: Darita Patterson <contactthepuco@puc.state.oh.us>
Sent: Saturday, March 23, 2019 12:52
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257730 [ref:_00Dt0GzXt._500t0FNTza:ref]



**Public Utilities
Commission**

**PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum**

CASE ID: 00257730

COMPANY: [REDACTED]

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Brook Park, Ohio 44142

SERVICE ADDRESS: [REDACTED] Brook Park, Ohio 44142

AIQ: Palmco Energy 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:

Correction: I incorrectly viewed this as an electric complaint in my previous email. Please disregard the re rate being quadruple the utility rate. However, the variable rate the customer was billed originally (\$17.364/Mcf) is more than quadruple the utility rate. Please do explain how Indra determines the variable rate billed to its customers. Thank you.

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._500t0FNTza:ref

Thomas Sheehy

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Thursday, January 10, 2019 2:50 PM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00246406 [ref:_00Dt0GzXt._500t0Eenrs:ref]



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

CASE ID: 00246406
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Forest, Ohio 45843
SERVICE ADDRESS: [REDACTED] Forest, Ohio 45843
AIQ: Palmco Energy OH LLC [REDACTED]
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. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

Good afternoon.

According to Mrs. [REDACTED] son [REDACTED] his mother did not know that at the end of her initial three month fixed rate term her agreement with Palmco would convert to a variable monthly rate. Mr. [REDACTED] further states that if his mother was provided this information during the enrollment, she did not understand what she was agreeing to. Mr. [REDACTED] would like Palmco to rerate the charges billed to his mother for all periods of service to a rate of \$0.052 per kWh.

Please review this enrollment and advise:

1. When, how, and by whom the enrollment was completed.
2. What rate per kWh was billed to this customer for all periods of service.

3. If a request to cancel the enrollment has been received. If so, what is the service end effective date provided by the EDU.
4. If Palmco has a policy of not marketing to the elderly. If so, what is the cut off age for the enrollment of consumers?
5. If a rerate of any of the charges billed to this customer will be issued. If so, what is the amount per kWh the charges will be re-rated to and what is the amount of any refund to be issued. If not, please advise why no rerate will be issued.

Additionally, please provide a copy of all enrollment materials, including:

1. TPV
2. Signed agreement for service
3. Welcome letter mailed to the consumer following the TPV
4. The fixed rate expiration notice issued prior to the end of the fixed rate term.

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._500t0Eenrs:ref

William Schaaf

From: William Schaaf
Sent: Thursday, January 17, 2019 3:36 PM
To: PUCO Consumer Call Center
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00246406 [ref:_00Dt0GzXt_500t0Eenrs:ref]
Attachments: [REDACTED] PV.MP3 [REDACTED] Confirmation Pack.pdf

Hello Christina and the PUCO,

Regarding Case # 00246406, [REDACTED]

Ms. [REDACTED] enrolled her electric account in Palmco's service on 8/29/18, as the result of a telephone sale. We've attached the TPV recording for this enrollment, as well as the confirmation package sent shortly thereafter detailing the terms of service. Palmco began servicing the customer's account on 9/19/18.

On 9/28/18, 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.

As part of a promotion selected at the time of enrollment, the customer was sent a \$25 Restaurant.com Gift Card on 11/21/18.

Our Customer Care staff received a call from Ms. [REDACTED]son, who expressed unhappiness with his mother's bill. As an alternative to the customer's existing variable plan, Mr. [REDACTED] was informed of a fixed rate plan that we could offer. However, Mr. [REDACTED] stated he was not interested in an alternative plan. Our Customer Care staff advised him that the account was enrolled in a variable rate plan and had been billed according to the terms agreed to at the time of enrollment. Drop transactions for Ms. [REDACTED] account were processed, and the customer's utility (AEP) established a service end date of 1/21/19. No termination fees were issued for the decision to opt out for our supply.

At the time of enrollment, Ms. [REDACTED] agreed to enroll in a variable rate product for her electric account, which included an introductory rate for the first two billing cycles. During the attached TPV recording, she agreed to the following terms: "Palmco will be selling you electricity at the introductory price of 5.2 cents per kWh for your first two bills." She also acknowledged her understanding that "Beginning with your third bill, the price you pay for electric 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". There was no apparent misunderstanding on Ms. [REDACTED] part, and the recording reflects her understanding and agreement to these terms. Ms. [REDACTED] has been billed according to the terms she agreed to at the time of enrollment. With that said, the customer has expressed financial hardship, and at the request of the PUCO, we will honor a rerate of the non-introductory bill period to the introductory rate of 5.2 cents per kWh; this amounts to a credit of \$274.77 for the billing period of 11/15/18 – 12/20/18, which will be applied to the customer's electric account. We will also honor this rate for the upcoming final bill. While the customer was provided electricity supply according to the agreed upon terms of service, we will provide this goodwill adjustment in the interest of providing an excellent customer experience.

Indra's Telemarketing Training Documentation directs sales agents to never *"Discriminate on the basis of race, color, religion, national origin, sex, marital status, age,"* and also directs that agents shall never *"Engage in aggressive sales tactics with Senior Citizens (individuals 60 years and older)."* There's no indication the agent that spoke to Ms. [REDACTED] failed to follow training on either of these fronts.

Per your request, below is a chart showing what rate the customer has been charged.

Begin Date	End Date	Price	Adjusted Price
12/20/2018	1/21/2019	\$0.05200	-
11/15/2018	12/20/2018	\$0.16640	\$0.05200
10/17/2018	11/15/2018	\$0.05200	-
9/19/2018	10/17/2018	\$0.05200	-

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: Wednesday, January 16, 2019 3:22 PM

To: Indra Energy Compliance <Compliance@indraenergy.com>

Subject: FW: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00246406 [ref:_00Dt0GzXt._500t0Eenrs: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: 00246406

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

Forest, Ohio 45843

SERVICE ADDRESS: [REDACTED] Forest, Ohio 45843

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:

An initial complaint was sent to you on January 10, 2019. Please review the customer's concerns and respond within three business days.

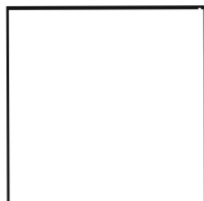
Sincerely,

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.

----- Forwarded Message -----

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
Sent: 1/10/2019 2:49 PM
To: compliance@indraenergy.com
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00246406 [ref:_00Dt0GzXt._500t0Eenrs:ref]



Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00246406

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Forest, Ohio 45843

SERVICE ADDRESS [REDACTED] Forest, Ohio 45843

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:

Good afternoon.

According to Mrs. [REDACTED] son [REDACTED] his mother did not know that at the end of her initial three month fixed rate term her agreement with Palmco would convert to a variable monthly rate. Mr. [REDACTED] further states that if his mother was provided this information during the enrollment, she did not understand what she was agreeing to. Mr. [REDACTED] would like Palmco to rerate the charges billed to his mother for all periods of service to a rate of \$0.052 per kWh.

Please review this enrollment and advise:

1. When, how, and by whom the enrollment was completed.

2. What rate per kWh was billed to this customer for all periods of service.
3. If a request to cancel the enrollment has been received. If so, what is the service end effective date provided by the EDU.
4. If Palmco has a policy of not marketing to the elderly. If so, what is the cut off age for the enrollment of consumers?
5. If a rerate of any of the charges billed to this customer will be issued. If so, what is the amount per kWh the charges will be re-rated to and what is the amount of any refund to be issued. If not, please advise why no rerate will be issued.

Additionally, please provide a copy of all enrollment materials, including:

1. TPV
2. Signed agreement for service
3. Welcome letter mailed to the consumer following the TPV
4. The fixed rate expiration notice issued prior to the end of the fixed rate term.

Thank you.

Sincerely,

Christina Cassady

Public Utilities Commission of Ohio

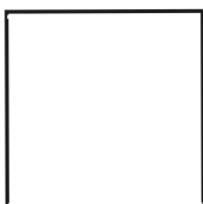
Service Monitoring and Enforcement Department

Lead Customer Service Investigator

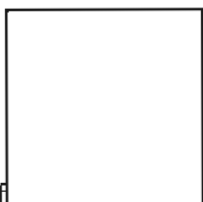
(800) 686-PUCO (7826)

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._500t0Eenrs:ref



Thomas Sheehy

From: Andrea Smith <contactthepuco@puc.state.oh.us>
Sent: Tuesday, December 11, 2018 2:24 PM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00241358 [ref:_00Dt0GzXt_500t0DYUQa:ref]



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

CASE ID: 00241358
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Fayette, Ohio 43521
SERVICE ADDRESS: [REDACTED] Fayette, Ohio 43521
AIQ: Palmco Power OH LLC [REDACTED]
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] states that she never gave the company permission to be her supplier. She states the company never contacted her and she wants contract cancelled and reimbursed the difference between their rate and the supplier she had, Rushmore. Ms. [REDACTED] states she called the company but was told they could not find her account. She was charged an early termination fee of \$125.00 and wants that removed too.

1. Do you have record of customer?
2. If so, when and how was customer signed up?
3. Please provide copy of signed contract, TPV and sales call.
4. Is customer being charged a \$125.00 etf?
5. If so, why?
6. 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._500t0DYUQa:ref

William Schaaf

From: William Schaaf
Sent: Thursday, December 13, 2018 4:12 PM
To: Andrea Smith
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00241358 [ref:_00Dt0GzXt_500t0DYUQa:ref]
Attachments: [REDACTED]TPV.MP3; [REDACTED]Confirmation Pack.pdf; Indra Post Card.pdf [REDACTED]Sales Call.wav

Hello Andrea and the PUCO,

Regarding Case# 00241358, [REDACTED]

This customer's electric account was enrolled in Palmco's supply service on 8/29/18, upon completion of the attached TPV recording. The TPV was completed by [REDACTED] who indicated he was authorized to enroll the account in Palmco's service. A confirmation package was then sent to the customer detailing the terms of service, and Palmco began servicing the account on 10/4/18.

On 9/28/18, 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 10/4/18, we received an inbound drop request from the customer's utility, Toledo Edison. This request was processed without penalty, and Toledo Edison determined a service end date of 10/31/18. No ETFs were issued for the customer's decision to opt out of our supply service.

Ms. [REDACTED] contacted our Customer Service line on 12/10/18. Our CSR was unable to locate the customer's account with the information she provided, but Ms. [REDACTED] was told that her information would be escalated for further review. Before we were able to follow up with the customer, we received this complaint.

This customer's enrollment was authorized by [REDACTED] who indicated he was authorized to enroll the account in Palmco's service. At the time of enrollment, Mr. [REDACTED] agreed to switch his electric supply service to Palmco with an initial rate of 5.4 cents per kWh for the first month, and a fixed rate of 8.2 cents per kWh for the following 16 months. The customer received our supply from 10/4/18 – 10/31/18 and was billed at the contracted rate of 5.4 cents per kWh, which based on our records was lower than the utility's standard offer. Additionally, to reiterate, there was no termination fee associated with Ms. [REDACTED] decision to cancel service. If Ms. [REDACTED] incurred an ETF of \$125, it may be from a different supplier.

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

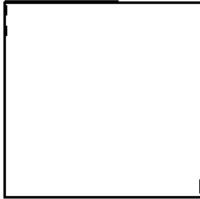
William Schaaf – Lead Compliance Investigator



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

www.IndraEnergy.com

From: Andrea Smith [mailto:contactthepuco@puc.state.oh.us]
Sent: Tuesday, December 11, 2018 2:24 PM
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00241358 [ref:_00Dt0GzXt._500t0DYUQa:ref]



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

CASE ID: 00241358
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Fayette, Ohio 43521
SERVICE ADDRESS: [REDACTED] Fayette, Ohio 43521
AIQ: Palmco Power 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)

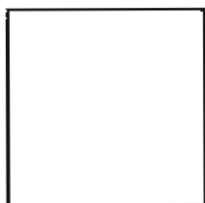
DESCRIPTION OF ISSUE: Ms. [REDACTED] states that she never gave the company permission to be her supplier. She states the company never contacted her and she wants contract cancelled and reimbursed the difference between their rate and the supplier she had, Rushmore. Ms. [REDACTED] states she called the company but was told they could not find her account. She was charged an early termination fee of \$125.00 and wants that removed too.

1. Do you have record of customer?
2. If so, when and how was customer signed up?
3. Please provide copy of signed contract, TPV and sales call.
4. Is customer being charged a \$125.00 etf?
5. If so, why?
6. 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._500t0DYUQa:ref

Orpheus Crague

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Tuesday, March 5, 2019 2:29 PM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256808 [ref:_00Dt0GzXt_500t0FN4Ab:ref]



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

CASE ID: 00256808

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Wooster, Ohio 44691

SERVICE ADDRESS: [REDACTED] Wooster, Ohio 44691

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:

Good afternoon.

According to Mrs. [REDACTED] she does not know how her account was enrolled with Indra Energy. She states the billings began in September 2018 and that the current billed rate is \$12.50 per MCF. She states she is recently widowed and can not afford the billed Indra charges.

Please review this account and advise:

1. When, how, and by whom the enrollment was completed.
2. If there are any ETFs applicable to the enrollment. If so, will Indra waive the ETFs and if not, why not.
3. What this customer's rate per MCF is and if Indra will re-rate any of the charges billed from January 1 to March 5, 2019 to the DEO SCO. If so, which charges will be re-rated. If not, please advise why a re-rate will not

be completed.

Additionally, please provide copies of all materials associated with the enrollment of this customer's account.

Further, please contact Mrs. [REDACTED] regarding this issue to confirm if she would like to cancel the enrollment.

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._500t0FN4Ab:ref

William Schaaf

From: William Schaaf
Sent: Monday, March 11, 2019 4:31 PM
To: PUCO Consumer Call Center
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256808 [ref:_00Dt0GzXt_500t0FN4Ab:ref]
Attachments: [REDACTED] PV.MP3 [REDACTED] agreement.pdf; [REDACTED] Confirmation Pack.pdf; Indra Postcard.pdf

Hello Christina and the PUCO,

Regarding Case # 00256808, [REDACTED]

Ms [REDACTED] enrolled her gas account in Palmco's variable rate plan on 9/15/18, as the result of a door-to-door sale. We've attached the TPV recording and signed agreement 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 9/27/18.

Gas Plan: Variable. This included a two-month introductory rate of \$2.60 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 3/5/19, Ms [REDACTED] contacted our Customer Service line and requested to cancel her service with Indra. An outbound drop was submitted, and the customer's utility (DEO) established an estimated service end date of 4/3/19. 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 \$190.96 for the billing cycle of 1/30/19 – 2/28/19.

Begin Date	End Date	Billed Usage (ccf)	Supply Charge (with tax)	ReRate To:	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
1/30/2019	2/28/2019	125	\$231.16	\$0.3020	\$37.75	\$2.45	\$40.20	\$190.96

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: William Schaaf
Sent: Friday, March 8, 2019 5:47 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 #: 00256808 [ref:_00Dt0GzXt._500t0FN4Ab:ref]

Good afternoon,

We're attaching the TPV recording for this customer's enrollment. We will provide a comprehensive response to this customer's complaint as soon as we're able.

Thank you.

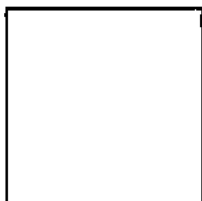
William Schaaf – Asst. Compliance Officer



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: Tuesday, March 5, 2019 2:29 PM
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256808 [ref:_00Dt0GzXt._500t0FN4Ab:ref]



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

CASE ID: 00256808

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Wooster, Ohio 44691

SERVICE ADDRESS: [REDACTED] Wooster, Ohio 44691

AIQ: Palmco Energy 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. 4901:1-29-06(D)(6)(b)(v)

DESCRIPTION OF ISSUE:

Good afternoon.

According to Mrs. [REDACTED] she does not know how her account was enrolled with Indra Energy. She states the billings began in September 2018 and that the current billed rate is \$12.50 per MCF. She states she is recently widowed and can not afford the billed Indra charges.

Please review this account and advise:

1. When, how, and by whom the enrollment was completed.
2. If there are any ETFs applicable to the enrollment. If so, will Indra waive the ETFs and if not, why not.
3. What this customer's rate per MCF is and if Indra will re-rate any of the charges billed from January 1 to March 5, 2019 to the DEO SCO. If so, which charges will be re-rated. If not, please advise why a re-rate will not be completed.

Additionally, please provide copies of all materials associated with the enrollment of this customer's account.

Further, please contact Mrs. [REDACTED] regarding this issue to confirm if she would like to cancel the enrollment.

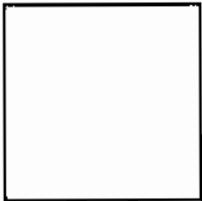
Thank you.

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._500t0FN4Ab:ref

Orpheus Craigue

From: Michael Coady <contactthepuco@puc.state.oh.us>
Sent: Tuesday, March 5, 2019 3:48 PM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256832 [ref_00Dt0GzXt_500t0FN4np:ref]



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

CASE ID: 00256832
COMPANY:
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Cleveland, Ohio 44102
SERVICE ADDRESS: [REDACTED] Cleveland, Ohio 44102
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 contacted the PUCO to dispute enrollment with the company in a natural gas program. He acknowledged enrolling but stated that he cancelled with the company the same day.

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. What do company records show about this customer's claim to have called the company to cancel the pending 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._500t0FN4np:ref

Orpheus Craigue

From: Orpheus Craigue
Sent: Friday, March 8, 2019 6:50 PM
To: Michael Coady
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256832 [ref:_00Dt0GzXt._500t0FN4np:ref]
Attachments: [REDACTED].pdf; [REDACTED].TPV.mp3; [REDACTED].Confirmation Pack.pdf; Indra Postcard.pdf
Categories: PUCO Complaint

Hello Michael,

Regarding Case# 00256832 [REDACTED]

We're attaching the TPV recording from this customer's enrollment, as well as the signed agreement completed on 8/24/2018. We're also attaching the confirmation packet mailed to the customer following the enrollment of his gas account, and the postcard mailed to the customer which explained that Palmco would be conducting business under its trade name, Indra Energy, in October 2018.

Our records indicate the customer reached out to us on 8/29/2018, and that the customer's concern was focused on the customer mentioning that he had no hot water. The caller was advised that his enrollment was still in progress, and that he should follow up with his current provider regarding his hot water concerns. Our records show no request from the customer to cancel during this conversation.

The customer is still currently receiving Indra's supply according to the terms of his variable enrollment; there are no ETFs under this plan. Can you confirm if the customer wishes to cancel his service with Indra? Additionally, if there's any further action you'd like us to take 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: Michael Coady <contactthepuco@puc.state.oh.us>
Sent: Tuesday, March 5, 2019 15:48
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256832 [ref:_00Dt0GzXt._500t0FN4np:ref]



**Public Utilities
Commission**

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

CASE ID: 00256832

COMPANY:

CUSTOMER:

ADDRESS: [REDACTED] Ohio 44102

SERVICE ADDRESS: [REDACTED] Cleveland, Ohio 44102

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 contacted the PUCO to dispute enrollment with the company in a natural gas program. He acknowledged enrolling but stated that he cancelled with the company the same day.

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. What do company records show about this customer's claim to have called the company to cancel the pending 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._500t0FN4np:ref

Sariah Brinker

From: Orpheus Craigue
Sent: Wednesday, March 13, 2019 12:01 PM
To: Michael Coady
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256832 [ref:_00Dt0GzXt_500t0FN4np:ref]

Categories: PUCO Complaint

Hello Michael,

Reviewing Mr. [REDACTED] account, we can provide the customer with an adjustment to lessen the financial impact to the customer. We will plan to rerate the customer's most recent bill, to provide him an adjustment of \$281.94. Additionally, an end date has been provided to us of 3/28/2019. We will plan to rerate that bill as well, once it is rendered. We are detailing our calculations below; if there's anything further you would like from us here, please let us know.

Begin Date	End Date	Billed Usage (Ccf)	Supply Charge (with tax)	ReRate To:	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
1/24/19	2/22/19	182	\$ 341.30	0.30200	54.96	4.40	59.36	\$ 281.94

Thank you.

Orpheus Craigue – Compliance Officer


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: Tuesday, March 12, 2019 15:13
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256832 [ref:_00Dt0GzXt_500t0FN4np:ref]



**PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum**

CASE ID: 00256832

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Ohio 44102

SERVICE ADDRESS: [REDACTED] Cleveland, Ohio 44102

AIQ: Palmco Energy 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:

Inasmuch as this customer was being charged 2-4 times the market rate for his gas in the last three months of his enrollment, Is there anything the company is willing to do to lessen the financial impact to him?

Sincerely,

Michael Coady

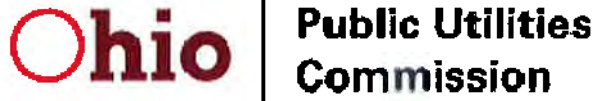
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Lead Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FN4np:ref

Sariah Brinker

From: Michael Coady <contactthepuco@puc.state.oh.us>
Sent: Friday, March 29, 2019 8:26 AM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256832 [ref_00Dt0GzXt_500t0FN4np:ref]



**PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum**

CASE ID: 00256832
COMPANY:
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Cleveland, Ohio 44102
SERVICE ADDRESS: [REDACTED] Cleveland, Ohio 44102
AIQ: Palmco Energy 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:

The customer's final bill has issued. Please provide your calculations for this customer's refund.

This customer has a disconnection set for April 11, 2019. Please expedite this customer's refund to his utility and advise.

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._500t0FN4np:ref

Sariah Brinker

From: Orpheus Craigue
Sent: Friday, March 29, 2019 6:23 PM
To: Michael Coady
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256832 [ref:_00Dt0GzXt._500t0FN4np:ref]

Good afternoon Michael,

Regarding Mr. [REDACTED] account – I am detailing the calculations for the adjustment of the customer's final bill. This will be processed next week, and I would expect would be received by the utility prior to the customer's shut-off notice.

Thank you.

Begin Date	End Date	Billed Usage (Ccf)	Supply Charge (with tax)	ReRate To:	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
2/22/19	3/25/19	165	\$ 246.95	0.29250	48.26	3.86	52.12	\$ 194.83

Orpheus Craigue – 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: Friday, March 29, 2019 08:26
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256832 [ref:_00Dt0GzXt._500t0FN4np:ref]



**PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum**

CASE ID: 00256832

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Cleveland, Ohio 44102

SERVICE ADDRESS: [REDACTED] Cleveland, Ohio 44102

AIQ: Palmco Energy ON 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:

The customer's final bill has issued. Please provide your calculations for this customer's refund.

This customer has a disconnection set for April 11, 2019. Please expedite this customer's refund to his utility and advise.

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.

Sariah Brinker

From: Keenia Joseph
Sent: Tuesday, April 30, 2019 4:13 PM
To: Michael Coady
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256832 [ref:_00Dt0GzXt_500t0FN4np:ref]

Good Afternoon Michael,

The adjustment in the amount of \$194.83 was sent to the customers' gas utility on 4/10/19, in order to be applied to the customers' account. We estimate that the customer will see the adjustment within 1-2 billing cycles.

Regards,

Keenia Joseph – Director of Compliance



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

From: Michael Coady
Sent: Tuesday, April 23, 2019 12:36 PM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256832 [ref:_00Dt0GzXt_500t0FN4np:ref]



PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00256832

COMPANY:

CUSTOMER:

ADDRESS: [REDACTED] Cleveland, Ohio 44102

SERVICE ADDRESS: [REDACTED] Cleveland, Ohio 44102

AIQ: Palmco Energy 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:

On March 29, 2019, the company advised that it was detailing the calculations for the adjustment of the customer's final bill, which were provided at \$194.83 and that it would be received by the utility prior to the customer's shut-off notice (on April 11, 2019).

Dominion Energy Ohio advises that it has not received payment from the company for this customer's account in that amount.

Please advise.

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._500t0FN4np:ref

Orpheus Craigue

From: Mariner Taft <contactthepuco@puc.state.oh.us>
Sent: Tuesday, February 5, 2019 10:14 AM
To: PALMco Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00251143 [ref:_00Dt0GzXt_500t0EiEbZ:ref]

Categories: Complaint



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

CASE ID: 00251143
COMPANY:
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Alliance, Ohio 44601
SERVICE ADDRESS: [REDACTED] Alliance, Ohio 44601
AIQ: Palmco Power 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:

The customer states not signing up with Indres, though they say it shows on their bill or the customer received correspondence that their electric supply comes from Palmco/Indres. They say this started in September 2018. At this point, they have cancelled and switched to IGS. When did the customer start with Palmco/Indres? Provide the sales call, tpv and welcome letter with terms and conditions of the contract. Is the customer still with Palmco/Indres? Please advise.

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._500t0EiEbZ:ref

Orpheus Craigue

From: Mariner Taft <contactthepuco@puc.state.oh.us>
Sent: Thursday, February 21, 2019 3:46 PM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00251143 [ref:_00Dt0GzXt_500t0EiEbZ: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: 00251143

COMPANY:

CUSTOMER:

ADDRESS:

Alliance, Ohio 44601

SERVICE ADDRESS: Alliance, Ohio 44601

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 respo

nse 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 can the customer expect the rerate/refund check to be sent? What was the price to compare for the first two bills after the customer switched to Palmco? What is the ptc compared to the variable rate charged to the customer on the current and fnal bill? 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._500t0EiEbZ:ref

Orpheus Craigue

From: Orpheus Craigue
Sent: Thursday, February 21, 2019 5:46 PM
To: Mariner Taft
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00251143 [ref:_00Dt0GzXt._500t0EiEbZ:ref]
Categories: PUCO Complaint

Good afternoon Mariner,

The rate we've been comparing all of the customer's bills to is 0.0544.

For the first two bills, the customer was charged 0.0510. We made no adjustments to those bills.

The third bill was charged at 0.24167, and was rerated to 0.0544. The resulting credit amounts to \$79.59.

We will be invoicing the customer's upcoming final bill at the rate of 0.0544.

If you need further information on this case, please let us know. 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: Mariner Taft <contactthepuco@puc.state.oh.us>
Sent: Thursday, February 21, 2019 15:46
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00251143 [ref:_00Dt0GzXt._500t0EiEbZ: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: 00251143

COMPANY:

CUSTOMER:

ADDRESS:

Alliance, Ohio 44601

SERVICE ADDRESS: Alliance, Ohio 44601

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 respo

nse 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 can the customer expect the rerate/refund check to be sent? What was the price to compare for the first two bills after the customer switched to Palmco? What is the ptc compared to the variable rate charged to the customer on the current and fnal bill? 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

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ref:_00Dt0GzXt._500t0EiEbZ:ref

Orpheus Craigue

From: Orpheus Craigue
Sent: Friday, February 8, 2019 6:59 PM
To: Mariner Taft
Cc: PALMco Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00251143 [ref:_00Dt0GzXt_500t0EiEbZ:ref]
Attachments: PUCO-00251143- [REDACTED] TPV.mp3; PUCO-00251143- [REDACTED] Confirmation Pack.pdf;
PUCO-00251143- [REDACTED] Sales Call 1.mp3; PUCO-00251143- [REDACTED] Sales Call 2.mp3

Categories: PUCO Complaint

Hello Mariner and the PUCO,

Regarding Case # 00251143, [REDACTED]

Ms. [REDACTED] enrolled her electric account in Palmco's service on 9/14/18, 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 conducting business under its trade name, Indra Energy; the customer was provided with a postcard explaining the change, and the customer began receiving Indra's supply on 10/26/18 according to the terms of her enrollment.

After Ms. [REDACTED] contacted our Customer Service line on 2/1/19, an outbound drop transaction was submitted for her account, and her utility (Ohio Edison) determined a service end date of 2/27/19. No termination fees were issued for cancellation.

Ms. [REDACTED] authorized her enrollment by completing the attached TPV recording. At the time of enrollment, she agreed to enroll her electric account in a variable rate product, which included an introductory rate of 5.1 cents per kWh for the first two billing cycles. The customer has been billed according to the terms she agreed to at the time of enrollment.

In the interest of providing the customer excellent service, we are planning to rerate the customer's most recent bill, as well as the upcoming final bill, to the match the rate we have on file for the customer's electric utility. After these adjustments, the customer will have effectively received Indra's introductory rate for her first two billing cycles, and then have returned to the utility's standard service.

Please let us know if we can be of any 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: Mariner Taft <contactthepuco@puc.state.oh.us>
Sent: Tuesday, February 5, 2019 10:14
To: PALMco Compliance <compliance@palmcoenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00251143 [ref:_00Dt0GzXt._500t0EiEbZ:ref]



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

CASE ID: 00251143
COMPANY: [REDACTED]
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Alliance, Ohio 44601
SERVICE ADDRESS: [REDACTED] Alliance, Ohio 44601
AIQ: Palmco Power 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:

The customer states not signing up with Indres, though they say it shows on their bill or the customer received correspondence that their electric supply comes from Palmco/Indres. They say this started in September 2018. At this point, they have cancelled and switched to IGS. When did the customer start with Palmco/Indres? Provide the sales call, tpv and welcome letter with terms and conditions of the contract. Is the customer still with Palmco/Indres? Please advise.

Sincerely,

Mariner Taft
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._500t0EiEbZ:ref

Thomas Sheehy

From: Mariner Taft <contactthepuco@puc.state.oh.us>
Sent: Friday, January 18, 2019 1:56 PM
To: PALMco Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00248343 [ref:_00Dt0GzXt_500t0EgCZl:ref]



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

CASE ID: 00248343
COMPANY:
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Wauseon, Ohio 43567
SERVICE ADDRESS: [REDACTED] Wauseon, Ohio 43567
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:

Please check why the customer's rate after signing with the company in November 2018 changes from 5.2cts/kwh to 20cts/kwh. The initial rate was for the first two bills, but the higher rate increased the bills from \$60-70 to \$180 for the current bill.

Please provide the sales call and tpv call for review. Also, provide the welcome letter with the terms and conditions of the contract. Was the customer on a variable rate contract or a fixed rate contract? Work to cancel the contract with no etf and adjust the customer's billing to the original 5.2cts. rate.

Sincerely,

Mariner Taft

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:_00DtDGzXt._500t0EgCZI:ref

Orpheus Craigue

From: Mariner Taft <contactthepuco@puc.state.oh.us>
Sent: Wednesday, February 6, 2019 10:00 AM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00248343 [ref:_00Dt0GzXt_500t0EgCZl:ref]



**PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum**

CASE ID: 00248343
COMPANY:
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Wauseon, Ohio 43567
SERVICE ADDRESS: [REDACTED] Wauseon, Ohio 43567
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:

Thank you for the previous response. After reviewing the tpv, there were some issues. It appears the sales rep coached the customer through the tpv; is it the company's normal policy to do so? Also, please review the variable rate the customer was charged and please consider a rerate to \$0 per kwh due to possible issues with how the tpv was conducted. Also, have previous requests for updates by me been received? Please advise.

Sincerely,

Mariner Taft
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._500t0EgCZl:ref

William Schaaf

From: Mariner Taft <contactthepuco@puc.state.oh.us>
Sent: Thursday, February 7, 2019 8:33 AM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00248343 [ref:_00Dt0GzXt_500t0EgCZl:ref]



**PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum**

CASE ID: 00248343
COMPANY: [REDACTED]
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Wauseon, Ohio 43567
SERVICE ADDRESS: [REDACTED] Wauseon, Ohio 43567
AIQ: Palmco Power On 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:

Thomas,
Good morning. The proposed rerate sounds like a reasonable resolution to the customer's concerns. When and in what form can the customer expect to see this rerate?
Mariner

Sincerely,

Mariner Taft
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._500t0EgCZI:ref

William Schaaf

From: Thomas Sheehy
Sent: Thursday, February 7, 2019 2:59 PM
To: Mariner Taft
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00248343 [ref:_00Dt0GzXt._500t0EgCZI:ref]

Hi Mariner,

Thanks for taking the time to chat today. To confirm what we discussed, we'll be sending this refund in the form of a check to Ms. [REDACTED] utility company in order for them to properly apply it to her account. The check will be sent out this week.

Thanks again.

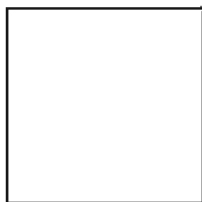
Thomas Sheehy – Compliance Officer



1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 718.975.6601
F: 718.851.2427

www.IndraEnergy.com

From: Mariner Taft <contactthepuco@puc.state.oh.us>
Sent: Thursday, February 7, 2019 8:33 AM
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00248343 [ref:_00Dt0GzXt._500t0EgCZI:ref]



PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00248343

COMPANY: [REDACTED]

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Wauseon, Ohio 43567

SERVICE ADDRESS: [REDACTED] Wauseon, Ohio 43567

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:

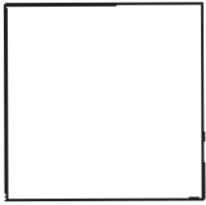
Thomas,
Good morning. The proposed rerate sounds like a reasonable resolution to the customer's concerns. When and in what form can the customer expect to see this rerate?
Mariner

Sincerely,

Mariner Taft

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._500t0EgCZl:ref

William Schaaf

From: Thomas Sheehy
Sent: Wednesday, February 6, 2019 7:37 PM
To: Mariner Taft
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00248343 [ref:_00Dt0GzXt_500t0EgCZl:ref]

Mariner,

Regarding Case # 00248343 [REDACTED]

Regarding your inquiry, I would argue that this is not an example of coaching a customer. The verification system that conducted this authorization is automated, and the agent was present to aid in the logistics of the computerized verification. The agent repeated a question when the customer's response was potentially covered by the system's beep; the agent said "that one just sounded like you answered a little too close to the beep, so I'll just go ahead and repeat the question for you." The agent did not tell the customer *how* to answer, and he did not impact the customer's response, which I'm able to hear as "yes" both initially and upon repeat. So while it may not be considered perfect, I would not call this coaching, and I do not believe the agent violated any aspect of the OAC's rule 4901:1-21-06 (D)(2).

With that said, we understand that you have concerns and that you're attempting to assist Ms. [REDACTED]. We are not inclined to adjust charges to \$0 per kWh, which would effectively provide free electricity, but in the interest of resolving your and the customer's concerns and providing a satisfactory resolution, we will rerate and provide the customer a refund for the difference between our charges and what the utility would have charged for the life of the account. Below is a chart containing the difference between Indra charges and what our records indicate the utility would have charged. The intended financial effect is to make it as though the customer never received Indra supply services. If anything seems incorrect, please let us know.

Begin Date	End Date	Usage	Rate	Total	Adjusted Rate	Adjusted Total	Difference
12/8/2018	1/10/2019	857	0.21067	\$180.54	0.05520	\$47.31	\$133.23
11/8/2018	12/7/2018	540	0.05200	\$28.08	0.05520	\$29.81	\$(1.73)
10/10/2018	11/7/2018	473	0.05200	\$24.60	0.05520	\$26.11	\$(1.51)
						ReRate Total	\$130.00

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



1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 718.975.6601
F: 718.851.2427

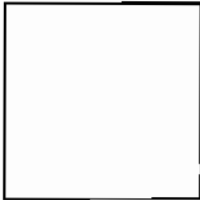
www.IndraEnergy.com

From: Mariner Taft <contactthepuco@puc.state.oh.us>

Sent: Wednesday, February 6, 2019 10:00 AM

To: Indra Energy Compliance <Compliance@indraenergy.com>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00248343 [ref:_00Dt0GzXt._500t0EgCZl:ref]



**PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum**

CASE ID: 00248343

COMPANY:

CUSTOMER:

ADDRESS:

SERVICE ADDRESS:

AIQ: Palmco Power ON LLC

SERVICE ACCOUNT NUMBER:

NIQ:

Wauseon, Ohio 43567

Wauseon, Ohio 43567

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

DESCRIPTION OF ISSUE:

Thank you for the previous response. After reviewing the tpv, there were some issues. It appears the sales rep coached the customer through the tpv; is it the company's normal policy to do so? Also, please review the variable rate the customer was charged and please consider a rerate to \$0 per kwh due to possible issues with how the tpv was conducted. Also, have previous requests for updates by me been received? Please advise.

Sincerely,

Mariner Taft

Public Utilities Commission of Ohio

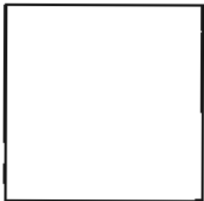
Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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ref:_00Dt0GzXt,_500t0EgCZl:ref

Orpheus Craigue

From: Orpheus Craigue
Sent: Wednesday, January 23, 2019 5:29 PM
To: Mariner Taft
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00248343 [ref:_00Dt0GzXt_500t0EgCZl:ref]
Attachments: [REDACTED] TPV.mp3; [REDACTED] Sales Call.mp3; [REDACTED] Confirmation Pack.pdf
Categories: PUCO Complaint

Hello Mariner and the PUCO,

Regarding Case # 00248343, [REDACTED]

Ms. [REDACTED] enrolled her electric account in Palmco's service on 9/7/18, 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. The customer began receiving our supply service on 10/10/18.

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 12/4/18, we received an inbound drop transaction for Ms. [REDACTED] account, and her utility (Toledo Edison) established a service end date of 1/10/19. No termination fees were issued for cancellation.

On 1/18/19, Ms. [REDACTED] contacted our Customer Care line regarding her bill. The customer was advised of a fixed rate plan that Indra could offer as an alternative to the variable product she was enrolled in previously. However, the customer stated she was not interested.

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. During the attached TPV recording, she agreed to the following terms: "Palmco will be selling you electricity at the introductory price of 5.2 cents per kWh for your first two bills." She also acknowledged her understanding that "Beginning with your third bill, the price you pay for electric 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". Ms. [REDACTED] received our supply service for three months (10/10/18 – 1/10/19), and she was billed according to the terms she agreed to at the time of enrollment.

Please let us know if we can be of any 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: Mariner Taft <contactthepuco@puc.state.oh.us>

Sent: Friday, January 18, 2019 13:56

To: PALMco Compliance <compliance@palmcoenergy.com>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00248343 [ref:_00Dt0GzXt,_500t0EgCZl:ref]



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

CASE ID: 00248343

COMPANY:

CUSTOMER:

ADDRESS: [REDACTED] Wauseon, Ohio 43567

SERVICE ADDRESS: [REDACTED] Wauseon, Ohio 43567

AIQ: Palmco Power ON 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:

Please check why the customer's rate after signing with the company in November 2018 changes from 5.2cts/kwh to 20cts/kwh. The initial rate was for the first two bills, but the higher rate increased the bills from \$60-70 to \$180 for the current bill.

Please provide the sales call and tpv call for review. Also, provide the welcome letter with the terms and conditions of the contract. Was the customer on a variable rate contract or a fixed rate contract? Work to cancel the contract with no etf and adjust the customer's billing to the original 5.2cts. rate.

Sincerely,

Mariner Taft

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._500t0EgCZl:ref

Orpheus Craigue

From: Shawn Thompson <contactthepuco@puc.state.oh.us>
Sent: Tuesday, February 12, 2019 3:18 PM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00252376 [ref:_00Dt0GzXt_500t0FKkGl:ref]



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

CASE ID: 00252376
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Akron, Ohio 44319
SERVICE ADDRESS: [REDACTED] Akron, Ohio 44319
AIQ: Palmco Energy On 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 she called her supplier to cancel in December and is now being told that it will not happen until 4/9. She states had she had Palmco then Indra, but she nor her husband signed up for the service.

*** Do you show a contact from the customer to dispute the enrollment?
*** Please provide how you obtained the authorization to enroll the customer.
*** Please provide the sales call or signed contract, tpv, welcome letter and terms.
*** What date do you show that the customer cancelled with Indra?

*** 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._500t0FKkGl:ref

William Schaaf

From: William Schaaf
Sent: Tuesday, February 19, 2019 8:09 AM
To: Shawn Thompson
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00252376 [ref:_00Dt0GzXt_500t0EKkGl:ref]
Attachments: [REDACTED] TPV.MP3; [REDACTED] Confirmation Pack-Gas.pdf [REDACTED] Confirmation Pack-Electric.pdf

Hello Shawn and the PUCO,

Regarding Case # 00252376, [REDACTED]

Ms. [REDACTED] enrolled her gas and electric accounts in Palmco's service on 8/8/18, 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 their enrollment and gauge their sales experience. However, our caller was only able to leave voice messages. No issues with the enrollment were identified, and we proceeded to finalize the enrollment process.

On 8/17/18, we received an inbound drop transaction for the customer's electric account, which was processed without penalty. This effectively rescinded the customer's enrollment for her electric account; the customer's electric account never began receiving our supply. Palmco began servicing the customer's gas account on 9/4/18.

In October 2018, Palmco began doing business as Indra Energy, and customers were provided with a postcard informing them of the brand name change. Indra continued to service Ms. [REDACTED] gas account in line with the terms of her enrollment.

On 1/14/19, Ms. [REDACTED] contacted our Customer Service line regarding her gas account. The customer declined an offer to switch her existing variable rate plan to a fixed rate product, and instead requested to cancel her account with Indra. As a result, an outbound drop transaction was submitted, and the customer's utility (DEO) determined a service end date of 2/8/19. No termination fees were issued for the customer's decision to opt out of our supply.

Ms. [REDACTED] completed the attached TPV recording to her enroll her accounts in a variable rate product, which included an introductory rate for the first two billing cycles. The customer's electric account did not receive our supply, but her gas account has been billed according to the terms she agreed to at the time of enrollment. In the interest of providing excellent service, we are planning to rerate the customer's most recent bill to the rate we have on file for her gas utility, which results in an adjustment of \$139.45 for the billing cycle of 1/7/19 – 2/5/19. Should the customer receive another bill for the period of 2/5/19 – 2/8/19, that bill will also be adjusted accordingly. Ultimately, this will provide the financial effect of expediting the customer's 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: Orpheus Craigue
Sent: Friday, February 15, 2019 7:10 PM
To: Shawn Thompson <contactthepuco@puc.state.oh.us>
Cc: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00252376 [ref:_00Dt0GzXt._500t0FKkGl:ref]

Hello Shawn,

Regarding Case ID 252376 

We're attaching the TPV recording from this customer's enrollment on 8/8/2018. The customer had an electric enrollment which was rescinded. The gas account was dropped and ended service with us on 2/8/2019, with no termination fees issued for cancellation.

We'll follow up with a more comprehensive response to this customer's concerns early next week. 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: Tuesday, February 12, 2019 15:18
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00252376 [ref:_00Dt0GzXt._500t0FKkGl:ref]



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

CASE ID: 00252376

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Akron, Ohio 44319

SERVICE ADDRESS: [REDACTED] Akron, Ohio 44319

AIQ: Palmco Energy OFFER

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 she called her supplier to cancel in December and is now being told that it will not happen until 4/9. She states had she had Palmco then Indra, but she nor her husband signed up for the service.

*** Do you show a contact from the customer to dispute the enrollment?

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

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

*** What date do you show that the customer cancelled with Indra?

*** 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._500t0FKkGl:ref

Orpheus Craigue

From: Andrea Smith <contactthepuco@puc.state.oh.us>
Sent: Friday, March 1, 2019 2:55 PM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256132 [ref:_00Dt0GzXt_500t0FMk2w:ref]



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

CASE ID: 00256132
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Columbus, Ohio 43219
SERVICE ADDRESS: [REDACTED]
[REDACTED] Columbus, Ohio 43219
AIQ: Palmco Energy OH LLC [REDACTED]
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 he noticed the company on his bills after receiving high bills. States he does not know how he was signed up. Would like to cancel without penalty and wants credited for the difference between rates.

1. Do you have record of customer?
2. If so, when and how was customer signed up?
3. Please provide a copy of signed contract, TPV and sales call.
4. Will customer be charged early termination fee if he cancels?
5. If so, how much?
6. 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._500t0FMk2w:ref

William Schaaf

From: William Schaaf
Sent: Thursday, March 7, 2019 12:29 PM
To: Andrea Smith
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256132 [ref_00Dt0GzXt_500r0FMk2w:ref]
Attachments: [REDACTED] TPV.MP3 [REDACTED] Agreement.pdf; [REDACTED] Confirmation Pack-Gas.pdf; [REDACTED] Confirmation Pack-Electric.pdf; Indra Postcard.pdf

Hello Andrea and the PUCO,

Regarding Case # 00256132, [REDACTED]

Mr. [REDACTED] enrolled his gas and electric accounts in Palmco's service on 8/22/18, upon completion of the attached TPV recording and signed agreement. 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 9/24/18 and 9/12/18, respectively.

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

Electric Plan: 17-Month Two-Phase Fixed Plan, including 5.1 cents for the initial month, followed by 8.2 cents for the remaining 16 months.

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 him of this brand name change.

On 10/8/18, we received an inbound drop transaction for the customer's electric account, and his electric utility determined a service end date of 11/8/18. No termination fees were issued for cancellation.

On 3/5/19, we received an inbound drop transaction for the customer's gas account, and his gas utility determined a service end date of 2/25/19. 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 his gas utility's standard offer, we are willing to rerate the customer's final gas bill to the rate we have on file for the gas utility (41.8 cents), which results in an adjustment of \$204.19 for the billing cycle of 1/25/19 – 2/25/19. We've included a chart below detailing our calculations for this adjustment.

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	143	\$268.45	\$0.4180	\$59.77	\$4.48	\$64.26	\$204.19

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

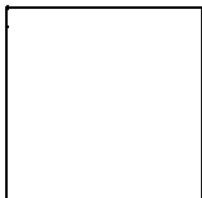
William Schaaf – Asst. Compliance Officer



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: Friday, March 1, 2019 2:55 PM
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256132 [ref:_00Dt0GzXt._500t0FMk2w:ref]



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

CASE ID: 00256132

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Columbus, Ohio 43219

SERVICE ADDRESS: [REDACTED]

[REDACTED] Columbus, Ohio 43219

AIQ: Palmco Energy OH LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

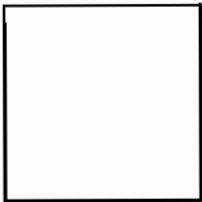
Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the 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 he noticed the company on his bills after receiving high bills. States he does not know how he was signed up. Would like to cancel without penalty and wants credited for the difference between rates.

1. Do you have record of customer?
2. If so, when and how was customer signed up?
3. Please provide a copy of signed contract, TPV and sales call.
4. Will customer be charged early termination fee if he cancels?
5. If so, how much?
6. 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._500t0FMk2w:ref

Orpheus Craigue

From: Shawn Thompson <contactthepuco@puc.state.oh.us>
Sent: Tuesday, February 26, 2019 2:09 PM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255002 [ref:_00Dt0GzXt_500t0FMHO5:ref]



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

CASE ID: 00255002
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Galion, Ohio 44833
SERVICE ADDRESS: [REDACTED] Galion, Ohio 44833
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 has been with Indra for over a year and now his rate has doubled. He is not able to reach a live representative at the company thru the vru.

*** Do you show any phone issues?

*** Does your record show a contact from the customer to inquire on his increased rate?

*** Please provide a copy of the terms and conditions.

*** 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:_00D10GzXt._500t0FMHO5:ref

Orpheus Craigue

From: Orpheus Craigue
Sent: Monday, March 4, 2019 8:04 AM
To: Shawn Thompson
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255002 [ref:_00Dt0GzXt_500t0EMH05:ref]
Attachments: [REDACTED].pdf; [REDACTED].TPV.mp3; [REDACTED].Confirmation Pack.pdf; Indra Postcard.pdf
Categories: PUCO Complaint

Hello Shawn,

Regarding PUCO Case ID 00255002 [REDACTED]

This gas account was enrolled on 6/23/2017, as a result of a door-to-door sale. We've attached the signed agreement, TPV recording, and confirmation packet mailed out following this enrollment.

Gas Plan: Variable. This included a three-month introductory rate of 37.98 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 us on 2/27/2019, confirming her intent to cancel her service with Indra. We followed up with the customer on 2/28/2019, advising that we would rerate the variable bill the customer was disputing. We will also be rerating the customer's final bill, once it is rendered. We've detailed our adjustments below.

Begin Date	End Date	Billed Usage	Supply Charge (with tax)	ReRate To:	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
1/18/19	2/18/19	280	\$ 524.41	0.41800	117.04	8.49	125.53	\$ 398.99

We have not had any reports of phone issues with our Customer Service line at 1-888-504-6372, however, at times, customers may experience hold times. We do not have any record of speaking to the customer prior to his complaint, only the two conversations since his PUCO complaint had been filed, as described above.

If we can be of any further assistance, please let us know. 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: Tuesday, February 26, 2019 14:09

To: Indra Energy Compliance <Compliance@indraenergy.com>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255002 [ref: _00Dt0GzXt._500t0FMHO5:ref]



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

CASE ID: 00255002

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Galion, Ohio 44833

SERVICE ADDRESS: [REDACTED] Galion, Ohio 44833

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 has been with Indra for over a year and now his rate has doubled. He is not able to reach a live representative at the company thru the vru.

*** Do you show any phone issues?

*** Does your record show a contact from the customer to inquire on his increased rate?

*** Please provide a copy of the terms and conditions.

*** 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._500t0FMHO5:ref

Sariah Brinker

From: Orpheus Craigue
Sent: Tuesday, March 26, 2019 5:21 PM
To: PUCO Consumer Call Center
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255002 [ref:_00Dt0GzXt._500t0FMHO5:ref]

Categories: PUCO Complaint

Hello Shawn – As it turns out, Ms. [REDACTED] final bill was already covered in our previous email. The customer's end date was 2/18/2019.

Thank you.

Orpheus Craigue – Compliance Officer



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

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Saturday, March 23, 2019 09:12
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255002 [ref:_00Dt0GzXt._500t0FMHO5:ref]

Good morning,

Below is the follow up email that was sent on 3/4/19. Has the service flow date ended with a final bill rendered? If yes, please provide the detailed calculation on how you determine the amount for the re-rate.

Sincerely,

Shawn Thompson

----- Original Message -----

From: Shawn Thompson [contactthepuco@puc.state.oh.us]
Sent: 3/4/2019 12:20 PM
To: compliance@indraenergy.com
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255002 [ref:_00Dt0GzXt._500t0FMHO5:ref]



PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00255002

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Galion, Ohio 44833

SERVICE ADDRESS: [REDACTED] Galion, Ohio 44833

AIQ: Palmco Energy OH LLC

SERVICE ACCOUNT NUMBER:

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:

Good afternoon,

After the end flow date/final service with Indra, please provide the detailed calculation on how you determine the amount for the re-rate.

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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Orpheus Craigue

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Tuesday, February 26, 2019 3:59 PM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255512 [ref:_00Dt0GzXt_500t0FMSal:ref]



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

CASE ID: 00255512
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Elyria, Ohio 44035
SERVICE ADDRESS: [REDACTED] Elyria, Ohio 44035
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:

Good afternoon.

According to Ms. [REDACTED] when she enrolled with Indra via a door to door sales call in October 2018, she agreed to a fixed rate of \$0.37 per CCF. Recently, she was billed \$1.75 per CCF by Indra. When she spoke with Indra customer service, she was told a notice was issued to her regarding the change to the variable rate.

Please review this issue and provide copies of all enrollment materials, including the signed agreement for service, Terms and Conditions of service, the Welcome Letter, the Third Party Verification recording, and the notice advising of the change to the agreement.

Additionally, please advise:

1. What the customer was billed per CCF for each month service was provided by Indra.
2. If Indra will re-rate the charges billed in excess of \$0.37 per CCF back to the rate of \$0.37 per CCF. If not, please advise why not.
3. If there are any early termination fees associated with this enrollment. If so, will the fees be waived? And if not, why not.

Additionally, please contact Ms. [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._500t0FMSal:ref

William Schaaf

From: William Schaaf
Sent: Monday, March 4, 2019 3:14 PM
To: PUCO Consumer Call Center
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255512 [ref:_00Dt0GzXt_500t0FMSatref]
Attachments: [REDACTED] PV.MP; [REDACTED] Agreement.pdf; [REDACTED] Confirmation Pack-Gas.pdf; [REDACTED] Confirmation Pack-Electric.pdf

Hello Christina and the PUCO,

Regarding Case # 00255512, [REDACTED]

Ms. [REDACTED] enrolled her gas and electric accounts in Indra's variable rate service on 10/30/18, upon completion of the attached TPV recording and signed agreement. We've also attached the confirmation packages sent to the customer detailing the terms of service. Indra began servicing the customer's gas and electric accounts on 11/14/18 and 12/11/18, respectively.

On 2/26/19, Ms. [REDACTED] contacted our Customer Service line to cancel her service with Indra. As a result, outbound drop transactions were processed, and service end dates were determined by the customer's gas and electric utilities. The customer's gas account stopped receiving our supply on 2/18/19, and the electric account is scheduled to stop receiving our supply on 3/12/19. No termination fees were issued for the customer's decision to opt out of our supply.

This customer was never enrolled in a fixed rate, and the only notices the customer would have received regarding the terms of her enrollment have already been attached here. At the time of enrollment, Ms. [REDACTED] agreed to enroll her gas and electric accounts in variable rate products, which included an introductory rate for the first two billing cycles, after which the rates would vary month-to-month. In the interest of ensuring customer satisfaction, we are going to re-rate the customer's final gas bill to the rate we have on file for her gas utility (\$0.418), which results in an adjustment of \$228.29 for the billing cycle of 1/18/19 – 2/18/19. We've included charts below detailing the customer's supply charges, as well as our calculations for this adjustment. Additionally, the customer's upcoming final electric bill is set to be billed at the estimated rate we have on record for her utility of \$0.0544 per kWh. This will ultimately provide the customer with the financial effect of having received Indra's introductory rates for her first two billing cycles, and then have returned to the utility's standard service.

Gas Account

Billing Cycle	Billed Usage	Rate Charged	Supply Charge (with tax)	Adjusted Rate	Adjusted Supply Charge (with tax)	Amt Due Customer
1/18/19 - 2/18/19	161	\$1.7463	\$300.13	\$0.4180	\$71.84	\$228.29
12/17/18 - 1/18/19	130	\$0.3700	\$51.35	[REDACTED]		
11/14/18 - 12/17/18	134	\$0.3700	\$52.93			

Electric Account

Billing Cycle	Billed Usage	Rate Charged	Supply Charge
1/11/19 - 2/12/19	711	\$0.0510	\$36.26
12/11/18 - 1/10/19	712	\$0.0510	\$36.31

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 3:59 PM

To: Indra Energy Compliance <Compliance@indraenergy.com>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255512 [ref: _00Dt0GzXt._500t0FM5al:ref]



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

CASE ID: 00255512

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Elyria, Ohio 44035

SERVICE ADDRESS: [REDACTED] Elyria, Ohio 44035

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:

Good afternoon.

According to Ms. [REDACTED] when she enrolled with Indra via a door to door sales call in October 2018, she agreed to a fixed rate of \$0.37 per

CCF. Recently, she was billed \$1.75 per CCF by Indra. When she spoke with Indra customer service, she was told a notice was issued to her regarding the change to the variable rate.

Please review this issue and provide copies of all enrollment materials, including the signed agreement for service, Terms and Conditions of service, the Welcome Letter, the Third Party Verification recording, and the notice advising of the change to the agreement.

Additionally, please advise:

1. What the customer was billed per CCF for each month service was provided by Indra.
2. If Indra will re-rate the charges billed in excess of \$0.37 per CCF back to the rate of \$0.37 per CCF. If not, please advise why not.
3. If there are any early termination fees associated with this enrollment. If so, will the fees be waived? And if not, why not.

Additionally, please contact Ms. [REDACTED] regarding this issue.

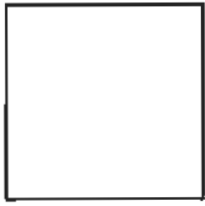
Thank you.

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._500t0FMSal:ref

Orpheus Craigue

From: Shawn Thompson <contactthepuco@puc.state.oh.us>
Sent: Thursday, February 28, 2019 2:11 PM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255562 [ref:_00Dt0GzXt_500t0FMTXS:ref]



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

CASE ID: 00255562

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Painesville, Ohio 44077

SERVICE ADDRESS: [REDACTED] Painesville, 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:

Good afternoon,

Caller states that she had a friend staying at her address, when her friend had enrolled her account with Indra. Caller states that she was unaware, until she received her bill on 2/26 for \$140 at a rate of \$17.36 per mcf in Indra charges. Caller contacted Indra and found that her friend had enrolled her account and that there was no ETF. Caller was able to cancel on 2/26 (confirmation number MD9551). Caller is disputing the enrollment and would like a credit for difference between Indra and DEO rates.

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

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

*** Can you confirm that the account has been cancelled?

*** If applicable, are you willing to re-rate the customer?

*** 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_500t0FMTXS:ref

William Schaaf

From: William Schaaf
Sent: Wednesday, March 6, 2019 12:52 PM
To: Shawn Thompson
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255562 [ref:_00Dt0GzXt_500t0FMTXS:ref]
Attachments: [REDACTED]TPV.MPS [REDACTED]Agreement.pdf [REDACTED]Confirmation Pack.pdf

Hello Shawn and the PUCO,

Regarding Case # 00255562, [REDACTED]

This customer's gas account was enrolled in Palmco's variable rate service on 9/19/18, as the result of a door-to-door sale. We've attached the TPV recording and signed agreement for this enrollment, which were completed by Mr. [REDACTED]. [REDACTED] indicated he was authorized to enroll the account. We've also attached the confirmation package sent to the customer detailing the terms of service.

Gas Plan: Variable. This included a two-month introductory rate of \$2.60 per Mcf, after which rate would vary month-to-month.

Shortly after the customer's enrollment, Palmco began doing business an Indra Energy, and the customer's account began receiving our supply on 10/18/18.

On 2/26/19, Ms. [REDACTED] contacted our Customer Service line and requested to cancel her service with Indra. An outbound drop transaction was processed, and the customer's utility (DEO) determined an estimated service end date of 3/26/19. No termination fees were issued for the customer's decision to opt out of our supply.

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 (\$3.02 per Mcf), 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 \$92.08 for the billing cycle of 1/23/19 – 2/20/19.

Begin Date	End Date	Billed Usage (Ccf)	Supply Charge (with tax)	ReRate To:	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
1/23/2019	2/20/2019	60	\$111.47	\$3.02/Mcf	\$18.12	\$1.27	\$19.39	\$92.08

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: Orpheus Craigue
Sent: Tuesday, March 5, 2019 7:19 PM
To: Shawn Thompson <contactthepuco@puc.state.oh.us>
Cc: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255562 [ref:_00Dt0GzXt._500t0FMTXS:ref]

Hello Shawn,

We're attaching the TPV recording and signed agreement from this enrollment in September 2018. We're still working on putting together a comprehensive reply to the customer's concerns and will follow up when we are 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 14:11
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255562 [ref:_00Dt0GzXt._500t0FMTXS:ref]



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

CASE ID: 00255562

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Painesville, Ohio 44077

SERVICE ADDRESS: [REDACTED] Painesville, 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:

Good afternoon,

Caller states that she had a friend staying at her address, when her friend had enrolled her account with Indra. Caller states that she was unaware, until she received her bill on 2/26 for \$140 at a rate of \$17.36 per mcf in Indra charges. Caller contacted Indra and found that her friend had enrolled her account and that there was no ETF. Caller was able to cancel on 2/26 (confirmation number MD9551). Caller is disputing the enrollment and would like a credit for difference between Indra and DEO rates.

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

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

*** Can you confirm that the account has been cancelled?

*** If applicable, are you willing to re-rate the customer?

*** 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._500t0FMTXS:ref

Sariah Brinker

From: William Schaaf
Sent: Friday, March 22, 2019 10:57 AM
To: PUCO Consumer Call Center
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255562 [ref:_00Dt0GzXt._500t0FMTXS:ref]

Good morning Shawn,

I've included a chart below detailing our calculations for the final bill rerate.

Begin Date	End Date	Billed Usage	Supply Charge (with tax)	ReRate To:	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
2/20/2019	3/21/2019	54	\$80.07	\$0.2925	\$15.80	\$1.11	\$16.90	\$63.17

William Schaaf – Asst. Compliance Officer



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

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Friday, March 22, 2019 10:08 AM
To: William Schaaf <wschaaf@indraenergy.com>
Cc: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255562 [ref:_00Dt0GzXt._500t0FMTXS:ref]

Good morning William,

Do you have the detailed calculation for the re-rate on the final bill?

Thanks,

Shawn Thompson

----- Original Message -----

From: William Schaaf [wschaaf@indraenergy.com]
Sent: 3/6/2019 12:51 PM
To: contactthepuco@puco.ohio.gov
Cc: compliance@indraenergy.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255562 [ref:_00Dt0GzXt._500t0FMTXS:ref]

Hello Shawn and the PUCO,

Regarding Case # 00255562, [REDACTED]

This customer's gas account was enrolled in Palmco's variable rate service on 9/19/18, as the result of a door-to-door sale. We've attached the TPV recording and signed agreement for this enrollment, which were completed by Mr. [REDACTED] who indicated he was authorized to enroll the account. We've also attached the confirmation package sent to the customer detailing the terms of service.

Gas Plan: Variable. This included a two-month introductory rate of \$2.60 per Mcf, after which rate would vary month-to-month.

Shortly after the customer's enrollment, Palmco began doing business as Indra Energy, and the customer's account began receiving our supply on 10/18/18.

On 2/26/19, Ms. [REDACTED] contacted our Customer Service line and requested to cancel her service with Indra. An outbound drop transaction was processed, and the customer's utility (DEO) determined an estimated service end date of 3/26/19. No termination fees were issued for the customer's decision to opt out of our supply.

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 (\$3.02 per Mcf), 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 \$92.08 for the billing cycle of 1/23/19 – 2/20/19.

Begin Date	End Date	Billed Usage (Ccf)	Supply Charge (with tax)	ReRate To:	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
1/23/2019	2/20/2019	60	\$111.47	\$3.02/Mcf	\$18.12	\$1.27	\$19.39	\$92.08

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: Orpheus Craigue

Sent: Tuesday, March 5, 2019 7:19 PM

To: Shawn Thompson <contactthepuco@puc.state.oh.us>

Cc: Indra Energy Compliance <Compliance@indraenergy.com>

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255562 [ref:_00Dt0GzXt._500t0FMTXS:ref]

Hello Shawn,

We're attaching the TPV recording and signed agreement from this enrollment in September 2018. We're still working on putting together a comprehensive reply to the customer's concerns and will follow up when we are able to.

Thank you.

Orpheus Craigue – Asst. Compliance Officer



1515 Market Street, Suite 1200

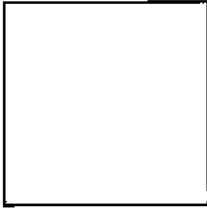
Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

From: Shawn Thompson <contactthepuco@puc.state.oh.us>
Sent: Thursday, February 28, 2019 14:11
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255562 [ref:_00Dt0GzXt._500t0FMTXS:ref]



Initial Submission of a Consumer Complaint

Marketer of Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00255562

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Painesville, Ohio 44077

SERVICE ADDRESS: [REDACTED] Painesville, 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:

Good afternoon,

Caller states that she had a friend staying at her address, when her friend had enrolled her account with Indra. Caller states that she was unaware, until she received her bill on 2/26 for \$140 at a rate of \$17.36 per mcf in Indra charges. Caller contacted Indra and found that her friend had enrolled her account and that there was no ETF. Caller was able to cancel on 2/26 (confirmation number MD9551). Caller is disputing the enrollment and would like a credit for difference between Indra and DEO rates.

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

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

*** Can you confirm that the account has been cancelled?

*** If applicable, are you willing to re-rate the customer?

*** 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

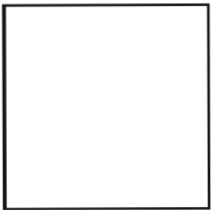
Service Monitoring and Enforcement Department

Customer Service Investigator

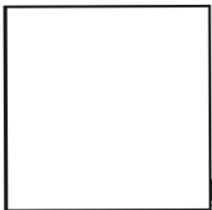
(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FMTXS:ref



Sariah Brinker

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Friday, March 22, 2019 10:08 AM
To: William Schaaf
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255562 [ref:_00Dt0GzXt._500t0FMTXS:ref]

Good morning William,

Do you have the detailed calculation for the re-rate on the final bill?

Thanks,

Shawn Thompson

----- Original Message -----

From: William Schaaf [wschaaf@indraenergy.com]
Sent: 3/6/2019 12:51 PM
To: contactthepuco@puco.ohio.gov
Cc: compliance@indraenergy.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255562 [ref:_00Dt0GzXt._500t0FMTXS:ref]

Hello Shawn and the PUCO,

Regarding Case # 00255562, Maria Siko:

This customer's gas account was enrolled in Palmco's variable rate service on 9/19/18, as the result of a door-to-door sale. We've attached the TPV recording and signed agreement for this enrollment, which were completed by Mr. [REDACTED] who indicated he was authorized to enroll the account. We've also attached the confirmation package sent to the customer detailing the terms of service.

Gas Plan: Variable. This included a two-month introductory rate of \$2.60 per Mcf, after which rate would vary month-to-month.

Shortly after the customer's enrollment, Palmco began doing business an Indra Energy, and the customer's account began receiving our supply on 10/18/18.

On 2/26/19, Ms [REDACTED] contacted our Customer Service line and requested to cancel her service with Indra. An outbound drop transaction was processed, and the customer's utility (DEO) determined an estimated service end date of 3/26/19. No termination fees were issued for the customer's decision to opt out of our supply.

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 (\$3.02 per Mcf), 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 \$92.08 for the billing cycle of 1/23/19 – 2/20/19.

Begin Date	End Date	Billed Usage (Ccf)	Supply Charge (with tax)	ReRate To:	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
1/23/2019	2/20/2019	60	\$111.47	\$3.02/Mcf	\$18.12	\$1.27	\$19.39	\$92.08

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: Orpheus Craigue

Sent: Tuesday, March 5, 2019 7:19 PM

To: Shawn Thompson <contactthepuco@puc.state.oh.us>

Cc: Indra Energy Compliance <Compliance@indraenergy.com>

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255562 [ref: _00Dt0GzXt._500t0FMTXS:ref]

Hello Shawn,

We're attaching the TPV recording and signed agreement from this enrollment in September 2018. We're still working on putting together a comprehensive reply to the customer's concerns and will follow up when we are 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 14:11

To: Indra Energy Compliance <Compliance@indraenergy.com>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255562 [ref:_00Dt0GzXt._500t0FMTXS:ref]



Initial Submission of a Consumer Complaint

Marketer of Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00255562

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Painesville, Ohio 44077

SERVICE ADDRESS: [REDACTED] Painesville, 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:

Good afternoon,

Caller states that she had a friend staying at her address, when her friend had enrolled her account with Indra. Caller states that she was unaware, until she received her bill on 2/26 for \$140 at a rate of \$17.36 per mcf in Indra charges. Caller contacted Indra and found that her friend had enrolled her account and that there was no ETF. Caller was able to cancel on 2/26 (confirmation number MD9551). Caller is disputing the enrollment and would like a credit for difference between Indra and DEO rates.

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

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

*** Can you confirm that the account has been cancelled?

*** If applicabe, are you willing to re-rate the customer?

*** 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._500t0FMTXS:ref

Sariah Brinker

From: Cindi Mack <contactthepuco@puc.state.oh.us>
Sent: Thursday, March 21, 2019 3:45 PM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00260272 [ref_00Dt0GzXt_500t0Fnt1J:ref]



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

CASE ID: 00260272

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Ohio 43125
SERVICE ADDRESS: [REDACTED] Groveport, Ohio 43125
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:

Good afternoon,

Mr. [REDACTED] states that he enrolled his account just over a year ago. The rate went from \$0.39 per ccf to \$1.7463 per ccf. He's upset that the rate has tripled.

Please forward a copy of the terms and conditions for review. Was the account enrolled originally in a fixed rate plan? If so, did the company send notification that the fixed rate would be expiring? If so, when was it sent and forward a copy for review.

Did the customer contact the company about this? If so, what was she advised?

When did the account begin billing the MVR?

How did the company calculate the MVR?

If there is any other information that I should know, it would be greatly appreciated.

Sincerely,

Cindi Mack

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Lead Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0Fnt1J:ref

Sariah Brinker

From: Orpheus Craigue
Sent: Tuesday, March 26, 2019 2:24 PM
To: Cindi Mack
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00260272 [ref:_00Dt0GzXt_500t0Fnt1J:ref]
Attachments: PALMco Energy Natural Gas Enrollment Received; Confirmation Packet.pdf; Indra Postcard.pdf
Categories: PUCO Complaint

Hello Cindi and PUCO,

Regarding Case # 00260272; [REDACTED]

Customer [REDACTED] enrolled in Palmco's gas variable rate plan on 2/22/18 through the Palmco Energy website. We're attaching the email generated from this web enrollment, as well as the confirmation packet detailing the terms of service mailed to the customer shortly thereafter.

Gas Plan: Introductory Rate of \$3.9000/Ccf for the first two billing cycles, and a variable rate thereafter.

The customer began receiving Palmco's service 3/22/2018, and the first two bills were charged at the introductory rate listed above.

Palmco began conducting business under its trade name Indra Energy in October 2018. We're attaching the postcard mailed to customers advising of this change.

On 3/21/2018 Mr. [REDACTED] called and expressed unhappiness with his gas bill. Customer Service Rep attempted to discuss a switch from variable to a fixed rate plan, but customer refused and requested account be reviewed for credit and cancelled. Per customers request a drop transaction was submitted with no ETF's issued to the customer. Columbia Gas established a service end date of 2/21/2019. Upon review, we determined we would rerate the customer's most recent bill as calculated below; this information was provided to the customer on 3/22/2019.

Begin Date	End Date	Billed Usage	Supply Charge (with tax)	ReRate To:	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
1/23/2019	2/21/2019	121	\$ 227.15	0.41800	50.58	3.79	54.37	\$ 172.78

Indra's Variable Natural Gas rate is determined according to the following criteria, taken from Indra's Terms & Conditions:

"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."

The following Price Disclosure is also included in Indra's Terms & Conditions:

"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."

Thank you.

Orpheus Craigue – Compliance Officer



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

From: Cindi Mack <contactthepuco@puc.state.oh.us>

Sent: Thursday, March 21, 2019 15:45

To: Indra Energy Compliance <Compliance@indraenergy.com>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00260272 [ref:_00Dt0GzXt._500t0Fnt1J:ref]



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

CASE ID: 00260272

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Grovenport, Ohio 43125
SERVICE ADDRESS: [REDACTED] Grovenport, Ohio 43125
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:

Good afternoon,

Mr. [REDACTED] states that he enrolled his account just over a year ago. The rate went from \$0.39 per ccf to \$1.7463 per ccf. He's upset that the rate has tripled.

Please forward a copy of the terms and conditions for review.
Was the account enrolled originally in a fixed rate plan? If so, did the company send notification that the fixed rate would be expiring? If so, when was it sent and forward a copy for review.
Did the customer contact the company about this? If so, what was she advised?
When did the account begin billing the MVR?
How did the company calculate the MVR?
If there is any other information that I should know, it would be greatly appreciated.

Sincerely,

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

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ref:_00Dt0GzXt._500t0Fnt1J:ref



PALMcoEnergy
8751 18th Avenue
Brooklyn, NY 11214

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

2/23/2018



Groveport, OH 43125

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 **Columbia Gas**. You will receive a confirmation notice from **Columbia Gas** 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:



Rate Plan: Introductory Rate of \$0.39000/Ccf 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 Columbia Gas.

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.

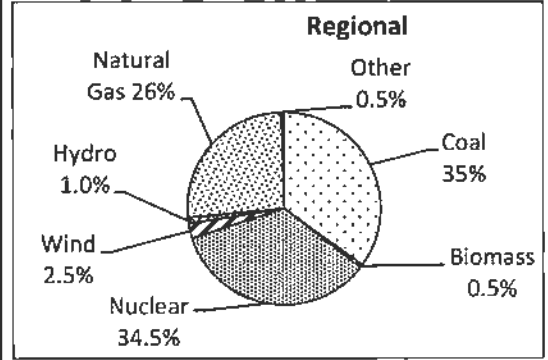
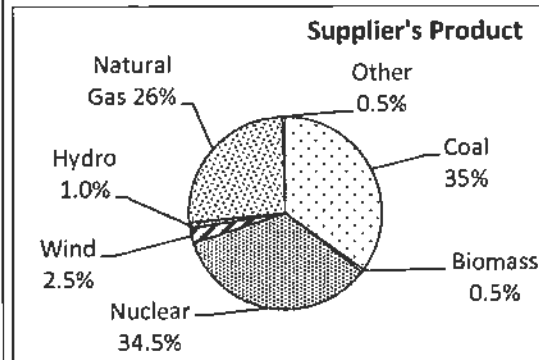
V.E.17-12.19

Environmental Disclosure Information

PALMco Power OH, LLC

Projected Data for the 2018 Calendar Year

Generation Resource Mix -
A comparison between the sources of generation used to produce this product and the historic regional average supply mix.



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 -
A comparison between the air emissions related to this product and the regional average air emissions.



Radioactive Waste -
Radioactive waste associated with the product.

Type:	Quantity:
High-Level Radioactive Waste	Lbs./1,000 kWh
Low-Level Radioactive Waste	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!**



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

Sariah Brinker

From: Orpheus Crague
Sent: Monday, March 25, 2019 9:28 AM
To: Serena Lau; Heladia Cruz
Cc: William Schaaf; Jacqueline Maldonado; Genia Rolon
Subject: Rerates 3-22-19
Attachments: Rerates 3-22-19.xlsx

S/H – We have got some rerates for you from Friday. The bottom one on the list, you had calculated a util rerate but cust only got one month at intro d/t billing error, so this one will be a revised bill. But we can still rerate final bill (to util rate like normal).

Orpheus Crague – Compliance Officer



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



PALMCO DOOR-TO-DOOR SCRIPT

DE	DC	Illinois	MA	MD, OH, & PA	NJ	VA
<p>Rep: Hello, my name is _____</p> <p>(show both PALMco and Blue State ID badge) and I'm here on behalf of PALMco Power which is an authorized electricity supplier. The purpose of my visit today is to sell electric supply service. PALMco does not represent your utility or governmental agency. <i>(Hand customer your business card with your and PALMco's information)</i></p>	<p>Rep: Hello, my name is _____</p> <p>(show photo ID badge) and I'm here on behalf of PALMco Energy which is an authorized electricity and natural gas supplier to see if you would be interested in switching your electric and/or natural gas supply service to PALMco. If you have a few moments, I would like to tell you more about PALMco's supply offerings.</p>	<p>Rep: Hello, my name is _____</p> <p>(badge must be prominently displayed and visible at all times) and I'm here on behalf of PALMco Energy which is an independent seller electric power certified by the Illinois Commerce Commission. I am <u>not</u> a representative of your local utility, governmental body, or consumer group. <i>(Hand customer your business card with your and PALMco's information)</i></p>	<p>Rep: Hello, my name is _____</p> <p>(show ID Badge) and I'm here on behalf of PALMco Energy which is an authorized electricity and/or natural gas supplier.</p>	<p>Rep: Hello, my name is _____</p> <p>(show ID badge) and I'm here on behalf of PALMco Energy which is an authorized electricity and natural gas supplier. I am not working for your local utility. I am here to see if you would be interested in switching your natural gas and/ or electric supply from your current supplier or utility to PALMco. <i>(Hand customer your business card with your and PALMco's information)</i></p>	<p>Rep: Hello, my name is _____</p> <p>(show ID badge) and I'm here on behalf of PALMco Energy, an independent seller of gas and electricity certified by the New Jersey Board of Public Utilities and I am not associated with your utility. I am here to see if you would be interested in switching your natural gas and/ or electric supply from your current supplier or utility to PALMco. Switching to PALMco is not mandatory.</p>	<p>Rep: Hello, my name is _____</p> <p>(show ID Badge) and I'm here on behalf of PALMco Energy which is an authorized natural gas supplier.</p>



PALMCO DOOR-TO-DOOR SCRIPT

Introduction:

Rep: Are you the person who manages the Utility bills? *(If so, continue. If not ask who that person is and when he/she would be available)*

Rep: You probably already know you have the ability to purchase your electric and/or gas from an alternate supplier. I'd like to talk to you about using PALMco Energy/ Power as your supplier.

If customer is not familiar with the program:

Rep: Just as you shop for other products and services, you also have the right to shop for an energy supplier. Energy customers from large manufacturers to residential homeowners are able to shop for energy options from a diverse group of competitive authorized suppliers. As more suppliers' offer their services in your area, you have the opportunity to choose the company who supplies the generation of your electricity and supplies your natural gas. Your electricity and/or natural gas Utility will not change. You will still receive the same reliable energy and billing services that you have come to expect from your local Utility. The only thing that will change is your supplier.

Rep: Are you currently using an alternate supplier?

Rebuttal if customer has supplier:

Rep: Well, the good news is that you are already a smart consumer. For enrolling with PALMco today, you will receive a one-time restaurant.com gift card valued at \$25.00. You are also eligible for a \$25 check if you refer a new customer that enrolls with PALMco for at least three months. Do you have a current bill handy so I could see if PALMco's initial/introductory rate is competitive with your current rate?

After the bill is reviewed:

- If the customer's current rate is higher than our rate offering and our rate offering is competitive (using the introductory/initial rate, emphasize that this rate comparison is only valid for the introductory/initial rate), proceed with the rest of sales solicitation.
- If the rate is not competitive, move to the next house (If the customer does not enroll with PALMco, do NOT copy or take down their utility account information)



PALMCO DOOR-TO-DOOR SCRIPT

Rep: Are you familiar with the terms and conditions of your current contract? I ask because sometimes there is an early termination fee for switching suppliers. *(Do not speculate as to whether or not an ETF applies. If the customer is sure there is no ETF and they wish to switch suppliers, then proceed. Otherwise, allow the customer to research their current agreement and call our office if they would like to schedule a follow-up appointment).*

Prior to enrolling the customer, confirm the customer is the authorized to make changes on the electric and/or natural gas account(s):

DC, DE, MD & VA	NJ	IL, MA, OH, & PA
Rep: Just to confirm, you are the account holder or customer of record on the Utility bill, correct? <i>(If “No” – When would be a good time to return to speak with the person in whose name the account is listed in? (Set appointment).</i>	Rep: Just to confirm, you are an authorized person to make the switch on this account? An authorized person is: (1) The person whose name appears on the utility bill for the account; (2) The spouse of the person whose name appears on the utility bill for the account; and (3) The authorized adult (at least 18 years old) child of the person whose name appears on the utility bill for the account. <i>(If “No” – When would be a good time to return to speak with the person in whose name the account is listed in? (Set appointment).</i>	You are the named customer on each of the account(s), or you are the spouse of the named customer on the account(s), or you are over 18 years old and authorized to make decisions concerning such account(s). <i>(If “No” – When would be a good time to return to speak with the person in whose name the account is listed in? (Set appointment).</i>

Rep: Now, keep in mind we are not here to replace your Utility. The Utility will still deliver your electricity and/or natural gas, read your meter, respond to any emergencies, and send your monthly bill. All we are doing is supplying your electricity and/ or natural gas instead of your Utility. The best part is that it is free to enroll and it’s easy to do.



PALMCO DOOR-TO-DOOR SCRIPT

Close: *(restate what is important to the customer and ask for the sale)*

Rep: OK let's get you enrolled (complete the D2D Paper Enrollment Form or start the Electronic Enrollment Process).

In IL ONLY: Write today's date and your agent ID number on the Uniform Disclosure Statement on the first page of the D2D Enrollment Packet *(located at the bottom of the page)*.

IF Delaware, Illinois, or New Jersey (but also generally applicable to all states):

Rep: I want to go over a few points regarding the Agreement with you:

1. **Describe the rate plan: Introductory/ Initial Rate:** Is a promotional rate that will remain the same for one to three billing cycles. Thereafter, the rate will switch to a fixed or variable rate plan (described below).
 - i. **IN IL ONLY** PALMco will communicate any percentage of savings to the marketing vendors, if there is no savings message communicated, PALMco does not guarantee savings compared to the customer's local utility.
 - ii. **If a savings message is communicated from PALMco, state the following:** You will save ____ percent compared to your local utility for a period of ____ billing cycles. Please see your Agreement for a full explanation of how PALMco calculated this percentage. Thereafter, PALMco does not guarantee savings and you will be charged a rate of ____ per kWh for a period of ____ consecutive months (tell the customer the price per kWh and the fixed rate term after the initial time period).
- a. **After the Introductory/ Initial rate, state that the Agreement is a:** *[fixed rate or variable rate]* and will continue either *[month to month or for a fixed term]*.
- b. **Fixed Rate Only:** A fixed rate allows you to lock in your price for natural gas and/or electricity for a ____ (insert term) month term. You will not be charged a higher rate for the term of the Agreement. This rate is only for the supply portion of your bill, your bill will still include any service charges charged by the Utility, and applicable taxes.
 - i. **All States (Minus IL):** At the end of the fixed term, PALMco will send you a Renewal Notice explaining your options moving forward. If you take no action, your Agreement will automatically renew at the price then in effect, in accordance with the terms set forth in the Renewal Notice.

PALMCO DOOR-TO-DOOR SCRIPT

- ii. **In IL ONLY:** In most instances you will be renewed to a fixed rate that will differ from the one you are currently receiving. In some instances, your contract will renew to a variable rate month-to-month contract, but look out for your renewal notice (about 60 days prior to the expiration of your contract), which will explain your options and how to either select a different plan or cancel service with PALMco at the end of your contract term. Your contract term with PALMco is for a period of _____ consecutive months. This time period includes your initial rate.
 - c. **Variable Rate Only:** A variable rate may change by the month, including one billing cycle to the next, based on market conditions and other factors listed in your Terms and Conditions and Contract Summary (if applicable). Variable rates can be higher or lower than your utility's rates in any given month or over the duration of the Agreement.
 - i. **In IL ONLY:** To access your variable rate for the next billing cycle and historic variable rates (for up to one year), charged by PALMco to customers in your utility service area please visit: <https://palmcoenergy.com/illinois/illinois-variable-rates/>. You can also find this information in your Agreement and Contract Summary.
 - ii. **In all other states, in order to view your current variable rate, updated monthly, refer to our website:**
 - 1. DC - <https://palmcoenergy.com/district-of-columbia/district-of-columbia-variable-rates/>
 - 2. DE - <https://palmcoenergy.com/delaware/delaware-variable-rates/>
 - 3. MA - <https://palmcoenergy.com/massachusetts/massachusetts-variable-rates/>
 - 4. MD - <https://www.palmcoenergy.com/maryland-rates/>
 - 5. NJ - <https://palmcoenergy.com/new-jersey/>
 - 6. PA - <https://palmcoenergy.com/pennsylvania/pennsylvania-variable-rates/>
 - 7. OH - <https://palmcoenergy.com/ohio/ohio-variable-rates/>
 - 8. VA - <https://palmcoenergy.com/virginia/virginia-rates/>
2. **Disclose the following for both variable and fixed rate products:**
- a. PALMco does not require customers to pay a deposit.
 - b. PALMco does not charge a fee to switch from your current supplier to PALMco.
 - c. PALMco does not charge early termination fees.
 - d. PALMco does not guarantee savings and you will be billed according to the rate in your Terms and Conditions, Contract Summary (if applicable), Welcome Packet, TPV, and/or Renewal Notice (if applicable). **(all states but IL, which requires the additional disclosures above).**



PALMCO DOOR-TO-DOOR SCRIPT

Rep: To complete your enrollment, I'll need to connect you with a recorded third-party verification company. This is to verify that you want to switch your electric and/ or natural gas supplier to PALMco. Before I do, I just want to make sure I explained everything to your satisfaction.

DE, OH, & MD	IL	PA	DC, MA, NJ, & VA
I ask because I must leave the premises prior to me connecting you with our TPV representative. INFORM THE CUSTOMER OF THEIR RIGHT TO RESCIND LISTED IN THE CHART BELOW. Do you have any additional questions before I connect the call and leave the premises?	I ask because I have to step outside while you are speaking with the TPV representative.	I ask because unless you agree that I can be in the vicinity while the verification occurs, I will have to step outside while you are speaking with the TPV representative. Do you give me permission to stay inside the premises while the TPV occurs?	I ask because the TPV rep will stop the process if you ask any questions or speak to me during the Do you have any additional questions before we connect? No, OK let's get on the call.

(Continued)



PALMCO DOOR-TO-DOOR SCRIPT

Inform the Customer of their Rescission Time-Period to Stop the Customer's Enrollment with PALMco

DC, DE, MA, & PA	Illinois	NJ	OH	VA
You have three business days to rescind this Agreement if you change your mind and do not wish to enroll with PALMco.	You may stop this transaction by contacting PALMco before PALMco submits your enrollments request to your utility. If you do not rescind before PALMco submits your enrollment request, you will receive written notification from your utility confirming your switch to PALMco for your electric supply. You may rescind the pending enrollment without any penalty within ten (10) calendar days by contacting either PALMco or your utility. You may also cancel this Agreement within 10 business days after the date of your first bill. Cancellation will be effective once your utility drops PALMco as your supplier, which may take one to two billing cycles. You will be responsible for the amount charged up to the effective cancellation date.	You have seven days to rescind this Agreement if you change your mind and do not wish to enroll with PALMco.	Electric customers only: Your electric utility will be sending you a written notice of your switch to PALMco. You are allowed seven calendar days to rescind this Agreement, should you wish to rescind, please contact your utility. Natural gas customers only: Your natural gas utility will be sending a written notice of your transfer to PALMco. You are allowed a seven-business-day period from the written notice postmark date to rescind the enrollment. In order to rescind, you must contact your natural gas utility.	You have ten business days following the mailing of your notice of enrollment by your Utility to rescind this Agreement by calling PALMco or your Utility.

After the rescission period, the customer is still able to cancel PALMco's supply service at any time, but must pay for supply charges already incurred, up until the customer is returned to their utility. See Section A (10) on page 3 of your training manual.

Rep: Thank you so much for enrolling with PALMco. You'll receive notification from your local Utility confirming the transfer of your supply service to PALMco. The transfer usually happens within two billing cycles. In addition, PALMco will be sending you a welcome packet that contains the terms and conditions and explains PALMco's promotions, so keep an eye out for that.



PALMCO DOOR-TO-DOOR SCRIPT

REBUTTAL AND COMMON QUESTIONS:

- 1. **What are the delivery charges?** These are the fees that your utility charges you to operate and maintain the facilities, pipes and poles and wires that are used to deliver your electricity. These charges fluctuate depending on how much electricity you use, but are the same no matter who supplies your electricity.
- 2. **Am I guaranteed to save money?** No.
- 3. **I’ve been burned by other suppliers. I’m not interested.** **Rep:** I’ve heard that. It’s unfortunate other suppliers have made a bad name for all of us and taken advantage of good customers like yourself. I ask you give PALMco a try, considering it is a family owned company, its Friends and Family referral program, Loyalty Credit, and/or restaurant.com gift cards, etc. Remember if you decide you do not wish to stay on PALMco’s supply service, you can cancel at any time.
- 4. **Will my service change in any way?** You will still have [insert utility name, see attached for a list of utilities PALMco serves across the states] as your utility. They will continue to deliver your electricity and/or natural gas, respond to emergencies, read your meter, and send you a bill just as they always have. You are simply choosing to purchase your electricity and/or natural gas from an alternative supplier.

TIME RESTRICTIONS FOR DOOR-TO-DOOR SOLICITATIONS:

DC	DE	IL	MD, MA, NJ, & OH	PA	VA
9:00am-sunset	9:00am-8:00pm (if a local ordinance has more strict solicitation requirements, must follow the local ordinance)	9:00am-7:00pm OR civil dusk (whichever is earlier)	10:00am-6:00pm	9 a.m. and 7 p.m. during October 1 and ending March 31, 9 a.m. and 8 p.m. during the months beginning April 1 and ending September 30	N/A

PALMCO DOOR-TO-DOOR SCRIPT

UTILITIES ACROSS THE STATES:

DC	DE	IL	MD	MA	NJ	OH	PA	VA
Pepco	Delmarva	Ameren	Allegheny/Potomac Edison (First Energy)	National Grid (MECO)	ACE	AEP (CSP & OHPC)	Columbia Gas	CVA
WGL		Comed	BG&E	NSTAR	Elizabethtown Gas	Columbia Gas	Duquesne	WGL
			Delmarva	WMECO	JCP&L	DP&L	First Energy (Allegheny/West Penn, MetEd and PenElec)	
			Pepco		NJNG	Dominion	PECO	
			Washington Gas		PSE&G	Duke	People's (Equitable and Natural Gas)	
					Rockland Electric	First Energy (Illuminating Company, Toledo Edison and Ohio Edison)	UGI	
					SJG	Vectren	PGW	

PALMCO DOOR-TO-DOOR SCRIPT

CONTACT INFORMATION FOR PUCs IN EACH STATE, SHOULD THE CUSTOMER WISH TO CONTACT THE PUC:

DC	DE	IL	MD	MA	NJ	OH	PA	VA
<p>PSC at (202) 626-5100 or via the web at www.dcpsc.org</p> <p>The Office of the People's Counsel can be reached at (202) 727-3071 or via the web at www.opc-dc.gov</p>	<p>PSC at 800-282-8574, by U.S. Mail at 861 Silver Lake Boulevard, Cannon Building, Suite 100, Dover, DE 19904, or visit the web at http://depsec.delaware.gov/.</p> <p>Delaware Division of Public Advocate at 1-888-607-2427 (toll free) or 302-577-5077, by U.S. Mail at 29 South State Street, Dover, DE 19904, by email at public.advocate@state.de.us, or via their website at https://publicadvocate.delaware.gov/</p>	<p>The Commission's Consumer Services Division (CSD) at 800-524-0795 (toll free) or TTY at 800-858-9277 (toll free), via the CSD website at http://www.icc.illinois.gov/consumer/complaint/, or by mail to Illinois Commerce Commission, 527 East Capitol Ave., Springfield, IL 62701.</p> <p>If the customer needs general information about their service, or wish to obtain educational materials, the customer may contact the Commission at 800-524-0795 (toll free) or TTY at 800-858-9277 (toll free) or at http://www.icc.illinois.gov/</p>	<p>PSC at (800) 492-0474, by U.S. mail at 6 St. Paul Street Baltimore, MD 21202, or via the web at http://www.psc.state.md.us/</p>	<p>DPU: at 1-877-886-5066, by mail at One South Station Boston, MA 02110, or via the web at http://www.mass.gov/eea</p>	<p>BPU at 1-800-624-0241</p>	<p>PUCO Phone at (800) 686-7826 or via the web at www.puco.ohio.gov</p> <p>Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622</p>	<p>PUC at (888) 782-3228 (electric competition hotline)</p> <p>PUC Consumer Hotline at 1-800-692-7380</p>	<p>The VA State Corporation Commission at 800-552-7945; (b) via the web at www.scc.virginia.gov; or (c) by mail at 1300 E. Main St. Richmond, VA 23219</p>

Left Voicemail

Credit as follows: Re-rate.

1/23/19-2/21/19 (\$0.41800) \$ 172.78

To be applied to the account.

*If Customer returns calls, please adv. on credit info.

Thursday, 3/21/19 | 01:54:21 PM

Updated: Thursday, 3/21/19 | 01:55:23 PM

[ECS153] :

Groveport, OH 43125

AH NAME/RELATIONSHIP TO THE AH:

ISSUE: cx wants to know why his rate jumped. he would like a review for credit because his bill jumped up so high from a rate of .39 to 1.74628.

RES:sent in a review for credit and advised customer that he was on a variable rate and thats why his bill jumped up like that. let him know that going on a fixed rate would give him peace of mind in knowing that his rate would stay the same for the length of the contract. wanted me to send in review for credit first. after sending in the review he said he felt as though his rate being so high was unethical and he has contacted PUC. I canceled account per cx request and sent credit review and complaint through panacea

CONF#-IT2737-review for credit// cancelation code 100578

[ECS2421]

Caller:

Phone:

Acct.#:

Service address:

Acct.Holder/Relationship: account holder

Issue: Customer called to follow up on review for credit request placed on 03/21/2019.

Resolution: I advised him the last comment on the account:

Credit as follows: Re-rate.

1/23/19-2/21/19 (\$0.41800) \$ 172.78

To be applied to the account.

*If Customer returns calls, please adv. on credit info.

And Also confirmed to him that this is going to be applied after 1 to 2 billing cycles

Agent ID: 32443

CONF#:

Sariah Brinker

From: Jacqueline Maldonado
Sent: Friday, March 22, 2019 11:29 AM
To: Indra Energy Compliance
Subject: [REDACTED]
Attachments: [REDACTED]

The below [REDACTED] has been responded to.

[REDACTED]
[REDACTED]
We have a completed enrollment done by Mr. [REDACTED] on 2/22/18, in which he agreed to a variable rate plan. Reviewing the account, we see the account has already ended service with Indra. The customer was not issued any ETFs. We attempted to reach out to the customer to inform him of an adjustment we will be applying to his account. This adjustment covers his final bill with Indra.

Jacqueline Maldonado – Compliance Supervisor



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

www.IndraEnergy.com

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Concern Details

[Return Help](#)

Pipeline	Columbia Gas Of Ohio		
PCID	[REDACTED]		
First Name	[REDACTED]	Last Name	[REDACTED]
Bus. Name	[REDACTED]		
Marketer	INDRA ENERGY (PALMco Energy) - 2962	City	GROVEPORT
Sales Rep		State	OH
Type	Both	Zip	43125
Enroll	(yyyy)	Caller Name	george e sadeski
Mo/Yr		Relationship	
Status	Waiting for NiSource/Commission	Concern	Bill Ready Question--XXCYY Rate Codes Only
		Analyst	Sylvia Sapp

Remarks customer stated indra energy raised his rate without notification and would like to file a complaint for the amount the rate was raised

Expectation:

Created By Michael Severance	Create Time 3/21/2019 1:17:05 PM	Last Updated 3/22/2019 11:27:27 AM
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Concern History:
Concern Created by U132041 at 3/21/2019 1:17:05 PM

Forwarded to Marketer by KEMEADO at 3/21/2019 1:48:17 PM
Please contact customer about raise in rate

Response by CS20001409 at 3/22/2019 11:27:27 AM
We have a completed enrollment done by [REDACTED] on 2/22/18, in which he agreed to a variable rate plan. Reviewing the account, we see the account has already ended service with Indra. The customer was not issued any ETFs. We attempted to reach out to the customer to inform him of an adjustment we will be applying to his account. This adjustment covers his final bill with Indra.

Sariah Brinker

From: PALMco Customer Service
Sent: Thursday, February 22, 2018 4:10 PM
To: [REDACTED]
Subject: PALMco Energy Natural Gas Enrollment Received

ENROLLMENT CONFIRMATION

Dear [REDACTED]

Thank you for choosing PALMco Energy as your energy supplier. We look forward to serving you as one of our preferred customers.

This letter is confirming your selection of PALMco Energy as your Gas supplier. This package contains a copy of the **Terms and Conditions**, .

WE ARE CURRENTLY PROCESSING YOUR ENROLLMENT

Your enrollment request is currently being processed and will be sent to your utility. You will receive a confirmation notice from your utility confirming your selection of PALMco Energy as your 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, for any reason, we are unable to enroll your account we will be sure to contact you to resolve the issue.

CANCELLATION OF SERVICE

After you have begun receiving service from PALMco Energy, you may opt out or cancel your service with PALMco Energy at any time. It typically takes between one to two billing cycles (approximately 30 to 60 days) for you to be switched back to your utility or another supplier after you opt out or cancel your service with PALMco Energy . During this time, PALMco Energy will continue to supply and charge you for the service you receive at PALMco Energy 's rates in effect at that time.

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

CONTACT INFORMATION

Customer Enrollment Request Date: 2018-02-22 21:09:51

Customer Name: [REDACTED]

Primary Email Address: [REDACTED]

Primary Telephone Number [REDACTED]

PLAN DETAILS

Utility: Columbia Gas of Ohio

Utility Account Number: [REDACTED]

Rate Plan: Introductory Rate of \$0.39000 / CCF for First 2 Billing Cycles.

Followed by our variable rate thereafter.

Enrollment Fees: None

Cancellation Fees: \$ 0

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 and tell us:

- About your overall sales experience.
- Any questions about the pricing plan or the supply service you signed up for.
- Anything we could have done to improve your enrollment experience.

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 Energy Customer Service

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

Sariah Brinker

From: Keenia Joseph
Sent: Friday, May 03, 2019 9:04 PM
To: Darita Patterson
Cc: Indra Energy Compliance; beth.blackmer@puco.ohio.gov; Mark Whitt; Becky Glover
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257348 [ref:_00Dt0GzXt_500t0FNItB:ref]

Darita,

I will further review and re-rate both accounts. I will calculate the applicable amounts and provide you with an update once completed. Thanks

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: Darita Patterson <contactthepuco@puc.state.oh.us>
Sent: Wednesday, May 1, 2019 12:35 PM
To: Indra Energy Compliance <Compliance@indraenergy.com>; beth.blackmer@puco.ohio.gov
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257348 [ref:_00Dt0GzXt_500t0FNItB:ref]



**PUBLIC UTILITIES COMMISSION OF OHIO
FOURTH Request for Information
Please Respond Within 48 Hours**

CASE ID: 00257348

COMPANY: [REDACTED]

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Massillon, Ohio 44646

SERVICE ADDRESS: [REDACTED] Massillon, Ohio
44646

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:

Both the gas and electric contracts were fixed for three months before going variable. Unless you can cite a rule stating these contracts were exempt from the 45 day notice rule prior to contracts going variable, all variable rate charges must be re-rated. Please provide consumption, utility rate and the rate billed by Indra for every month the customer was billed a variable rate and state the refund amount.

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.

Sariah Brinker

From: Keenia Joseph
Sent: Tuesday, May 07, 2019 5:32 PM
To: Darita Patterson
Cc: Indra Energy Compliance; beth.blackmer@puco.ohio.gov; Mark Whitt; Becky Glover
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257348 [ref:_00Dt0GzXt_500t0FNItB:ref]

Darita,

Please see below for the re-rate calculation. Please confirm your agreement in order for the company to move forward and process payment/credit to customer account.

PH#:		Name:		Acct:					
Begin Date		End Date	Billed Usage	Supply Charge (with tax)	ReRate To:	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
3/1/2019	4/1/2019		238	\$ 83.65	0.29330	69.81	4.54	74.35	\$ 9.30
1/31/2019	3/1/2019		258	\$ 477.11	0.29250	75.47	4.91	80.37	\$ 396.74
1/2/2019	1/31/2019		303	\$ 257.54	0.30200	91.51	5.95	97.45	\$ 160.09
11/29/2018	1/2/2019		267	\$ 236.58	0.37120	99.11	6.44	105.55	\$ 131.03
10/29/2018	11/29/2018		225	\$ 222.81	0.47850	107.66	7.00	114.66	\$ 108.15
9/28/2018	10/29/2018		102	\$ 100.43	0.32550	33.20	2.16	35.36	\$ 65.07
8/29/2018	9/28/2018		26	\$ 32.06	0.30910	8.04	0.52	8.56	\$ 23.50
7/31/2018	8/29/2018		21	\$ 13.97	0.29650	6.23	0.40	6.63	\$ 7.34
6/29/2018	7/31/2018		21	\$ 13.97	0.28920	6.07	0.39	6.47	\$ 7.50
5/31/2018	6/29/2018		21	\$ 15.25	0.30660	6.44	0.42	6.86	\$ 8.39
5/1/2018	5/31/2018		23	\$ 14.26	0.29450	6.77	0.44	7.21	\$ 7.05
4/3/2018	5/1/2018		135	\$ 85.11	0.27610	37.27	2.42	39.69	\$ 45.42
3/1/2018	4/3/2018		249	\$ 180.20	0.27610	68.75	4.47	73.22	\$ 106.98
1/31/2018	3/1/2018		211	\$ 157.18	0.26390	55.68	3.62	59.30	\$ 97.88
1/17/2018	1/31/2018		83	\$ 65.76	0.27380	22.73	1.48	24.20	\$ 41.56
									(\$396.74)
									\$819.25

<- Already Appli

Already applied

New total amou

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: Keenia Joseph
Sent: Friday, May 3, 2019 9:04 PM
To: Darita Patterson <contactthepuco@puc.state.oh.us>
Cc: Indra Energy Compliance <Compliance@indraenergy.com>; beth.blackmer@puco.ohio.gov; Mark Whitt <whitt@whitt-sturtevant.com>; Becky Glover <Glover@whitt-sturtevant.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257348 [ref:_00Dt0GzXt._500t0FNItB:ref]

Darita,

I will further review and re-rate both accounts. I will calculate the applicable amounts and provide you with an update once completed. Thanks

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: Darita Patterson <contactthepuco@puc.state.oh.us>
Sent: Wednesday, May 1, 2019 12:35 PM
To: Indra Energy Compliance <Compliance@indraenergy.com>; beth.blackmer@puco.ohio.gov
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257348 [ref:_00Dt0GzXt._500t0FNItB:ref]



**PUBLIC UTILITIES COMMISSION OF OHIO
FOURTH Request for Information
Please Respond Within 48 Hours**

CASE ID: 00257348

COMPANY: [REDACTED]

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Massillon, Ohio 44646

SERVICE ADDRESS: [REDACTED] Massillon, Ohio
44646

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:

Both the gas and electric contracts were fixed for three months before going variable. Unless you can cite a rule stating these contracts were exempt from the 45 day notice rule prior to contracts going variable, all variable rate charges must be re-rated. Please provide consumption, utility rate and the rate billed by Indra for every month the customer was billed a variable rate and state the refund amount.

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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**SOMETHING NEW
IS COMING!**



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

Sariah Brinker

From: Orpheus Craigue
Sent: Tuesday, March 26, 2019 8:45 AM
To: Darita Patterson
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257348 [ref:_00Dt0GzXt_500t0FNItB:ref]

Categories: PUCO Complaint

Hello Darita,

This information was provided to Indra by the utility. In fact, the utility is also the one who initiated the transaction to transfer Palmco/Indra to the new service address.

We refer to Dominion as a “seamless move” utility, meaning an account goes with the customer to a new residence as long as the move is within the same utility. These transactions are handled by the utility, so Palmco/Indra did not proactively seek out the customer’s new account information.

We received a “Customer Move” transaction from Dominion on 1/19/2018 for this customer and the gas account continued receiving Palmco’s service from that point forward. Are you saying that this transaction was received in error?

If a rerate is being ordered here, we’d like to understand the reason in order to help ensure compliancy going forward. Thank you.

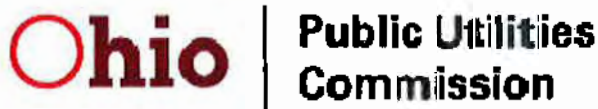
Orpheus Craigue – Compliance Officer



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

www.IndraEnergy.com

From: Darita Patterson <contactthepuco@puc.state.oh.us>
Sent: Thursday, March 21, 2019 15:44
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257348 [ref:_00Dt0GzXt_500t0FNItB:ref]



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

CASE ID: 00257348

COMPANY: [REDACTED]

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Massillon, Ohio 44646

SERVICE ADDRESS: [REDACTED] Massillon, Ohio
44646

AIQ: Palmco Energy 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. 4901:1-29-06(D)(6)(b)(v)

DESCRIPTION OF ISSUE:

Thank you for the information. Unless there is a valid TPV for the current address on Oakview St, you do not have permission to be the customers supplier at this location. All charges need to be rerated to the utility rate. Please provide enrollment TPV or provide the rate the customer was billed by your company each month at the Oakview St address and the amount of the refund due so I can verify the information with the utility. Also, please explain how Palmco/Indra obtained the customers account information in order to become her supplier at the new residence.

An inbound drop established the customer's electric account received our service for a total of three months (10/18/17 – 1/18/18) at the original service address of [REDACTED]. The gas account also received service at that address until 1/18/18, at which point it was transferred to the customer's new address of [REDACTED].

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._500t0FNItB:ref

Sariah Brinker

From: Darita Patterson <contactthepuco@puc.state.oh.us>
Sent: Monday, March 11, 2019 11:00 AM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257348 [ref:_00Dt0GzXt_500t0FNIt8;ref]



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

CASE ID: 00257348
COMPANY:
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Massillon, Ohio 44646
SERVICE ADDRESS: [REDACTED] Massillon, Ohio 44646
AIQ: Palmco Energy OH LLC [REDACTED]
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. 4901:1-29-06(D)(6)(b)(v)

DESCRIPTION OF ISSUE:

Caller states that she had filed a complaint with BBB over her gas bill. Caller had then received a call from DEO advising caller that it was because of her current supplier, Indra. Caller is currently paying \$17.364 per mcf and her most recent bill is for \$520. Caller states that she has never received any sort of notice regarding the end of her contract. Caller is looking to be cancelled out without penalty and to be credited back for difference between Indra and DEO charges.

-Please cancel immediately, provide drop date and place customer on your DNC and DNK list.

- Please provide enrollment TPV, contract terms and conditions and a copy of all notices sent to the customer regarding their contract.
- Please explain the outrageous rate the customer is being billed.
- Please respond with full resolution including any credit for the exorbitant rate.

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._500t0FNItB:ref

Sariah Brinker

From: Orpheus Craigue
Sent: Wednesday, March 13, 2019 4:14 PM
To: Darita Patterson
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257348 [ref_00Dt0GzXt_500t0ENtB;ref]
Attachments: [REDACTED] TPV.mp3 [REDACTED] Confirmation Pack Electric.pdf [REDACTED] Confirmation Pack Gas.pdf; Indra Postcard.pdf
Categories: PUCO Complaint

Hello Darita,

Regarding PUCO Case ID 00257348; [REDACTED]

This electric and gas account were enrolled in Palmco's variable rate plans on 9/11/2017, as a result of a door-to-door sale, upon completion of the attached TPV recording. Confirmation packages (also attached) were then mailed to the customer.

An inbound drop established the customer's electric account received our service for a total of three months (10/18/17 – 1/18/18) at the original service address of [REDACTED]. The gas account also received service at that address until 1/18/18, at which point it was transferred to the customer's new address of [REDACTED].

Palmco began conducting business under its trade name, Indra Energy, in October 2018. We're attaching a copy of the postcard mailed to customers informing them of this brand name change.

The customer's gas account was dropped by Dominion, with a service end date of 4/4/2019; no ETFs were issued. We're planning on rerating the customer's most recent gas bill as shown by the calculations below, and will also rerate the customer's final bill, once it is rendered. We're happy to take these actions to help ensure we resolve the customer's concerns. If you have any concerns over these adjustments, please feel free to reach out.

Begin Date	End Date	Billed Usage (Ccf)	Supply Charge (with tax)	ReRate To:	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
1/31/19	3/1/19	258	\$ 477.11	0.29250	75.47	4.91	80.37	\$ 396.74

The customer was added to our internal Do Not Call and Do Not Knock lists, to ensure she is not solicited by Indra's marketers moving forward.

The customer was billed according to the terms of her variable rate plan with Palmco/Indra. This included a three-month introductory rate, after which the rate would vary from month-to-month. The customer was never enrolled in a fixed rate plan, and as a result was not required to be provided with a renewal notice.

Let us know if you need anything further. 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: Darita Patterson <contactthepuco@puc.state.oh.us>
Sent: Monday, March 11, 2019 11:00
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257348 [ref:_00Dt0GzXt._500t0FNItB:ref]



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

CASE ID: 00257348
COMPANY: [REDACTED]
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Massillon, Ohio 44646
SERVICE ADDRESS: [REDACTED] Massillon, Ohio 44646
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:

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- Please provide enrollment TPV, contract terms and conditions and a copy of all notices sent to the customer regarding their contract.
- Please explain the outrageous rate the customer is being billed.
- Please respond with full resolution including any credit for the exorbitant rate.

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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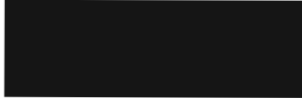
ref:_00Dt0GzXt._500t0FNItB:ref



PALMcoEnergy
8751 18th Avenue
Brooklyn, NY 11214

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

9/13/2017



East Canton, OH 44730

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 **AEP**. You will receive a confirmation notice from **AEP** 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



Rate Plan: Introductory Rate of \$0.05200 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 on a month to month basis 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.17-03.27



PALMcoEnergy
8751 18th Avenue
Brooklyn, NY 11214

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

9/13/2017



East Canton, OH 44730

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 \$2.75000 for the first three billing cycles, and a variable rate thereafter.

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.

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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.

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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.17-03.27

**SOMETHING NEW
IS COMING!**



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

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Wednesday, January 23, 2019 5:39 PM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00248785 [ref:_00Dt0GzXt_500t0EgjnX:ref]



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

CASE ID: 00248785
COMPANY: [REDACTED]
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Akron, Ohio 44310
SERVICE ADDRESS: [REDACTED] Akron, Ohio 44310
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:

He signed up with Palmco last year in Feb 2018 for 13 month contract for \$2.63/mcf. The last billing statement he was charged \$9/mcf by Indra Energy. This month it was increased to \$13.2/mcf.

The contract was due to end in March 2019. He was never notified that the rate would change and that it would go this high.

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? 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

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



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William Schaaf

From: William Schaaf
Sent: Wednesday, January 30, 2019 9:57 AM
To: PUCO Consumer Call Center
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00248785 [ref:_00Dt0GzXt_500t0EgjnX;ref]
Attachments: PUCO-00248785 [REDACTED] TPV.MP3; PUCO-00248785 [REDACTED] Agreements.pdf;
PUCO-00248785 [REDACTED] Confirmation Pack-A [REDACTED].pdf;
PUCO-00248785 [REDACTED] Confirmation Pack-A [REDACTED].pdf

Hello Kelly and the PUCO,

Regarding Case # 00248785, [REDACTED]

Mr. [REDACTED] enrolled his two gas accounts in Palmco's service on 2/24/18, as the result of a door-to-door sale. We've attached the TPV recording and signed agreements for this enrollment, as well as the confirmation packages sent to the customer detailing the terms of service. Both of the customer's gas accounts began receiving Palmco's supply service on 3/9/18.

On 4/14/18, we received an inbound drop transaction for one of the customer's accounts ([REDACTED]) which was processed without penalty. The customer's utility (DEO) determined a service end date of 4/13/18 for this account.

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

On 12/18/18, Mr. [REDACTED] contacted our Customer Service line and requested the cancellation of his other gas account [REDACTED]. Per his request, an outbound drop transaction was submitted, and DEO established a service end date of 1/15/19. No termination fees were issued for the customer's decision to opt out of our supply. We confirmed the customer's end date when Mr. Smith followed up with us on 1/22/19.

Contrary to this complaint, the customer did not enroll in a fixed rate product, and as a result, was not provided with any notice of a rate change. The rate Mr. [REDACTED] mentions in his complaint seems to be referring to the introductory rate he was contracted under, which was only guaranteed for his first two billing cycles. During the TPV, he agreed to the following terms: "Palmco will be selling you gas at the introductory price of \$2.40 per Mcf for two bills". He also acknowledged his understanding that "Beginning with your third bill, the price you pay for gas 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." Mr. [REDACTED] was billed according to the terms he agreed to at the time of enrollment. At the time he enrolled, we did have a 13 month fixed product for customers of Duke Gas, and also had 13 month fixed electricity offers, but Mr. [REDACTED] did not enroll either of his accounts under a fixed plan.

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

Thank you.

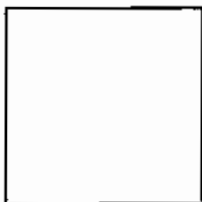
William Schaaf – Lead Compliance Investigator



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: Wednesday, January 23, 2019 5:39 PM
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00248785 [ref:_00Dt0GzXt._500t0EgjnX:ref]



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

CASE ID: 00248785
COMPANY: [REDACTED]
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Akron, Ohio 44310
SERVICE ADDRESS: [REDACTED] Akron, Ohio 44310
AIQ: Palmco Energy Co., Inc.
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:

He signed up with Palmco last year in Feb 2018 for 13 month contract for \$2.63/mcf. The last billing statement he was charged \$9/mcf by Indra Energy. This month it was increased to \$13.2/mcf.

The contract was due to end in March 2019. He was never notified that the rate would change and that it would go this high.

PUCO Question(s):

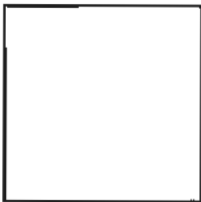
How and when was this customer signed up? Who agreed to the contract? How much was the term rate? Fixed or variable? When was the reminder sent to

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

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



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Orpheus Crague

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Tuesday, March 5, 2019 8:30 AM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256586 [ref_00Dt0GzXt_500t0FMyEz:ref]



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

CASE ID: 00256586

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

[REDACTED] Lima, Ohio 45804

SERVICE ADDRESS: [REDACTED]

[REDACTED] Lima, Ohio 45804

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 morning.

According to Ms. [REDACTED] she does not remember when she enrolled with Palmco or what the contract T&Cs were. She states Palmco billed \$2.60 per MCF then Indra started to bill and the rate went to \$7.xx. Recently Indra billed \$17.36 per MCF. States she didn't agree to enroll with Indra Energy and has been unable to reach the supplier.

Please review this account and advise:

1. When, how, and by whom the enrollment of this account was completed.

2. Specifically how the rate of \$17.36 per MCF was calculated.
3. If an ETF is applicable to this enrollment. If so, what will the ETF be if Ms. [REDACTED] elects to cancel the enrollment with Indra Energy.

Additionally, please provide copies of all enrollment documents, including:

1. The sales script or recorded sales call for this enrollment.
2. The signed enrollment agreement.
3. The third party verification recording.
4. The terms and conditions of service provided and/or mailed to the consumer.
5. The dated Welcome Letter mailed to the consumer.

Additionally, please contact Ms. [REDACTED] as she was unable to reach Indra Energy's customer service center on March 4, 2019.

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.

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William Schaaf

From: William Schaaf
Sent: Friday, March 8, 2019 5:04 PM
To: PUCO Consumer Call Center
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256586 [ref:_00Dt0GzXt_500t0FMz:ref]
Attachments: [REDACTED] PV,MP; [REDACTED] Agreement.pdf; [REDACTED] Confirmation Pack-Gas.pdf; [REDACTED] Confirmation Pack-Electric.pdf; Indra Postcard.pdf; PalmCo D2D Master Sales Script Jun 2018.pdf

Hello Christina and the PUCO,

Regarding Case # 00256586, [REDACTED]

Ms. [REDACTED] enrolled her gas and electric accounts in Palmco's service on 9/20/18, upon completion of the attached TPV recording and signed agreement. We've also attached the confirmation packages sent to the customer detailing the terms of service. The customer's gas and electric accounts began receiving our supply on 10/12/18 and 10/24/18, respectively.

Gas Plan: Variable. This included a two-month introductory rate of \$2.60 per Mcf, after which the rate would vary month-to-month.

Electric Plan: Variable. This included a two-month introductory rate of \$0.0520 per kWh, after which 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.

We received inbound drop transactions for the customer's gas and electric accounts on 2/20/19 and 2/22/19, respectively. No termination fees were issued for cancellation. The customer's gas account stopped receiving our supply on 2/14/19, and the customer's electric account is scheduled to stop receiving our supply on 3/26/19.

On 3/4/19, Ms. [REDACTED] contacted our Customer Service line regarding her bill, and she was advised that her account would be escalated for further review. In the interest of customer satisfaction and to provide the customer with the effect of an expedited return to her gas utility's standard service, we have followed up with the customer to confirm that we will re-rate the customer's final gas bill to the rate we have on file for her gas utility. We've included a chart below detailing our calculations for this adjustment, which amounts to \$119.43 for the billing cycle of 1/16/19 – 2/14/19. In her conversation with our staff earlier today (3/8/19), the customer indicated she was satisfied with this credit.

Gas Acct

Begin Date	End Date	Billed Usage (ccf)	Supply Charge (with tax)	ReRate To:	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
1/16/2019	2/14/2019	78	\$144.58	\$0.3020	\$23.56	\$1.59	\$25.15	\$119.43

Indra's Variable Natural Gas rate is determined according to the following criteria, taken from Indra's Terms & Conditions:

"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."

The following Price Disclosure is also included in Indra's Terms & Conditions:

"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."

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

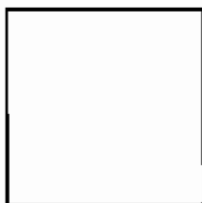
www.IndraEnergy.com

From: PUCO Consumer Call Center [mailto:contactthepuco@puc.state.oh.us]

Sent: Tuesday, March 5, 2019 8:30 AM

To: Indra Energy Compliance <Compliance@indraenergy.com>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256586 [ref: _00Dt0GzXt._500t0FMyEz:ref]



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

CASE ID: 00256586

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

[REDACTED] Lima, Ohio 45804

SERVICE ADDRESS: [REDACTED]

[REDACTED] Lima, Ohio 45804

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 morning.

According to Ms. [REDACTED] she does not remember when she enrolled with Palmco or what the contract T&Cs were. She states Palmco billed \$2.60 per MCF then Indra started to bill and the rate went to \$7.xx. Recently Indra billed \$17.36 per MCF. States she didn't agree to enroll with Indra Energy and has been unable to reach the supplier.

Please review this account and advise:

1. When, how, and by whom the enrollment of this account was completed.
2. Specifically how the rate of \$17.36 per MCF was calculated.
3. If an ETF is applicable to this enrollment. If so, what will the ETF be if Ms. [REDACTED] elects to cancel the enrollment with Indra Energy.

Additionally, please provide copies of all enrollment documents, including:

1. The sales script or recorded sales call for this enrollment.
2. The signed enrollment agreement.
3. The third party verification recording.
4. The terms and conditions of service provided and/or mailed to the consumer.
5. The dated Welcome Letter mailed to the consumer.

Additionally, please contact Ms. [REDACTED] as she was unable to reach Indra Energy's customer service center on March 4, 2019.

Thank you.

Sincerely,

Christina Cassady

Public Utilities Commission of Ohio

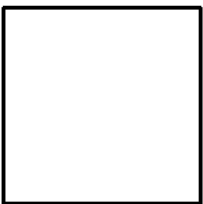
Service Monitoring and Enforcement Department

Lead Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Tuesday, March 12, 2019 9:50 AM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00252407 [ref:_00Dt0GzXt_500t0FKkic:ref]



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

CASE ID: 00252407
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Maple Heights, Ohio 44137
SERVICE ADDRESS: [REDACTED] Maple Heights, Ohio 44137
AIQ: Palmco Energy OH LLC
SERVICE ACCOUNT NUMBER: n/a
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 morning,

Ms. [REDACTED] contacted the PUCO regarding Indra. The customer states she called to cancel and her next billing was excessively high. The customer has been unable to reach Indra by phone to review the charges directly.

When did the customer cancel Indra? What was advised?

When was this account enrolled, and how?

Please provide copies of:

- *The sales call 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

Please provide any additional information that may assist in investigation.
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._500t0FKkie:ref

Sariah Brinker

From: William Schaaf
Sent: Tuesday, March 19, 2019 4:51 PM
To: PUCO Consumer Call Center
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00252407 [ref:_00Dt0GzXt_500t0FKkic:ref]
Attachments: [REDACTED] PV.mp3 [REDACTED] Agreement.pdf; [REDACTED] Confirmation Pack-Gas.pdf; [REDACTED] Confirmation Pack-Electric.pdf

Hello Maureen and the PUCO,

Regarding Case # 00252407, [REDACTED]

This customer's gas and electric accounts were enrolled in Indra's service on 10/4/18, as the result of a door-to-door sale. We've attached the TPV recording and signed agreement 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 and electric accounts on 10/31/18 and 11/16/18, respectively.

Gas Plan: Variable. This included a two-month introductory rate of \$2.60 per Mcf, after which the rate would vary month-to-month. No ETFs.

Electric Plan: 100%-Green 25-Month Two-Phase Fixed Plan, including 5.9 cents for the initial month, followed by 7.9 cents for the remaining 24 months. No ETFs.

On 2/11/19, the customer contacted our Customer Service line to cancel their service with Indra. Outbound drops were submitted, and service end dates were determined by the customer's gas and electric utilities. The customer's gas account stopped receiving our supply on 3/5/19, and the customer's electric account is scheduled to stop receiving our supply on 3/20/19.

In the interest of customer satisfaction and to provide the customer with the effect of an expedited return to the gas utility's standard offer, we are willing to rerate the customer's final gas bill to the rate we have on file for the gas utility, which results in an adjustment of \$261.99 for the billing cycle of 2/4/19 – 3/5/19. We've included a chart below detailing our calculations for this adjustment.

Begin Date	End Date	Billed Usage	Supply Charge (with tax)	ReRate To:	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
2/4/2019	3/5/2019	168	\$315.06	\$0.2925	\$49.14	\$3.93	\$53.07	\$261.99

The customer expressed difficulty in connecting with our Customer Service department. Depending on when the customer reached out, she could have faced increased hold times, but our Customer Service lines are open from 8:00am to 7:00pm (EST) Monday thru Friday, at 1-877-504-6372. Alternatively, our Customer Service department is available by email, at customercare@indraenergy.com.

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

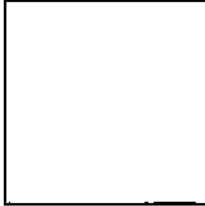
William Schaaf – Asst. Compliance Officer



www.IndraEnergy.com

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

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Tuesday, March 19, 2019 10:10 AM
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00252407 [ref:_00Dt0GzXt._500t0FKkic: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: 00252407

COMPANY:

CUSTOMER:

ADDRESS: [REDACTED] Maple Heights, Ohio 44137

SERVICE ADDRESS: [REDACTED] Maple Heights, Ohio 44137

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:

An initial complaint was sent to you on 3/12/2019. 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

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

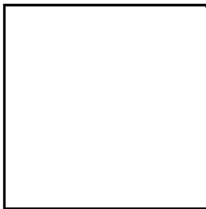
----- Original Message -----

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

Sent: 3/12/2019 9:49 AM

To: compliance@indraenergy.com

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00252407 [ref:_00Dt0GzXt._500t0FKkic:ref]



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

CASE ID: 00252407

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Maple Heights, Ohio 44137

SERVICE ADDRESS: [REDACTED] Maple Heights, Ohio 44137

AIQ: Palmco Energy OH LLC

SERVICE ACCOUNT NUMBER: n/a

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 morning,

Ms. [REDACTED] contacted the PUCO regarding Indra. The customer states she called to cancel and her next billing was excessively high. The customer has been unable to reach Indra by phone to review the charges directly.

When did the customer cancel Indra? What was advised?

When was this account enrolled, and how?

Please provide copies of:

- *The sales call 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

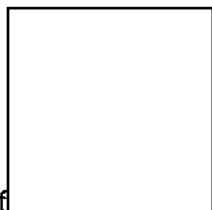
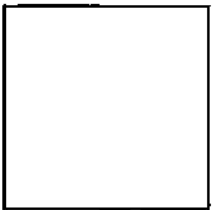
Please provide any additional information that may assist in investigation.

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._500t0FKkic:ref

DOOR-TO-DOOR ENROLLMENT FORM (OHIO)

VE18-10.01

Customer Name: [REDACTED] Relationship to Account Holder: Adult Person

E-mail Address: N/A

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

Service Address: [REDACTED] City: maple Hts State: OHIO Zip Code: 44137

Billing Address (If Different): same City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]

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 Product Code: FEEL 101

PLEASE CHOOSE ONE OF THE 100% RENEWABLE ENERGY PRODUCT OFFERINGS BELOW

Two phase Fixed Electric Rate

Initial Rate of \$ 5.9 cents per kWh for the first month followed by a Fixed Rate of \$ 7 cents per kWh for the remaining [REDACTED] months

Standard Fixed Electric Rate

Fixed Rate of \$ [REDACTED] per kWh for [REDACTED] months

Introductory Electric Variable Rate

Illuminating Company 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: [REDACTED]

Natural Gas Utility Account Number: [REDACTED]

Budget Billing: ☐ Yes ☒ No

PLEASE CHOOSE ONE OF THE NATURAL GAS PRICE OFFERINGS BELOW

Two Phase Fixed Gas Rate

Initial Rate of \$ [REDACTED] per Ccf/Mcf for the first month followed by a Fixed Rate of \$ [REDACTED] per Ccf/Mcf for the remaining [REDACTED] months

Introductory Gas Variable Rate

Dominion Gas \$ 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.

ACKNOWLEDGEMENT FORM

Please Read Carefully and Initial in the Appropriate Spaces

- The representative stated that he/she was representing Indra and was not from the Electric and/or Natural Gas Distribution Company.
- The representative explained that by signing the enrollment form I was entering into an agreement/contract for Indra to supply my electricity and/or natural gas.
- The representative explained to me the price for electricity and/or natural gas under this contract.
- 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 Indra or I decide to cancel the contract. I can access my future variable pricing information at: <https://indraenergy.com/ohio/ohio-variable-rates>.
- For fixed rate customers only: The representative explained to me that the contract is for a total term of [REDACTED] 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.
- The representative explained my right to cancel.
- The representative left two completed right to cancel notices with me.
- The representative disclosed that no early termination liability fee would apply, if I cancel the contract.

CUSTOMER AUTHORIZATION

- 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.
- I understand that my utility(ies) will send me a single bill covering my electric and/or natural gas delivery service, and Indra's supply service.
- I understand that Indra 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 EXPLANATION 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: INDRA ENERGY (SELLER) By: [REDACTED]

By: Breanna Smith (MIC 1337) By: [REDACTED]
REPRESENTATIVE'S NAME (PRINT) ID NUMBER

By: Breanna Smith Date: 10/4/18
REPRESENTATIVE'S SIGNATURE MONTH / DAY / YEAR

OH-E 40003947



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

10/8/2018

[REDACTED]
Maple Heights, OH 44137

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 Rate of \$2.00000/mcf 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

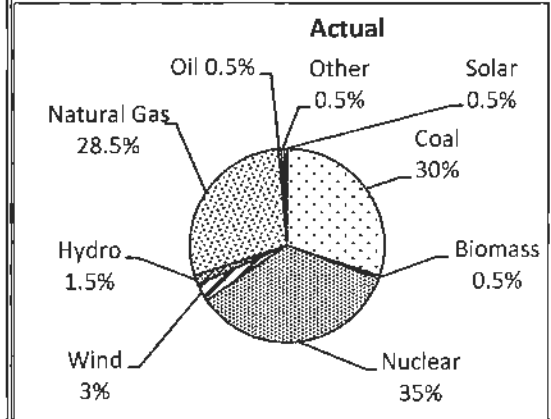
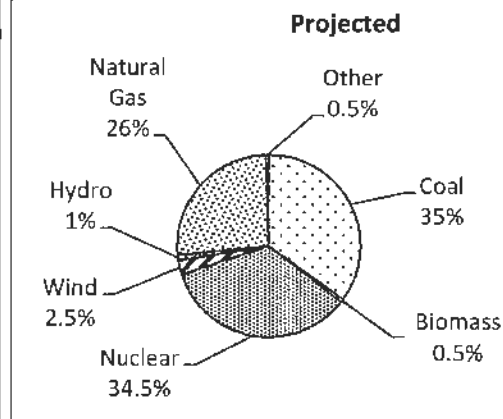
Environmental Disclosure Information – Quarterly Comparisons

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.



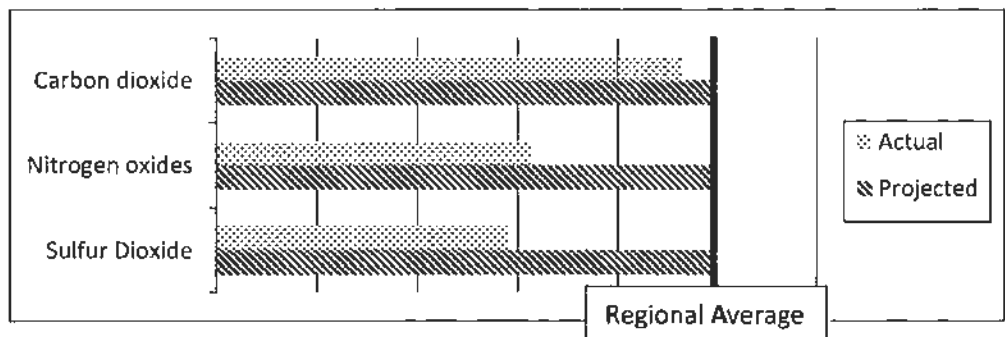
Environmental Characteristics–

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.



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

10/8/2018

[REDACTED]
Maple Heights, OH 44137

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 **Cleveland Illuminating**. You will receive a confirmation notice from **Cleveland Illuminating** 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: Initial Rate of \$0.05900/kWh for the first month followed by a Fixed Rate of \$0.07900/kWh for the remaining 24 months.

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.

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

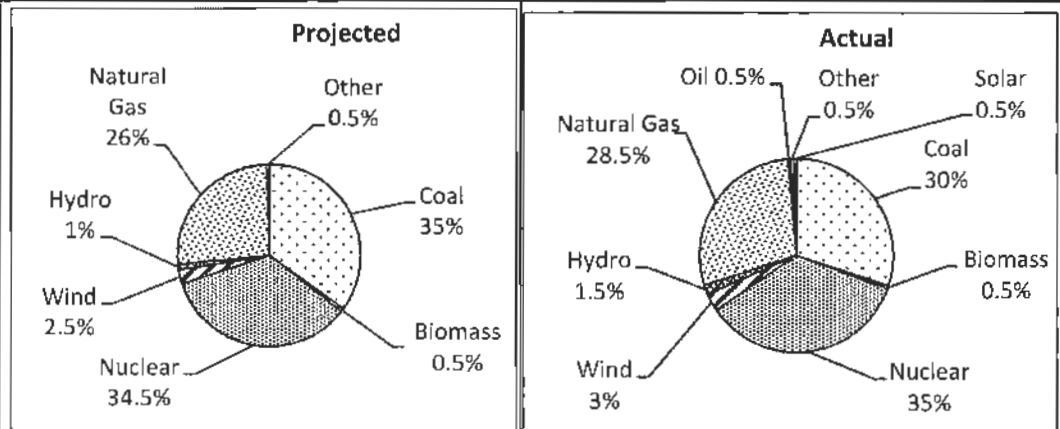
Environmental Disclosure Information – Quarterly Comparisons

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.



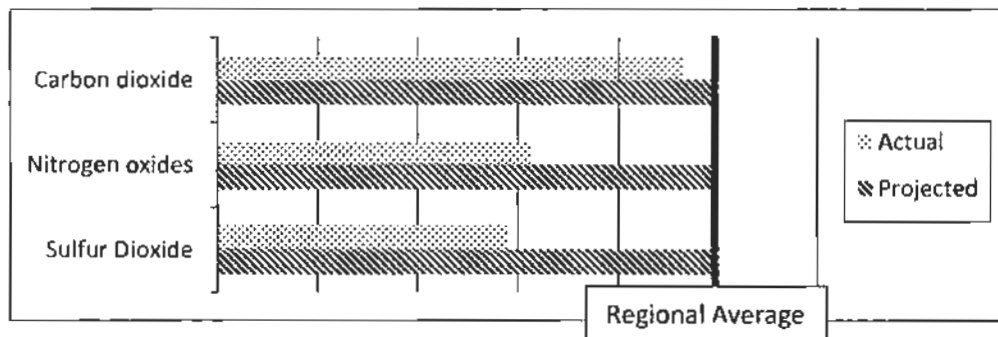
Environmental Characteristics—

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

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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.

Orpheus Craigue

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Tuesday, March 5, 2019 8:56 AM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256776 [ref:_00Dt0GzXt_500t0FN3Sy:ref]



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

CASE ID: 00256776
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED], Ohio 44077
SERVICE ADDRESS: [REDACTED] Painesville, 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:

Good morning,

Ms. [REDACTED] contacted the PUCO regarding her supply with Indra. The customer states she enrolled with Indra, but the rate has gone to over 17 per mcf. The customer tried contacting Indra to get more information regarding rate and cancellation and was placed on hold for 40 min and was not able to speak with someone.

When was this account enrolled, and how?

Please provide copies of:

- *The sales call 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

Please provide any additional information that may assist in investigation

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._500t0FN3Sy:ref

William Schaaf

From: William Schaaf
Sent: Friday, March 8, 2019 4:35 PM
To: PUCO Consumer Call Center
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256776 [ref:_00Dt0GzXt_500t0FN3Sy:ref]
Attachments: [REDACTED] TPV.MP3; [REDACTED] Confirmation Pack-Gas.pdf; [REDACTED] Confirmation Pack-Electric.pdf; [REDACTED] Sales Call.mp3

Hello Maureen and the PUCO,

Regarding Case # 00256776 [REDACTED]

Ms. [REDACTED] enrolled her gas and electric accounts in Indra's variable rate plans on 10/5/18, 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 and electric accounts on 10/22/18 and 11/13/18, respectively.

Gas Plan: Variable. This included a two-month introductory rate of \$2.60 per Mcf, after which the rate would vary month-to-month.

Electric Plan: 100%-Green Variable. This included a two-month introductory rate of \$0.052 per kWh, after which rate would vary month-to-month.

On 3/5/19, Ms. [REDACTED] contacted our Customer Service line and requested to cancel her service with Indra. Outbound drop transactions were processed, and service end dates were determined by the customer's gas and electric utilities. The customer's gas and electric accounts are scheduled to stop receiving our supply on 3/28/19 and 4/11/19, respectively. No cancellation 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 gas 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 \$222.55 for the billing cycle of 1/24/19 – 2/22/19.

Begin Date	End Date	Billed Usage	Supply Charge (with tax)	ReRate To:	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
1/24/2019	2/22/2019	145	\$269.40	\$0.3020	\$43.79	\$3.06	\$46.85	\$222.55

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

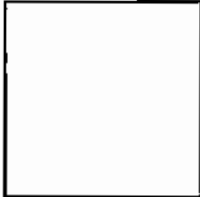
William Schaaf – Asst. Compliance Officer



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: Tuesday, March 5, 2019 8:56 AM
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256776 [ref:_00Dt0GzXt._500t0FN3Sy:ref]



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

CASE ID: 00256776
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Painesville, Ohio 44077
SERVICE ADDRESS: [REDACTED] Painesville, 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:

Good morning,

Ms. [REDACTED] contacted the PUCO regarding her supply with Indra. The customer states she enrolled with Indra, but the rate has gone to over 17 per mcf. The customer tried contacting Indra to get more information regarding rate and cancellation and was placed on hold for 40 min and was not able to speak with someone.

When was this account enrolled, and how?

Please provide copies of:

- *The sales call 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

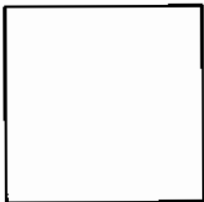
Please provide any additional information that may assist in investigation

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._500t0FN3Sy:ref

Sariah Brinker

From: Keenia Joseph
Sent: Wednesday, May 01, 2019 8:02 PM
To: PUCO Consumer Call Center
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256776 [ref:_00Dt0GzXt_500t0FN3Sy:ref]

Hello Maureen,

The adjustment in the amount of \$222.55 was sent to the customers' utility on 3/22/19, and applied to the customers' account. Additionally, we have re-rated the customers' final billing cycle (2/22/19-3/25/19), which resulted in a credit of \$166.11. The credit of \$ 166.11 was also sent to the customer utility on 4/10/19, and applied to the customers' account. We estimate the customer will see the adjustments within 1-2 billing cycles.

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: Tuesday, April 16, 2019 2:33 PM
To: William Schaaf
Cc: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256776 [ref:_00Dt0GzXt_500t0FN3Sy:ref]



**PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum**

CASE ID: 00256776

COMPANY: [REDACTED]

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Painesville, Ohio 44077

SERVICE ADDRESS: [REDACTED] Painesville, 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!

Good afternoon,

Ms. [REDACTED] has not received the credit on her DEO bill of \$222.55, and is concerned with her final billing rate of 14 per mcf.

Why is the final month being charged at such a high rate?

Can you please advise when the credit will be sent to the Utility?

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.

----- Original Message -----

From: William Schaaf [wschaaf@indraenergy.com]

Sent: 3/8/2019 4:35 PM

To: contactthepuco@puco.ohio.gov

Cc: compliance@indraenergy.com

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256776 [ref:_00Dt0GzXt._500t0FN3Sy:ref]

Hello Maureen and the PUCO,

Regarding Case # 00256776, [REDACTED]

Ms. [REDACTED] enrolled her gas and electric accounts in Indra's variable rate plans on 10/5/18, 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 and electric accounts on 10/22/18 and 11/13/18, respectively.

Gas Plan: Variable. This included a two-month introductory rate of \$2.60 per Mcf, after which the rate would vary month-to-month.

Electric Plan: 100%-Green Variable. This included a two-month introductory rate of \$0.052 per kWh, after which rate would vary month-to-month.

On 3/5/19, Ms. [REDACTED] contacted our Customer Service line and requested to cancel her service with Indra. Outbound drop transactions were processed, and service end dates were determined by the customer's gas and electric utilities. The customer's gas and electric accounts are scheduled to stop receiving our supply on 3/28/19 and 4/11/19, respectively. No cancellation 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 gas 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 \$222.55 for the billing cycle of 1/24/19 – 2/22/19.

Begin Date	End Date	Billed Usage	Supply Charge (with tax)	ReRate To:	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
1/24/2019	2/22/2019	145	\$269.40	\$0.3020	\$43.79	\$3.06	\$46.85	\$222.55

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

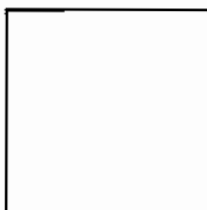
www.IndraEnergy.com

From: PUCO Consumer Call Center [<mailto:contactthepuco@puc.state.oh.us>]

Sent: Tuesday, March 5, 2019 8:56 AM

To: Indra Energy Compliance <Compliance@indraenergy.com>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256776 [ref:_00Dt0GzXt._500t0FN3Sy:ref]



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

CASE ID: 00050770

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Painesville, Ohio 44077

SERVICE ADDRESS: [REDACTED] Painesville, 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:

Good morning,

Ms. [REDACTED] contacted the PUCO regarding her supply with Indra. The customer states she enrolled with Indra, but the rate has gone to over 17 per mcf. The customer tried contacting Indra to get more information regarding rate and cancellation and was placed on hold for 40 min and was not able to speak with someone.

When was this account enrolled, and how?

Please provide copies of:

- *The sales call 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

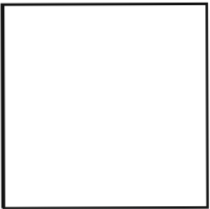
Please provide any additional information that may assist in investigation

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._500t0FN3Sy:ref

**PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum**

CASE ID: 00256851

COMPANY:

CUSTOMER:

ADDRESS: [REDACTED] North Olmsted, Ohio 44070

SERVICE ADDRESS: [REDACTED] Olmsted, Ohio 44070

AIQ: Palmco Energy 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:

On April 2, 2019, the company advised that this customer could expect to receive his refund toward the end of last week or the beginning of this week. He called today to advise that no refund has been received.

Please advise.

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.

Sariah Brinker

From: Keenia Joseph
Sent: Monday, May 06, 2019 1:26 PM
To: PUCO Consumer Call Center
Cc: Indra Energy Compliance; Mark Whitt; Becky Glover
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256855 [ref:_00Dt0GzXt_500t0FN5Ao:ref]

Rhonda,

Our records indicate, the rerate for the customer's final billing cycle of 2/27/19-3/28/19, resulted in an adjustment of \$262.77. This adjustment was sent directly to the customer in the form of a check on 4/30/19.

If you need anything further, please let us know.

Thank you,

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: Friday, May 3, 2019 1:54 PM
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256855 [ref:_00Dt0GzXt_500t0FN5Ao:ref]

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00256855

COMPANY:

CUSTOMER:

ADDRESS: [REDACTED] North Olmsted, Ohio 44070

SERVICE ADDRESS: [REDACTED] North Olmsted, Ohio 44070

AIQ: Palmco Energy 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: Customer Refund Check.

Please confirm when and the amount of the refund check mailed to the customer. He expected the check two weeks ago.

Sincerely,

Rhonda Schiller

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

ref:_00Dt0GzXt._500t0FN5Ao:ref

Orpheus Craigue

From: Michael Coady <contactthepuco@puc.state.oh.us>
Sent: Tuesday, March 5, 2019 12:03 PM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256851 [ref:_00Dt0GzXt_500t0FN58i:ref]



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

CASE ID: 00256851
COMPANY: [REDACTED]
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] North Olmsted, Ohio 44070
SERVICE ADDRESS: [REDACTED] North Olmsted, Ohio 44070
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 contacted the PUCO on behalf of himself and his father, [REDACTED] for assistance in resolving a billing dispute. [REDACTED] case will follow and is case ID 00256855. He believes that he and his father were enrolled by a door-to-door representative of the company. [REDACTED] stated that he called the company to cancel his enrollment the same day it occurred.

- 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. What do company records show about the customer's claim that they called to cancel 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._500t0FN58i:ref

Sariah Brinker

From: Michael Coady <contactthepuco@puc.state.oh.us>
Sent: Tuesday, April 02, 2019 3:55 PM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256851 [ref:_00Dt0GzXt_500t0FN58i:ref]
Attachments: 5456 Decker.pdf; 5456 Deckera.pdf; 5456 Deckerb.pdf; Electric Refund calculation.xlsx; Gas Refund calculation.xlsx; [REDACTED] Copy of 02_21_2019 bill 031419 PD.pdf; [REDACTED] Copy of 03_21_2019 bill 032719 PD.pdf; [REDACTED] Edward Copy of 01_21_2019 bill 031419 PD.pdf



**PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum**

CASE ID: 00256851
COMPANY: [REDACTED]
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] North Olmsted, Ohio 44070
SERVICE ADDRESS: [REDACTED] North Olmsted, Ohio 44070
AIQ: Palmco Energy 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 find attached my calculations for this customer's gas and electric refunds. He wants the check mailed directly to him as he is current on his bills.

Please advise when he can expect to receive his 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

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ref:_00Dt0GzXt._500t0FN58i:ref

Orpheus Craigue

From: Orpheus Craigue
Sent: Friday, March 8, 2019 7:17 PM
To: Michael Coady
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256851 [ref:_00Dt0GzXt._500t0FN58i:ref]
Attachments: [REDACTED] 5456 - Contract.pdf; [REDACTED] 5456 - TPV.mp3; [REDACTED] 5456 - Confirmation Pack Gas.pdf; [REDACTED] 5456 - Confirmation Pack Electric.pdf
Categories: PUCO Complaint

Hello Michael,

Regarding PUCO Case ID 00256851 for [REDACTED]

We're attaching all of the enrollment documentation for this account from 11/13/2018, including contract, TPV recording, and gas and electric confirmation packages.

It does appear that [REDACTED] attempted to cancel these accounts on 11/15/2018; however, the cancel request was not fulfilled, and the accounts continued to receive Indra's supply.

We will be returning these accounts to the customer's utility, with no ETFs being issued. We will also rerate the accounts; if the PUCO intends on providing the calculations, then we will issue the adjustments once they have been calculated on your end.

If you need anything else in the meantime, 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: Michael Coady <contactthepuco@puc.state.oh.us>
Sent: Tuesday, March 5, 2019 12:03
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256851 [ref:_00Dt0GzXt._500t0FN58i:ref]



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

CASE ID: 00256851

COMPANY:

CUSTOMER:

ADDRESS: [REDACTED] North Olmsted, Ohio 44070

SERVICE ADDRESS: [REDACTED] North Olmsted, Ohio 44070

AIQ: Palmco Energy Group 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 contacted the PUCO on behalf of himself and his father, [REDACTED] for assistance in resolving a billing dispute. [REDACTED] case will follow and is case ID 00256855. He believes that he and his father were enrolled by a door-to-door representative of the company. [REDACTED] stated that he called the company to cancel his enrollment the same day it occurred.

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. What do company records show about the customer's claim that they called to cancel 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._500t0FN58i:ref

Orpheus Craigue

From: Michael Coady <contactthepuco@puc.state.oh.us>
Sent: Tuesday, March 5, 2019 12:08 PM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256855 [ref:_00Dt0GzXt_500t0FN5Aa:ref]



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

CASE ID: 00256855
COMPANY: [REDACTED]
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] North Olmsted, Ohio 44070
SERVICE ADDRESS: [REDACTED] North Olmsted, Ohio 44070
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's son, [REDACTED] contacted the PUCO on behalf of his father, [REDACTED] for assistance in resolving a billing dispute he has with the company. He believes that he and his father were enrolled by a door-to-door representative of the company. [REDACTED] stated that he called the company to cancel his enrollment the same day it occurred.

- 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. What do company records show about the customer's claim that they called to cancel 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._500t0FN5Ao:ref

Orpheus Craigue

From: Orpheus Craigue
Sent: Friday, March 8, 2019 7:17 PM
To: Michael Coady
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256855 [ref:_00Dt0GzXt_500t0FN5Ao:ref]
Attachments: [REDACTED] 5488 - Contract.p [REDACTED] 5488 - TPV.mp [REDACTED] 5488 - Confirmation Pack Gas.pdf; [REDACTED] 488 - Confirmation Pack Electric.pdf
Categories: PUCO Complaint

Hello Michael,

Regarding PUCO Case ID 00256851 for [REDACTED]

We're attaching all of the enrollment documentation for this account from 11/13/2018, including contract, TPV recording, and gas and electric confirmation packages.

It does appear that [REDACTED] attempted to cancel these accounts on 11/15/2018; however, the cancel request was not fulfilled, and the accounts continued to receive Indra's supply.

We will be returning these accounts to the customer's utility, with no ETFs being issued. We will also rerate the accounts; if the PUCO intends on providing the calculations, then we will issue the adjustments once they have been calculated on your end.

If you need anything else in the meantime, 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: Michael Coady <contactthepuco@puc.state.oh.us>
Sent: Tuesday, March 5, 2019 12:08
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256855 [ref:_00Dt0GzXt_500t0FN5Ao:ref]



**Public Utilities
Commission**

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

CASE ID: 00256855

COMPANY:

CUSTOMER:

ADDRESS: [REDACTED] Olmsted, Ohio 44070

SERVICE ADDRESS: [REDACTED] North Olmsted, Ohio 44070

AIQ: Palmco Energy Services

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's son [REDACTED] contacted the PUCO on behalf of his father [REDACTED] for assistance in resolving a billing dispute he has with the company. He believes that he and his father were enrolled by a door-to-door representative of the company. [REDACTED] stated that he called the company to cancel his enrollment the same day it occurred.

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. What do company records show about the customer's claim that they called to cancel 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._500t0FN5Ao:ref



NORTH OLMSTED OH 44070-4230

Account Number [REDACTED] Date Prepared

Next Meter Reading

January 29, 2019

02/26 - 03/01/2019

Cycle 15

For questions about Dominion Energy Ohio charges call 1-800-362-7557

Credits and Charges Since Your Last Bill

Balance from Last Bill \$73.06
 Payment on Jan 18, 2019 - Thank You 100.00 CR
Balance \$26.94 CR

Current Charges**Dominion Energy Ohio Distribution Charges**

Basic Service Charge \$28.14
 Usage-Based Charges
 22.6 MCF @ \$3.345 7.56
 Gross Receipts Tax (4.6044%) 1.64
Total Dominion Energy Ohio Charges \$37.34

For questions about Dominion Energy Ohio charges, call us at
 1-800-362-7557.

Indra Energy Charges

Gas Cost 22.6 McF @ \$2.80 \$63.28
 Sales Tax 5.06
Total INDRA ENERGY Charges \$68.34

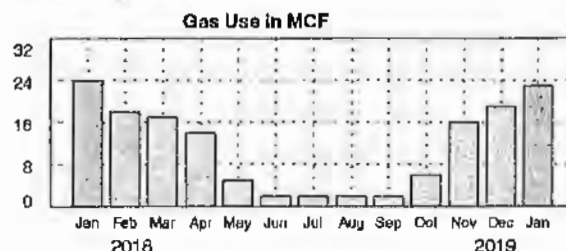
For gas supply costs, contact INDRA ENERGY (acct# [REDACTED])
 1-888-504-6372 or 8751 18th Ave Brooklyn, NY 11214 or
 www.indraenergy.com.

Total Current Charges \$105.68
Total Account Balance \$78.74

Rate Schedule: Energy Choice Transportation Service - Residential

Monthly Usage Comparison

Average Daily Temperature **2018** **2019**
 For This Billing Period 25°F 31°F



Avg Monthly Use: 10.4 MCF.
 Total Annual Use: 124.3 MCF.

Billing Period and Meter Readings

Date	Read Type	Reading	Difference
Jan 29, 2019	Actual	50.3	
Dec 28, 2018	Actual	27.7	22.6
MCF Used in 32 Days			22.6

PLEASE PAY Account Balance of \$78.74 by Feb 15, 2019 to Avoid Late Payment Charge of 1.5% per month.

Filters and Heating System Inspections

Change or clean your furnace filter at least three times during the heating season. A clean filter will help your furnace operate more effectively and could save you money.
 Keep your heating system running safely and efficiently. A qualified heating contractor should inspect it once a year and make repairs when needed. It's best to have the system checked during summer months -- before you'll need it.

ENERGYSHARE: Help people without heat by donating to EnergyShare. To donate, add exactly \$1, \$2, \$6, \$12, \$18 or \$36 to your payment or mail a separate check payable to EnergyShare, Salvation Army, P.O. Box 5847, Cleveland, OH 44101.

Please detach and return this coupon with a check made payable to Dominion Energy Ohio.

PLEASE PAY BY Feb 15, 2019 Account No. [REDACTED]

\$78.74

Amount Enclosed

15

000002741

I=0000

NORTH OLMSTED OH 44070-4230

DOMINION ENERGY OHIO
 PO BOX 26785
 RICHMOND VA 23261-6785

018500027581440000000010568000000078743

10x 249900/3455383 0000000 0011675 1-00000



NORTH OLMSTED OH 44070-4230

Account Number [REDACTED] Date Prepared February 27, 2019 Next Meter Reading 03/27 - 04/01/2019

For questions about Dominion Energy Ohio charges call 1-800-362-7557

Credits and Charges Since Your Last Bill

Balance from Last Bill \$78.74
 Payment on Feb 26, 2019 - Thank You 100.00 CR
Balance \$21.26 CR

Current Charges**Dominion Energy Ohio Distribution Charges**

Basic Service Charge \$28.14
 Usage-Based Charges
 21.2 MCF @ \$4.476 9.49
 Gross Receipts Tax (4.6044%) 1.73
Total Dominion Energy Ohio Charges \$39.36

For questions about Dominion Energy Ohio charges, call us at 1-800-362-7557.

Indra Energy Charges

Gas Cost 21.2 MCF @ \$17.364 \$368.12
 Sales Tax 29.45
Total INDRA ENERGY Charges \$397.57

For questions about gas supply costs, contact INDRA ENERGY at 1-888-504-6372 or 8751 18th Ave Brooklyn, NY 11214 or www.indraenergy.com.

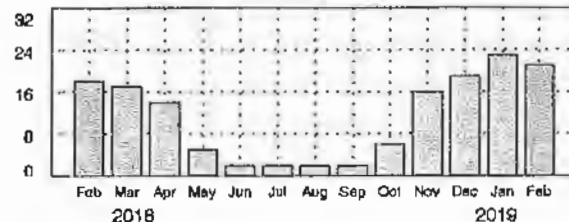
Total Current Charges \$436.93
Total Account Balance \$415.67

Rate Schedule: Energy Choice Transportation Service - Residential

Monthly Usage Comparison

Average Daily Temperature **2018** **2019**
 For This Billing Period 33°F 30°F

Gas Use In MCF



Avg Monthly Use: 10.7 MCF.
 Total Annual Use: 128.0 MCF.

Billing Period and Meter Readings

Date	Read Type	Reading	Difference
Meter Number [REDACTED]			
Feb 27, 2019	Actual	71.5	
Jan 29, 2019	Actual	50.3	21.2
MCF Used in 29 Days			21.2

PLEASE PAY Account Balance of \$415.67 by Mar 18, 2019 to Avoid Late Payment Charge of 1.5% per month.**Please Use Our Return Envelope**

We provide a return envelope for customers who like to pay their gas bills by mail.
 If you pay your bill by a different method, please do not use our envelope for other mail.
 You can pay this bill with an electronic check, ATM/debit card with a Pulse, Star, NYCE or Accell logo, or a Visa, MasterCard, or Discover credit card at www.DominionEnergy.com or at 1-800-573-1153. BillMatrix provides this service. A service fee applies.
 Thank you for your cooperation.

ENERGYSHARE: Help people without heat by donating to EnergyShare. To donate, add exactly \$1, \$2, \$6, \$12, \$18 or \$36 to your payment or mail a separate check payable to EnergyShare, Salvation Army, P.O. Box 5847, Cleveland, OH 44101.

Please detach and return this coupon with a check made payable to Dominion Energy Ohio.

PLEASE PAY BY Mar 18, 2019 **Account No.** [REDACTED]**\$415.67**

Amount Enclosed

15

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NORTH OLMSTED OH 44070-4230

DOMINION ENERGY OHIO
 PO BOX 26785
 RICHMOND VA 23261-6785

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Account Number	Date Prepared	Next Meter Reading
██████████	December 28, 2018	01/28 - 01/31/2019

For questions about Dominion Energy Ohio charges call 1-800-362-7557

Monthly Usage Comparison

Average Daily Temperature	<u>2017</u>	<u>2018</u>
For This Billing Period	32°F	35°F

Gas Use in MCF

Year	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2017	20	24	18	17	14	5	2	1	1	1	5	16	18
2018	24	18	17	14	5	2	1	1	1	5	16	18	

Avg Monthly Use: 10.5 MCF.
Total Annual Use: 125.5 MCF.

Billing Period and Meter Readings

Date	Read Type	Reading Difference
------	-----------	--------------------

Meter Number			
Dec 28, 2018	Actual	27.7	
Nov 27, 2018	Actual	9.0	18.7
MCF Used in 31 Days			18.7

Sales Tax	4.19
-----------	------

For questions about gas supply costs, contact PALMCO ENERGY OH DBA
INDRA EN [REDACTED] 888-504-6372 or 8751 18th Ave
Brooklyn, NY 11214 www.palmcoenergy.com or www.indraenergy.com.

Total Current Charges	\$21.00
Total Account Balance	\$73.06

Rate Schedule: Energy Choice Transportation Service - Residential

PLEASE PAY Account Balance of \$73.06 by Jan 16, 2019 to Avoid Late Payment Charge of 1.5% per month.

All of us at Dominion Energy Ohio thank you for your business. You could choose another form of energy, but you put your trust in us to deliver economical, clean-burning natural gas to your home or business. We're committed to doing everything we can to honor that trust.

If you have a question, please call the number listed on the top of this bill. Our customer information phone hours are 7 a.m. to 7 p.m., Monday through Friday. If you have an emergency, you can call us anytime, day or night. (It is an emergency when you smell gas or when all of your gas appliances are out.)

ENERGYSHARE: Help people without heat by donating to EnergyShare. To donate, add exactly \$1, \$2, \$6, \$12, \$18 or \$36 to your payment or mail a separate check payable to EnergyShare, Salvation Army, P.O. Box 5847, Cleveland, OH 44101.

Please detach and return this coupon with a check made payable to Dominion Energy Ohio.

PLEASE PAY BY	Jan 16, 2019	Account No.
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\$73.06

Amount Enclosed

15

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NORTH OLMSTED OH 44070-4230

DOMINION ENERGY OHIO
PO BOX 26785
RICHMOND VA 23261-6785

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NORTH OLMSTED OH 44070-4230

 Account Number [REDACTED]
 Date Prepared March 28, 2019

 Next Meter Reading
 04/26 - 05/01/2019

For questions about Dominion Energy Ohio charges call 1-800-362-7557

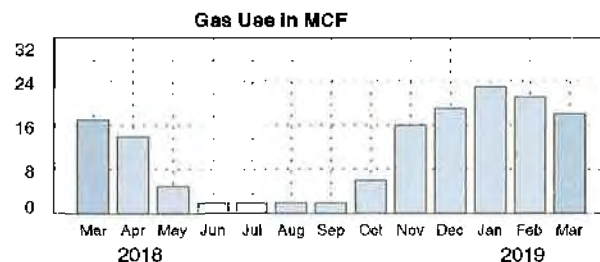
Credits and Charges Since Your Last Bill
 Balance from Last Bill \$415.67
 Payment on Mar 18, 2019 - Thank You 415.67 CR
Balance \$0.00
Current Charges**Dominion Energy Ohio Distribution Charges**
 Basic Service Charge \$28.14
 Usage-Based Charges
 18.4 MCF @ \$4.478 8.24
 Gross Receipts Tax (4.6044%) 1.68
Total Dominion Energy Ohio Charges \$38.06

 For questions about Dominion Energy Ohio charges, call us at
 1-800-362-7557.
Indra Energy Charges
 Gas Cost 18.4 Mcf @ \$13.858 \$254.99
 Sales Tax 20.40
Total INDRA ENERGY Charges \$275.39

 For questions about gas supply costs, contact INDRA ENERGY at
 1-888-504-6372 or 8751 18th Ave Brooklyn, NY 11214 or
 www.indraenergy.com.

Total Current Charges \$313.45
Total Account Balance \$313.45

Rate Schedule: Energy Choice Transportation Service - Residential

Monthly Usage Comparison
 Average Daily Temperature 2018 2019
 For This Billing Period 34°F 33°F

 Avg Monthly Use: 10.8 MCF.
 Total Annual Use: 129.8 MCF.
Billing Period and Meter Readings

Date	Read Type	Reading	Difference
Mar 28, 2019	Actual	89.9	
Feb 27, 2019	Actual	71.5	18.4
MCF Used in 29 Days			18.4

PLEASE PAY Account Balance of \$313.45 by Apr 15, 2019 to Avoid Late Payment Charge of 1.5% per month.**Note to Energy Choice Customers**
 Have questions regarding natural gas supply charges? Please call your supplier at the number listed above.
 If you have questions about transportation (delivery) charges, please call us.

 ENERGYSHARE: Help people without heat by donating to EnergyShare. To donate, add exactly \$1, \$2, \$6, \$12, \$18 or \$36
 to your payment or mail a separate check payable to EnergyShare, Salvation Army, P.O. Box 5847, Cleveland, OH 44101.

Please detach and return this coupon with a check made payable to Dominion Energy Ohio.

PLEASE PAY BY Apr 15, 2019 **Account No.** [REDACTED]**\$313.45****Amount Enclosed**

15

000005948

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NORTH OLMSTED OH 44070-4230

Change in Supplier - Standard Choice Offer
 Following the annual gas supply auction approved
 by the Public Utilities Commission of Ohio, you
 may receive your gas supply from a different
 supplier beginning with your April/May bill.
 With that bill, the new SCO rate will be \$0.22
 more than the NYMEX month-end settlement price
 until mid-April 2020. All SCO customers pay the
 same monthly rate as posted on
 www.energychoice.ohio.gov.

 DOMINION ENERGY OHIO
 PO BOX 26785
 RICHMOND VA 23261-6785

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102 264703/3482829 00000000 0025232 I=0000

Payment Programs for Eligible Customers

Budget Payment Plan - A fixed monthly plan calculated on current rates and actual usage that is reviewed periodically and adjusted, with an annual true up in May.

Budget Plus - Pay a budget amount, plus one of 12 equal payments of the past-due amount.

Current Plus - Pay current charges and make one of six equal payments of the past-due amount.

One-Third Winter Heating Plan - Pay one-third of the account balance if current charges include gas used between November 1 and April 15.

One-Ninth Plan - Pay a budget amount, plus one of nine equal payments of the past-due amount.

PIPP Plus - This program allows income-eligible residential customers to pay 6% of their monthly gross household income or \$10, whichever is greater. Call the Ohio Development Services Agency at 1-800-282-0880 for an application or for the location of the nearest Community Action Agency.

Graduate PIPP Plus - A special plan for customers no longer enrolled in PIPP Plus. Monthly amount is the average of the most recent PIPP Plus amount and budget billing amount.

Explanation of Billing Terms

Basic Service Charges - The applicable Basic Service Charges for each rate schedule include a Service Charge for each billing period or any portion thereof to cover the fixed costs for delivering gas, plus associated riders.

Cancel Billing - A credit issued to the account when a correction is needed on past charges.

CR - Credit

Estimated Gas Bill - When we cannot obtain a meter reading, your bill is based on previous gas usage, gas rates and the weather. An estimated bill will be verified when your meter is read or you may enter your own meter reading online at www.DominionEnergy.com.

Gas Cost - The price charged to cover the cost of natural gas.

Gas Usage Charge - Covers expenses, including SSO gas cost and transportation charges, involved in providing gas services to customers who purchase gas from Dominion Energy Ohio.

Gross Receipts Tax - Ohio tax levied on public utilities.

Investigation Fee - Fee to be levied in those circumstances where Dominion Energy Ohio has reasonable proof of the customer's fraudulent or damaging practice related to gas service.

Late Payment Charge - A 1.5% late payment charge (LPC) may be imposed on all past-due balances if the required payment is not paid in full by the time the next bill is generated. For Payment Plan and Budget customers, the LPC applies only to the past-due plan amount.

MCF - An abbreviation for the standard measure of gas meaning 1,000 Cubic Feet.

Meter Test Fee - Fee charged for a meter test performed at the customer's request.

Miscellaneous Charge(s) - An additional debit or credit applied to the account. An explanation of the reason for the charge or credit will be provided.

Monthly Variable Rate (MVR) - Cost of default natural gas for residential customers whose Energy choice or opt-in governmental aggregation contract has expired, as well as for large volume and nonresidential customers. Under this rate, Dominion Energy Ohio assigns a participating supplier to provide gas supply at that supplier's prevailing rate.

Reconnection Fee - Fee charged to restore gas service that was terminated by the Company or at a customer's request.

Reset Read - Adjusted meter reading that establishes the point from which you are responsible for gas use.

Returned Payment Fee - Fee for each returned item tendered or authorized as payment on the customer's account and returned for any reason.

Security Deposit Installment - One-third of the total security deposit required. Security deposits are billed to customers in three equal monthly installments. A 3% rate of interest is paid if the full deposit is held for 180 days or longer. Deposits are refunded with interest to residential and small commercial accounts if required payments are made for 12 consecutive months and were not late more than two months during that time, you are not delinquent, or an account is closed for 10 days or longer. Deposits for large commercial and industrial accounts are reviewed every 24 months.

Service Charge - This charge includes fixed costs for delivering gas.

Standard Choice Offer (SCO) - Cost of acquiring default natural gas for sale to Energy Choice-eligible residential customers by a participating supplier assigned by Dominion Energy Ohio to provide gas supply at the regulated rate.

Standard Service Offer (SSO) - Cost of acquiring natural gas for sale to customers who purchase gas from Dominion Energy Ohio.

Transportation Charges / Usage-Based Charges - Cover costs associated with delivering gas to the meter, including all applicable riders and taxes. All customers are required to pay these charges regardless if they choose an alternate supplier through the Energy Choice or other transport programs. These charges do not include the cost of the gas.



Paying Your Bill

All bills may be paid from your bank account for free by registering in "Manage Your Account" as described below, or it may be paid at any authorized payment center. A convenience fee may be charged by the authorized payment center, which must be paid in cash. Be sure to bring the entire bill when paying in person. For the location of a payment center near you, please visit www.DominionEnergy.com or call 1-800-362-7557. Also, pay online anytime at www.DominionEnergy.com via debit/credit card or electronic check or call BillMatrix Corporation, toll free at 1-800-573-1153. **Service fee applies.** For your own protection, do not send cash through the mail. Allow six days for payments to be applied to your account. Please record your account number on your check or money order and mail to Dominion Energy Ohio, PO Box 26785, Richmond, VA 23261-6785. Do not include correspondence with your payment.

AUTO PAY - Sign up for Bank Draft and have your bill automatically deducted from your checking or savings account. Enroll online at www.DominionEnergy.com, "Manage Your Account."

ELECTRONIC CHECK CONVERSION - Paying by check authorizes us to use the information from your check to make a one-time electronic fund transfer from your account. The funds may be withdrawn as early as the date we receive your payment, and you will not receive your check back from your financial institution.

MANAGE YOUR ACCOUNT - Register for free at www.DominionEnergy.com. Make payments, get eBills, update your contact information, start, stop or transfer service, and view billing and usage history 365 days a year!

Billing, Service Inquiries or Concerns

If you have a billing or service problem, please call Dominion Energy Ohio first at 1-800-362-7557 between 7 a.m. and 7 p.m. weekdays. If your complaint is not resolved after you have called Dominion Energy Ohio or your Energy Choice supplier or governmental aggregator at the number listed on the front of your bill, 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 www.puco.ohio.gov. Hearing or speech impaired customers may contact 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. The PUCO address is 180 E. Broad St. Columbus, Ohio 43215.

EMERGENCY SERVICE - We consider it an emergency when you smell a gas odor or when none of your gas appliances are working. Call toll free 1-877-542-2630. Our 24-hour emergency personnel will take your call.

CALL BEFORE YOU DIG - Call the Ohio Utilities Protection Service at 811 at least two working days before digging.

FOR HELP WITH YOUR BILL - There are several programs available that could help you with your winter heating bills. For more information, call us at 1-800-362-7557.

Medical Certification - Delays a shutoff when it would be especially dangerous to the health of a permanent member of your household. It allows you time to get financial help. It does not reduce the amount you owe. You can request a medical certification form by calling 1-800-362-7557. A licensed medical professional must sign the form. If gas service is off, return the signed form within 21 days of the shut-off date to restore service.

Energy Choice - This program provides eligible customers the ability to purchase gas from a supplier. To obtain an "Apples to Apples" comparison of available competitive natural gas supplier offers, visit the PUCO's Energy Choice Ohio website at www.energychoice.ohio.gov or call 1-800-686-PUCO (7826). Another resource for information is www.DominionGasChoice.com

Removing Yourself from Customer Listing - We are required to include your name, address and usage information on a list of eligible customers that is made available to other retail natural gas suppliers or governmental aggregators. If you do not wish to be included on this list, please let us know: Call us at 1-800-362-7557, say "Energy Choice" and follow the prompts, write us at P.O. Box 5759, Cleveland, OH 44101-0759, sign in or register your account at www.DominionEnergy.com and select "Opt-in/Opt-out of Supplier Lists" from Edit Account Settings, or choose the "Email Us" option on the Contact Us page. However, this does not prevent a supplier from getting your information from another source or using information from a previous list.

HOW TO REACH US -

By Internet - Visit us online at www.DominionEnergy.com to 'Manage Your Account' 365 days a year!

By Phone - Call us at 1-800-362-7557. Our office hours are 7 a.m. to 7 p.m. Monday through Friday. The best days to call are Tuesdays through Fridays. Mondays and days after a holiday are typically the busiest.

For Hearing/Speech-Impaired Customers - Customers with a Telecommunications Device for the Deaf can dial 711.

By Mail - Write to Dominion Energy Ohio, PO Box 5759, Cleveland, OH 44101. Please do not include payment with your correspondence.

NOTE - For mailing address changes, visit Manage Your Account on www.DominionEnergy.com.



Bill Based On: Actual Major Roadlines

Page 1 of 2

February 21, 2019


ACCOUNT NUMBER:

Amount Due: \$52.64

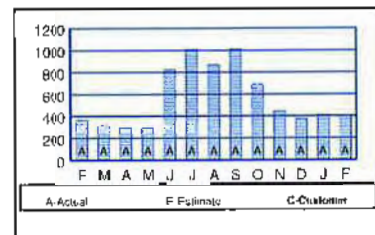
Due Date: March 07, 2018

To report an emergency or an outage, call 24 hours a day 1-888-544-4377. For Customer Service, call 1-800-500-3101. For Paycom Options, call 1-800-686-0001. Pay your bill online at www.freelancemusic.com.

Bill issued by: The Illuminating Company, PO Box 3887, Akron OH 44308-3887

Message	Account Summary	Amount Due			
To avoid a 1.50% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date.	Previous Balance	\$4.27			
Your current PRICE TO COMPARE for generation and transmission from the Illuminating Company is listed below. In order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than The Illuminating Company's price of 5.21 cents per KWH for the same usage that appears on the bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov	Payments/Adjustments	-\$4.27			
Residential Service - 1150056025 - 5.21 cents per KWH	Balance of Billing on Feb 21, 2019	0.00			
The information below shows specific charges for the costs of energy efficiency, peak demand reduction, and renewable energy. These charges are not new, but are not previously were consolidated with other charges on your bill.	The Illuminating Company INDRA ENERGY - Consumption	31.91 20.70			
Energy Efficiency 306 KWH x 0.007435 \$0.07	Total Current Charges	\$2.64			
Peak Demand Reduction 334 KWH x 0.000699 \$0.24	Amount Due by Mar 07, 2019	\$52.64			
Renewable Energy 306 KWH x 0.001187 \$0.47	Usage Information for Meter Number 695230				
Your next meter reading is scheduled to occur on or about Mar 18, 2019	Feb 16, 2019 KWH Reading (Actual)	2,316			
If your bill is higher than normal due to the recent extreme temperatures, you may be eligible for payment arrangements. We also offer hard hat loans to help even out the seasonal highs and lows of your electric bill. Please call 1-800-559-3101, or visit www.firstenergycorp.com/billassist for more information.	Jan 17, 2019 KWH Reading (Actual)	1,316			
We are required to include your name, address and usage information on a list of eligible customers that is made available to other competitive retail electric service providers. If you do not wish to be included on this list, please call us at 1-800-225-6444, go to the Customer Choice section of our website - www.firstenergycorp.com - or write to us at 76 S. Main St., Akron, OH 44308 Attn: FECC. Please see Additional Information at the bottom of this bill.	KWH Used	398			
	Charges From The Illuminating Company				
	Customer Number				
	Rate: Residential Service CE-RSD				
	Customer Charge	4.00			
	Distribution Related Component	21.57			
	Cost Recovery Charges	9.54			
	Current Consumption Bill Charges	\$35.11			
	Billing Information for INDRA ENERGY				
	 1515 Market Street, Suite 1200, Philadelphia, PA 19102				
	Account Number: [REDACTED] 1-888-504-8372				
	Billing Period: Jan 17, 2019 to Feb 16, 2019	BILL READY			
	Commodity Charge 398 Kwh @ 0.052	20.70			
	Total INDRA ENERGY Current Charges	20.70			
	Detail Payment and Adjustment Information				
	01/26/19 Payment	-\$4.27			
	Account Balances by Company				
	Previous Balance	Payments/Adjustments	Current Charges	Amount Due	
	The Illuminating Company	32.95	-32.95	31.91	31.91
	INDRA ENERGY	21.30	-21.32	20.70	20.70
	Total	\$4.27	-\$4.27	\$2.64	\$2.64

Feb 18	366	Aug 18	886
Mar 18	316	Sep 18	1,012
Apr 18	295	Oct 18	467
May 18	299	Nov 18	441
Jun 18	826	Dec 18	372
Jul 18	1,006	Jan 19	410
		Feb 19	393



Comparisons	Last Year	This Year
Average Daily Use (KWH)	12	13
Average Daily Temperature	33	26
Days in Billing Period	31	31
Last 12 Months Use (KWH)		6,534
Average Monthly Use (KWH)		538

Return this part with a check or money order payable to The Illuminating Company



78 South Main Street
Akron, OH 44308-1690

Account Number:

Amount Paid	
Amount Due	352.04
Due Date	Mar 07, 2019

THE ILLUMINATING COMPANY
PO BOX 3687
AKRON OH 44309-3687

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Messages (Continued)

note that an election to not be included on this list will not prevent Ohio Edison, The Illuminating Company or Toledo Edison from providing your information to governmental aggregators. If you previously made a similar election, your name will continue to be excluded from this list without any additional action on your part. If you previously decided not to be excluded on the list and would like to reverse that decision, please call or write us at the same telephone number and address.

The Earned Income Tax Credit (EITC) is a tax credit for certain lower-income families and individuals. For information and to determine if you qualify, simply dial 1-800-620-1040, or visit www.irs.gov/individuals.

Explanation of Terms

Bypassable Generation and Transmission Related Component - Charges for purchasing power and delivering it through the transmission system. These charges are avoided when switching to a Certified Retail Electric Service provider.

Coal Recovery Charges - Recovers previously incurred costs, including PUCO-approved Phase-In Recovery Charges OEI collects from all customers on behalf of OEI Funding, LLC which owns the right to impose and collect such charges.

Customer Charge - Monthly charge that offsets costs for billing, meter reading, equipment, and service line maintenance.

Distribution Related Component - Charge for moving electricity over distribution lines to a service location.

Economic Development Component - Charges related to economic development support.

Estimated Reading - On the months we do not read a meter, we calculate the bill based on past electrical usage.

KWH (Kilowatt Hour) - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

Late Payment Charge - A charge added to the bill on balances owed after the Due Date.

Price to Compare (PTC) - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

Residential Distribution Credit - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

Residential Generation Credit - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

Residential Non-Standard Credit - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

Important Information

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

Call Customer Service at 1-800-589-3101 from Monday - Friday, 8 a.m. - 5 p.m.

Call Payment Options at 1-800-686-9901 from Monday - Friday, 8 a.m. - 5 p.m.

Visit our web site at <http://www.iesenergycorp.com>

Write to us at The Illuminating Company, 76 S. Main St., A-RPC Akron, OH 44308-1890

Customers with hearing or speech impairments can contact the Telecommunications Relay Service (TRS) at 711

We welcome the opportunity to work with you and will try to answer your questions. If your complaint is not resolved after you have called your electric 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' council (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-6522 (toll-free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickoc.org>.

For Energy Assistance: Contact the Home Energy Assistance Program (HEAP) at 1-800-262-0860 (TDD/TTY 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

For your protection, all of our employees wear Photo I.D. badges.

Electronic Check Conversion - Your check authorizes us either to make a one-time electronic funds transfer (EFT) from your account or process as a check. If you have questions about this program, call 1-888-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at www.iesenergycorp.com/aboutyourbill or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

Provide reading by telephone or on-line only: DO NOT MAIL.



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always use the lower number.

If you have a DIGITAL METER write the numbers here:

Messages (Continued)

Explanation of Terms

Bypassable Generation and Transmission Related Component - Charges for purchasing power and delivering it through the transmission system. These charges are avoided when switching to a Certified Retail Electric Service provider.

Cost Recovery Charges - Recovers previously incurred costs, including PUCO-approved Phase II Recovery Charges. CEI collects from all customers on behalf of CEI Reading, LLC which owns the right to impose and collect such charges.

Customer Charge - Monthly charge that offsets costs for billing, meter reading, equipment, and service line maintenance.

Distribution Related Component - Charge for moving electricity over distribution lines to a service location.

Economic Development Component - Charges related to economic development support.

Estimated Reading - On the months we do not read a meter, we calculate the bill based on past electricity usage.

KWH (Kilowatt Hour) - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

Late Payment Charge - A charge added to the bill on balances owed after the Due Date.

Price to Compare (PTC) - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

Residential Distribution Credit - A distribution credit for a qualifying rate applied to all usage over 600 KWH during the winter billing period.

Residential Generation Credit - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

Residential Non-Standard Credit - A generation credit for a qualifying rate applied to all usage over 300 KWH during the winter billing period.

Important Information

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

Call Customer Service at 1-800-588-3101 from Monday - Friday, 8 a.m. - 6 p.m.

Call Payment Options at 1-800-588-6901 from Monday - Friday, 8 a.m. - 6 p.m.

Visit our web site at <http://www.firstenergycorp.com>

Write to us at The Illuminating Company, 76 S. Main St., A-RPC, Akron, OH 44308-1890

Customers with hearing or speech impairments can contact the Telecommunications Relay Service (TRS) at 711

We welcome the opportunity to work with you and will try to answer your questions. If your complaint is not resolved after you have called your electric utility, or for general utility information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-588-7826 (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' council (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-6622 (toll-free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pucocouncil.org>

For Energy Assistance: Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0680 (TDD/TTY 1-800-588-1557) Monday - Friday between 8 a.m. and 5 p.m.

For your protection, all of our employees wear Photo I.D. badges.

Electronic Check Conversion - Your check authorizes us either to make a one-time electronic funds transfer (EFT) from your account or process as a check. If you have questions about this program, call 1-855-283-3081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at www.firstenergycorp.com/aboutyou/elli or by calling 1-800-588-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

Provide reading by telephone or on-line only: DO NOT MAIL



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls

between two numbers, always report the lower number.

If you have a DIGITAL METER with the numbers here:

0411004569850000000000000000000000000000000000054270000054270

Messages (Continued)

Explanation of Terms

Bypassable Generation and Transmission Related Component - Charges for purchasing power and delivering it through the transmission system. These charges are avoided when switching to a Certified Retail Electric Service provider.	KWH (Kilowatt Hour) - A unit of measure for electricity usage equal to 1,000 watts used for one hour.
Cost Recovery Charges - Recovers previously incurred costs, including PUCO-approved Phase-in Recovery Charges. C&E collects from all customers on behalf of C&E Funding, LLC which owns the right to impose and collect such charges.	Late Payment Charge - A charge added to the bill on balances owed after the Due Date.
Customer Charge - Monthly charge that offsets costs for billing, meter reading, equipment, and service line maintenance.	Price to Compare (PTC) - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.
Distribution Related Component - Charge for moving electricity over distribution lines to a service location.	Residential Distribution Credit - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.
Economic Development Component - Charges related to economic development support.	Residential Generation Credit - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.
Estimated Reading - On the months we do not read a meter, we calculate the bill based on past electrical usage.	Residential Non-Standard Credit - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

Important Information

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

Call Customer Service at 1-800-569-3101 from Monday - Friday, 8 a.m. - 5 p.m.

Call Payment Options at 1-800-686-6801 from Monday - Friday, 8 a.m. - 5 p.m.

Visit our web site at <http://www.firstenergycorp.com>

Write to us at The Illuminating Company, 76 S. Main St., A-RPC Akron, OH 44309-1690.

Customers with hearing or speech impairments can contact the Telecommunications Relay Service (TRS) at 711.

We welcome the opportunity to work with you and will try to answer your questions. If your complaint is not resolved after you have called your electric utility, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-7886 (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 1-877-742-5522 (toll-free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pukoco.org>.

For Energy Assistance: Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0860 (TDD/TTY 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

For your protection, all of our employees wear Photo ID badges.

Electronic Check Conversion - Your check authorizes us either to make a one-time electronic funds transfer (EFT) from your account or process as a check. If you have questions about this program, call 1-866-263-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at www.firstenergycorp.com/aboutyourbill or by calling 1-800-569-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

Provide reading by telephone or on-line only: DO NOT MAIL



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a DIGITAL METER write the numbers here

[illegible]

Billing Period	Usage	Palmco Price	Sales tax rate	Palmco Price with Tax	DEO SCO	SCO Price Before Tax	SCO Price after sales tax	Difference
11/27/18 to 12/28/18	18.7	2.8000000000	0.0800	56.5500	4.7850000000	89.4795000000	96.63786	-40.09
12/28/18 to 1/29/19	22.6	2.8000000000	0.0800	68.3400	3.7120000000	83.8912000000	90.602496	-22.26
1/29/19 to 2/27/19	21.2	17.3640000000	0.0800	397.5700	3.0200000000	64.0240000000	69.14592	328.42
2/27/19 to 3/28/19	18.4	13.8580000000	0.0800	275.3900	2.9250000000	53.8200000000	58.1256	217.26

Total

483.34

Sariah Brinker

From: Orpheus Craigue
Sent: Tuesday, April 02, 2019 5:05 PM
To: Michael Coady
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256851 [ref:_00Dt0GzXt._500t0FN58i:ref]

Michael – We are processing these rerates in line with your calculations here, and will be sending to the customer. I would expect the refund to be received by the customer toward the end of next week, or early the following week of the 15th.

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: Michael Coady <contactthepuco@puc.state.oh.us>
Sent: Tuesday, April 2, 2019 15:55
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256851 [ref:_00Dt0GzXt._500t0FN58i:ref]



PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00256851

COMPANY:

CUSTOMER:

ADDRESS [REDACTED] North Olmsted, Ohio 44070

SERVICE ADDRESS [REDACTED], North Olmsted, Ohio 44070

AIQ: Palmco Energy 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 find attached my calculations for this customer's gas and electric refunds. He wants the check mailed directly to him as he is current on his bills.

Please advise when he can expect to receive his 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

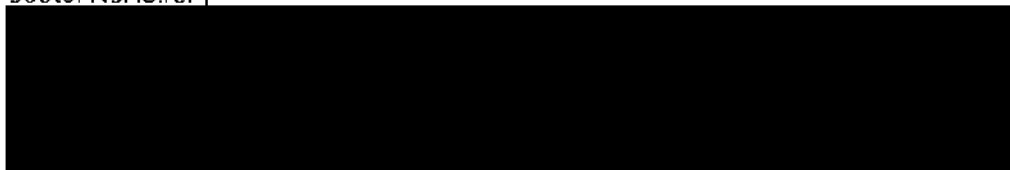
This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:_00Dt0GzXt._500t0FN58i:ref

Sariah Brinker

From: Michael Coady <contactthepuco@puc.state.oh.us>
Sent: Tuesday, April 02, 2019 3:57 PM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256855 [ref:_00Dt0GzXt_
500t0FN5Ao:ref]

Attachments:



1_



**PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum**

CASE ID: 00256855

COMPANY:

CUSTOMER:

ADDRESS: North Olmsted, Ohio 44070

SERVICE ADDRESS: North Olmsted, Ohio 44070

AIQ: Palmco Energy 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 find attached my calculations for this customer's gas and electric refunds. He wants the check mailed directly to him as he is current on his bills.

Please advise when he can expect to receive his 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

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ref:_00Dt0GzXt._500t0FN5Ao:ref

Sariah Brinker

From: Orpheus Craigue
Sent: Tuesday, April 02, 2019 5:05 PM
To: Michael Coady
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256855 [ref:_00Dt0GzXt_500t0FN5Ao:ref]

Michael – No problem, we will send to [REDACTED] We are processing these rerates in line with your calculations here, and will be sending to the customer. I would expect the refund to be received by the customer toward the end of next week, or early the following week of the 15th.

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: Michael Coady <contactthepuco@puc.state.oh.us>
Sent: Tuesday, April 2, 2019 17:00
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256855 [ref:_00Dt0GzXt_500t0FN5Ao:ref]



**PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum**

CASE ID: 00256855

COMPANY:

CUSTOMER:

ADDRESS: [REDACTED] North Olmsted, Ohio 44070

SERVICE ADDRESS: [REDACTED] North Olmsted, Ohio 44070

AIQ: Palmco Energy CHLEO

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:

This one should be mailed to [REDACTED] North Olmsted, Ohio 44070.

Thank you you for catching that.

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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Orpheus Craigue

From: Shawn Thompson <contactthepuco@puc.state.oh.us>
Sent: Friday, February 15, 2019 9:25 AM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253384 [ref:_00Dt0GzXt_500t0FLBqr:ref]



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

CASE ID: 00253384
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Huron, Ohio 44839
SERVICE ADDRESS: [REDACTED] Huron, Ohio 44839
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 morning,

Caller states that she signed up with Indra by a phone call, when they were Palmco. She states that the person told her that there was a cap and she would save money.

*** Do you show a contact from the customer to dispute her enrollment?
*** Does your plan have a "cap"?
*** 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._500t0FLBqr:ref

William Schaaf

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Friday, February 22, 2019 9:56 AM
To: William Schaaf
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253384 [ref:_00Dt0GzXt._500t0FLBqr:ref]

Good morning William,

The sales call was blank/empty. Please resend the sales call.

Shawn Thompson

Public Utilities Commission of Ohio
Investigation and Audit Division
Compliance Investigator
(614) 752-0666
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: 2/21/2019 5:07 PM
To: contactthepuco@puc.ohio.gov
Cc: compliance@indraenergy.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253384 [ref:_00Dt0GzXt._500t0FLBqr:ref]

Hello Shawn and the PUCO,

Regarding Case # 00253384, [REDACTED]

Ms. [REDACTED] enrolled her gas and electric accounts in Palmco's service on 9/14/18, 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 packages 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. Indra began servicing Ms. [REDACTED] gas and electric accounts on 10/1/18 and 10/5/18, respectively.

We received inbound drop transactions for the customer's electric and gas accounts on 2/11/19 and 2/12/19, respectively. The customer's gas utility determined a service end date of 3/4/19, and the customer's electric utility determined a service end date of 3/5/19. No termination fees were issued for cancellation.

On 2/14/19, Ms. [REDACTED] contacted our Customer Service line regarding her gas bill, and she was advised that her account would be escalated for further review. After reviewing her account, as a courtesy to ensure customer satisfaction, we proceeded with rerating the customer's most recent gas bill to the rate we have on file for her gas utility. This resulted in an adjustment of \$279.34 for the billing cycle of 1/3/19 – 2/1/19, which was sent to the customer's gas utility in the form of a check. The customer's upcoming final gas bill will also be adjusted accordingly. This will ultimately provide the customer with the financial effect of expending her return to her gas utility's standard service, making the termination of Indra's supply on her gas account effective over a month prior to the date of the inbound drop we received.

At the time of enrollment, Ms. [REDACTED] enrolled her gas account in a variable rate product, which included an introductory rate for the first two billing cycles. The customer also enrolled her electric account in a two-phased fixed rate plan, which included a rate of \$0.054 for the first month, followed by a fixed rate of \$0.082 for the following sixteen months.

Our variable rate plan does not have a cap, and the following Price Disclosure is included in our Terms & Conditions:

"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."

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

Thank you.

William Schaaf – Lead Compliance Investigator



1515 Market Street, Suite 1200

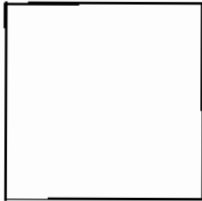
Philadelphia, PA 19102

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 9:25 AM
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253384 [ref:_00Dt0GzXt,_500t0FLBqr:ref]



Initial Submission of a Consumer Complaint

Marketer of Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00253384

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Huron, Ohio 44839

SERVICE ADDRESS: [REDACTED] Huron, Ohio 44839

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 morning,

Caller states that she signed up with Indra by a phone call, when they were Palmco. She states that the person told her that there was a cap and she would save money.

*** Do you show a contact from the customer to dispute her enrollment?

*** Does your plan have a "cap"?

*** 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

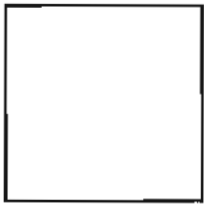
Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FLBqr:ref



William Schaaf

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Tuesday, February 26, 2019 7:13 AM
To: William Schaaf
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253384 [ref:_00Dt0GzXt_500t0FLBqr:ref]

Good morning William,

I am still unable to hear the sales call. It comes across on my end as, blank/empty. I was able to hear the tpv, can you send the sales call by that same method?

Shawn Thompson
Public Utilities Commission of Ohio
Investigation and Audit Division
Compliance Investigator
(614) 752-0666
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: 2/22/2019 10:28 AM
To: contactthepuco@puco.ohio.gov
Cc: compliance@indraenergy.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253384 [ref:_00Dt0GzXt_500t0FLBqr:ref]

Good morning Shawn,

I've attached the sales call again here. We're able to hear the audio on our end. Let us know if it's still blank on your end.

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, February 22, 2019 9:56 AM
To: William Schaaf <wschaaf@indraenergy.com>
Cc: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253384 [ref: _00Dt0GzXt._500t0FLBqr:ref]

Good morning William,

The sales call was blank/empty. Please resend the sales call.

Shawn Thompson

Public Utilities Commission of Ohio

Investigation and Audit Division

Compliance Investigator

(614) 752-0666

PUCO.ohio.gov

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----- Original Message -----

From: William Schaaf [wschaaf@indraenergy.com]

Sent: 2/21/2019 5:07 PM

To: contactthepuco@puc.ohio.gov

Cc: compliance@indraenergy.com

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253384 [ref: _00Dt0GzXt._500t0FLBqr:ref]

Hello Shawn and the PUCO,

Regarding Case # 00253384

Ms. [REDACTED] enrolled her gas and electric accounts in Palmco's service on 9/14/18, 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 packages 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. Indra began servicing Ms. [REDACTED] gas and electric accounts on 10/1/18 and 10/5/18, respectively.

We received inbound drop transactions for the customer's electric and gas accounts on 2/11/19 and 2/12/19, respectively. The customer's gas utility determined a service end date of 3/4/19, and the customer's electric utility determined a service end date of 3/5/19. No termination fees were issued for cancellation.

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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

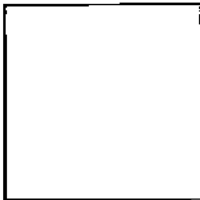
www.IndraEnergy.com

From: Shawn Thompson [mailto:contactthepuco@puc.state.oh.us]

Sent: Friday, February 15, 2019 9:25 AM

To: Indra Energy Compliance <Compliance@indraenergy.com>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253384 [ref:_00Dt0GzXt_500t0FLBqr:ref]



Initial Submission of a Consumer Complaint

Marketer of Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00253384

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Huron, Ohio 44839

SERVICE ADDRESS: [REDACTED] Huron, Ohio 44839

AIQ: Palmco Energy OH LLC

SERVICE ACCOUNT NUMBER:
[REDACTED]

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DESCRIPTION OF ISSUE:

Good morning,

Caller states that she signed up with Indra by a phone call, when they were Palmco. She states that the person told her that there was a cap and she would save money.

*** Do you show a contact from the customer to dispute her enrollment?

*** Does your plan have a "cap"?

*** 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

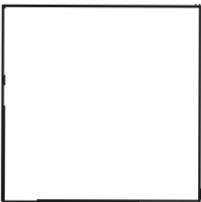
Service Monitoring and Enforcement Department

Customer Service Investigator

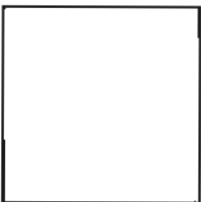
(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FLBqr:ref



William Schaaf

From: William Schaaf
Sent: Tuesday, February 26, 2019 8:17 AM
To: PUCO Consumer Call Center
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253384 [ref:_00Dt0GzXt_500t0FLBqr:ref]
Attachments: [REDACTED] Sales Call MP3.mp3

Good morning Shawn,

I converted the sales call audio into MP3 format, attached here.

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 7:13 AM
To: William Schaaf <wschaaf@indraenergy.com>
Cc: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253384 [ref:_00Dt0GzXt_500t0FLBqr:ref]

Good morning William,

I am still unable to hear the sales call. It comes across on my end as, blank/empty. I was able to hear the tpv, can you send the sales call by that same method?

Shawn Thompson

Public Utilities Commission of Ohio
Investigation and Audit Division
Compliance Investigator
(614) 752-0666
PUCO.ohio.gov

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----- Original Message -----

From: William Schaaf [wschaaf@indraenergy.com]
Sent: 2/22/2019 10:28 AM
To: contactthepuco@puco.ohio.gov
Cc: compliance@indraenergy.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253384 [ref: _00Dt0GzXt._500t0FLBqr:ref]

Good morning Shawn,

I've attached the sales call again here. We're able to hear the audio on our end. Let us know if it's still blank on your end.

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, February 22, 2019 9:56 AM
To: William Schaaf <wschaaf@indraenergy.com>
Cc: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253384 [ref: _00Dt0GzXt._500t0FLBqr:ref]

Good morning William,

The sales call was blank/empty. Please resend the sales call.

Shawn Thompson
Public Utilities Commission of Ohio
Investigation and Audit Division
Compliance Investigator

(614) 752-0666
PUCO.ohio.gov

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----- Original Message -----

From: William Schaaf [wschaaf@indraenergy.com]

Sent: 2/21/2019 5:07 PM

To: contactthepuco@puco.ohio.gov

Cc: compliance@indraenergy.com

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253384 [ref:_00Dt0GzXt,_500t0FLBqr:ref]

Hello Shawn and the PUCO,

Regarding Case # 00253384 [REDACTED]

Ms. [REDACTED] enrolled her gas and electric accounts in Palmco's service on 9/14/18, 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 packages 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. Indra began servicing Ms. [REDACTED] gas and electric accounts on 10/1/18 and 10/5/18, respectively.

We received inbound drop transactions for the customer's electric and gas accounts on 2/11/19 and 2/12/19, respectively. The customer's gas utility determined a service end date of 3/4/19, and the customer's electric utility determined a service end date of 3/5/19. No termination fees were issued for cancellation.

On 2/14/19, Ms. [REDACTED] contacted our Customer Service line regarding her gas bill, and she was advised that her account would be escalated for further review. After reviewing her account, as a courtesy to ensure customer satisfaction, we proceeded with rerating the customer's most recent gas bill to the rate we have on file for her gas utility. This resulted in an adjustment of \$279.34 for the billing cycle of 1/3/19 – 2/1/19, which was sent to the customer's gas utility in the form of a check. The customer's upcoming final gas bill will also be adjusted accordingly. This will ultimately provide the customer with the financial effect of expending her return to her gas utility's standard service, making the termination of Indra's supply on her gas account effective over a month prior to the date of the inbound drop we received.

At the time of enrollment, Ms. [REDACTED] enrolled her gas account in a variable rate product, which included an introductory rate for the first two billing cycles. The customer also enrolled her electric account in a two-phased fixed rate plan, which included a rate of \$0.054 for the first month, followed by a fixed rate of \$0.082 for the following sixteen months.

Our variable rate plan does not have a cap, and the following Price Disclosure is included in our Terms & Conditions:

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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

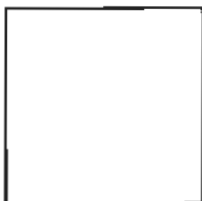
www.IndraEnergy.com

From: Shawn Thompson [mailto:contactthepuco@puc.state.oh.us]

Sent: Friday, February 15, 2019 9:25 AM

To: Indra Energy Compliance <Compliance@indraenergy.com>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253384 [ref:_00Dt0GzXt._500t0FLBqr:ref]



Initial Submission of a Consumer Complaint

Marketer of Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00253384

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Huron, Ohio 44839

SERVICE ADDRESS: [REDACTED] Huron, Ohio 44839

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 morning,

Caller states that she signed up with Indra by a phone call, when they were Palmco. She states that the person told her that there was a cap and she would save money.

*** Do you show a contact from the customer to dispute her enrollment?

*** Does your plan have a "cap"?

*** 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

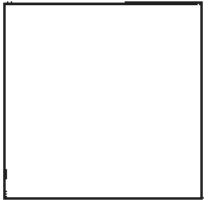
Service Monitoring and Enforcement Department

Customer Service Investigator

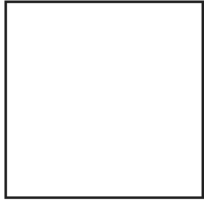
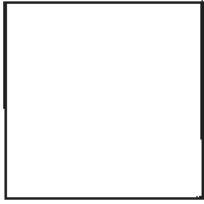
(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FLBqr:ref



William Schaaf

From: William Schaaf
Sent: Friday, February 22, 2019 10:28 AM
To: PUCO Consumer Call Center
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253384 [ref:_00Dt0GzXt_500t0FLBqr:ref]
Attachments: [REDACTED] Sales Call.wav

Good morning Shawn,

I've attached the sales call again here. We're able to hear the audio on our end. Let us know if it's still blank on your end.

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, February 22, 2019 9:56 AM
To: William Schaaf <wschaaf@indraenergy.com>
Cc: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253384 [ref:_00Dt0GzXt_500t0FLBqr:ref]

Good morning William,

The sales call was blank/empty. Please resend the sales call.

Shawn Thompson

Public Utilities Commission of Ohio
Investigation and Audit Division
Compliance Investigator
(614) 752-0666
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: 2/21/2019 5:07 PM
To: contactthepuco@puco.ohio.gov

Cc: compliance@indraenergy.com

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253384 [ref:_00Dt0GzXt._500t0FLBqr:ref]

Hello Shawn and the PUCO,

Regarding Case # 00253384, [REDACTED]

Ms. [REDACTED] enrolled her gas and electric accounts in Palmco's service on 9/14/18, 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 packages 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. Indra began servicing Ms. [REDACTED] gas and electric accounts on 10/1/18 and 10/5/18, respectively.

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

Thank you.

William Schaaf – Lead Compliance Investigator



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Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

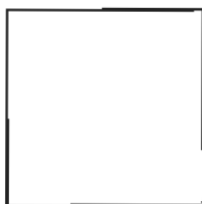
www.IndraEnergy.com

From: Shawn Thompson [mailto:contactthepuco@puc.state.oh.us]

Sent: Friday, February 15, 2019 9:25 AM

To: Indra Energy Compliance <Compliance@indraenergy.com>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253384 [ref:_00Dt0GzXt._500t0FLBqr:ref]



Initial Submission of a Consumer Complaint

Marketer of Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00253384

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Huron, Ohio 44839

SERVICE ADDRESS: [REDACTED] Huron, Ohio 44839

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 morning,

Caller states that she signed up with Indra by a phone call, when they were Palmco. She states that the person told her that there was a cap and she would save money.

- *** Do you show a contact from the customer to dispute her enrollment?
- *** Does your plan have a "cap"?
- *** 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

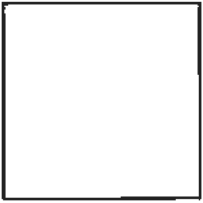
Service Monitoring and Enforcement Department

Customer Service Investigator

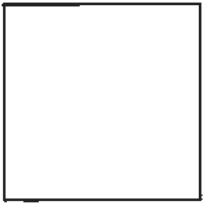
(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FLBqr:ref



William Schaaf

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Monday, March 4, 2019 7:40 AM
To: William Schaaf
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253384 [ref:_00Dt0GzXt._500t0FLBqr:ref]

Good morning William,

After the customer's flow end date/final bill with Indra, please provide the detailed calculation on how you determine the re-rate amount.

Shawn Thompson
Public Utilities Commission of Ohio
Investigation and Audit Division
Compliance Investigator
(614) 752-0666

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----- Original Message -----

From: William Schaaf [wschaaf@indraenergy.com]
Sent: 2/21/2019 5:07 PM
To: contactthepuco@puco.ohio.gov
Cc: compliance@indraenergy.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253384 [ref:_00Dt0GzXt._500t0FLBqr:ref]

Hello Shawn and the PUCO,

Regarding Case # 00253384 [REDACTED]

Ms. [REDACTED] enrolled her gas and electric accounts in Palmco's service on 9/14/18, 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 packages 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. Indra began servicing Ms. [REDACTED] gas and electric accounts on 10/1/18 and 10/5/18, respectively.

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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

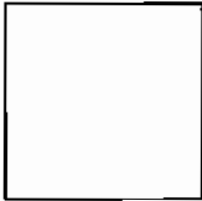
www.IndraEnergy.com

From: Shawn Thompson [mailto:contactthepuco@puc.state.oh.us]

Sent: Friday, February 15, 2019 9:25 AM

To: Indra Energy Compliance <Compliance@indraenergy.com>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253384 [ref: _00Dt0GzXt_500t0FLBqr:ref]



Initial Submission of a Consumer Complaint

Marketer of Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00253384

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Huron, Ohio 44839

SERVICE ADDRESS [REDACTED] Huron, Ohio 44839

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 morning,

Caller states that she signed up with Indra by a phone call, when they were Palmco. She states that the person told her that there was a cap and she would save money.

*** Do you show a contact from the customer to dispute her enrollment?

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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

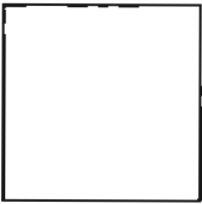
Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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ref:_00Dt0GzXt_500t0FLBqr:ref



William Schaaf

From: William Schaaf
Sent: Thursday, March 7, 2019 2:50 PM
To: PUCO Consumer Call Center
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253384 [ref:_00Dt0GzXt_500t0FLBqr:ref]

Hello Alfred,

Regarding Case # 00253384 [REDACTED]

I've included a chart below detailing our calculations for the adjustments to this customer's gas account. 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	Note
2/1/2019	3/4/2019	168	\$249.87	\$0.4085	\$68.63	\$4.63	\$73.26	\$176.61	To be processed
1/3/2019	2/1/2019	197	\$367.24	\$0.4180	\$82.35	\$5.56	\$87.90	\$279.34	Already processed
								\$455.95	

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: Monday, March 4, 2019 7:40 AM
To: William Schaaf <wschaaf@indraenergy.com>
Cc: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253384 [ref:_00Dt0GzXt_500t0FLBqr:ref]

Good morning William,

After the customer's flow end date/final bill with Indra, please provide the detailed calculation on how you determine the re-rate amount.

Shawn Thompson
Public Utilities Commission of Ohio

Investigation and Audit Division
Compliance Investigator
(614) 752-0666

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----- Original Message -----

From: William Schaaf [wschaaf@indraenergy.com]
Sent: 2/21/2019 5:07 PM
To: contactthepuco@puco.ohio.gov
Cc: compliance@indraenergy.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253384 [ref:_00Dt0GzXt._500t0FLBqr:ref]

Hello Shawn and the PUCO,

Regarding Case # 00253384 [REDACTED]

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Thank you.

William Schaaf – Lead Compliance Investigator



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Philadelphia, PA 19102

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F: 718.851.2427

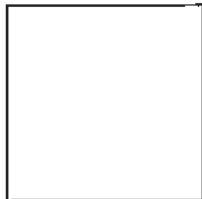
www.IndraEnergy.com

From: Shawn Thompson [mailto:contactthepuco@puc.state.oh.us]

Sent: Friday, February 15, 2019 9:25 AM

To: Indra Energy Compliance <Compliance@indraenergy.com>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253384 [ref:_00Dt0GzXt._500t0FLBqr:ref]



Initial Submission of a Consumer Complaint

Marketer of Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00253384

CUSTOMER: [REDACTED]

ADDRESS [REDACTED] Huron, Ohio 44839

SERVICE ADDRESS [REDACTED] Huron, Ohio 44839

AIQ: Palmco Energy OH LLC

SERVICE ACCOUNT NUMBER:

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Public Utilities Commission of Ohio

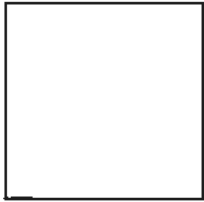
Service Monitoring and Enforcement Department

Customer Service Investigator

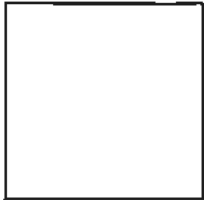
(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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William Schaaf

From: William Schaaf
Sent: Thursday, February 21, 2019 5:07 PM
To: Shawn Thompson
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253384 [ref:_00Dt0GzXt._500t0FLBqr:ref]
Attachments: [REDACTED] TPV.MP3; [REDACTED] Confirmation Pack-Electric.pdf; [REDACTED] Confirmation Pack-Gas.pdf; [REDACTED] Sales Call.wav

Hello Shawn and the PUCO,

Regarding Case # 00253384 [REDACTED]

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William Schaaf – Lead Compliance Investigator



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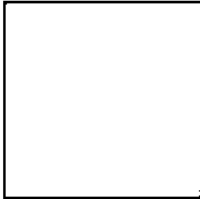
www.IndraEnergy.com

From: Shawn Thompson [mailto:contactthepuco@puc.state.oh.us]

Sent: Friday, February 15, 2019 9:25 AM

To: Indra Energy Compliance <Compliance@indraenergy.com>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253384 [ref:_00Dt0GzXt._500t0FLBqr:ref]



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

CASE ID: 00253384

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Ohio 44839

SERVICE ADDRESS: [REDACTED] Huron, Ohio 44839

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 morning,

Caller states that she signed up with Indra by a phone call, when they were Palmco. She states that the person told her that there was a cap and she would save money.

*** Do you show a contact from the customer to dispute her enrollment?

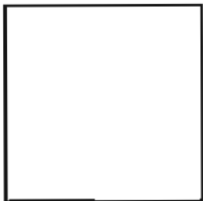
*** Does your plan have a "cap"?

*** 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

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._500t0FLBqr:ref

Thomas Sheehy

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Friday, February 22, 2019 10:30 AM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00254444 [ref:_00Dt0GzXt_500t0FLusA:ref]



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

CASE ID: 00254444
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Columbus, Ohio 43207
SERVICE ADDRESS: [REDACTED] Columbus, Ohio 43207
AIQ: Palmco Power OH LLC
SERVICE ACCOUNT NUMBER: [REDACTED]
[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,

Mr. [REDACTED] is disputing his enrollment with Indra.
When was this account enrolled, and how?

Please provide copies of:

- *The sales call 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

Please provide any additional information that may assist in investigation.

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._500t0FLusA:ref

William Schaaf

From: William Schaaf
Sent: Wednesday, February 27, 2019 3:36 PM
To: PUCO Consumer Call Center
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00254444 [ref_00Dt0GzXt_500t0FLusA:ref]
Attachments: [REDACTED] PV.MP3; [REDACTED] Confirmation Pack-Electric.pdf; [REDACTED] Confirmation Pack-Gas.pdf; [REDACTED] Sales Call.mp3

Hello Maureen and the PUCO,

Regarding Case # 00254444, [REDACTED]

Mr. [REDACTED] enrolled his gas and electric accounts in Palmco's variable rate service on 8/16/18, 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. Palmco began servicing the customer's gas and electric accounts on 9/21/18 and 9/12/18, respectively.

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 his enrollment.

On 1/17/19, Mr. [REDACTED] contacted our Customer Service line to cancel his service with Indra. As a result, outbound drop transactions were processed, and service end dates were determined by the customer's gas and electric utilities. The customer's gas and electric accounts stopped receiving our supply on 1/24/19 and 2/13/19, respectively. No termination fees were issued for the customer's decision to opt out of our supply.

Mr. [REDACTED] contacted our Customer Service line again on 2/18/19 regarding his electric bill, and he was advised that his account would be escalated for further review. In the interest of resolving his concerns, we proceeded with rerating the customer's final electric bill to the rate of 5.53 cents, which we have on file for his electric utility. This resulted in an adjustment of \$169.33 for the billing cycle of 1/15/19 – 2/13/19, which was sent to the customer's electric utility in the form of a check. This provided the customer with the financial effect of expediting his return to his electric utility's standard service.

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

Thank you.

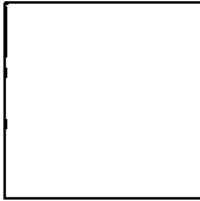
William Schaaf – Lead Compliance Investigator



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: Friday, February 22, 2019 10:30 AM
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00254444 [ref:_00Dt0GzXt._500t0FLusA:ref]



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

CASE ID: 00254444
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Columbus, Ohio 43207
SERVICE ADDRESS: [REDACTED] Columbus, Ohio 43207
AIQ: Palmco Power Co LLC
SERVICE ACCOUNT NUMBER: [REDACTED]
[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,

Mr. [REDACTED] is disputing his enrollment with Indra.
When was this account enrolled, and how?

Please provide copies of:

- *The sales call 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

Please provide any additional information that may assist in investigation.

Sincerely,

Maureen Harbolt

Public Utilities Commission of Ohio

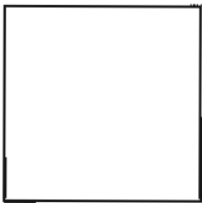
Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

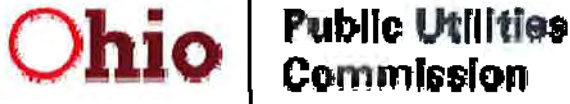
This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.



ref:_00Dt0GzXt._500t0FLusA:ref

Orpheus Craigue

From: Michael Coady <contactthepuco@puc.state.oh.us>
Sent: Monday, February 25, 2019 5:07 PM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255204 [ref:_00Dt0GzXt_500t0FMKcM:ref]



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

CASE ID: 00255204

COMPANY: [REDACTED]

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Etna, Ohio 43018

SERVICE ADDRESS: [REDACTED] Etna, Ohio 43018

AIQ: Palmco Energy Co. [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 contacted the PUCO for assistance in resolving a billing dispute she has with the company. She says that she just received her bill and noticed that the company was charging her almost \$2 per ccf. She says that she never received any notice that her contract was ending. She says that she had originally enrolled in a three year fixed contract with the company.

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. 4901:1-29-10(F).

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._500t0FMKcM:ref

Orpheus Craigue

From: Orpheus Craigue
Sent: Thursday, February 28, 2019 8:37 PM
To: Michael Coady
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255204 [ref:_00Dt0GzXt_500t0EMKcM:ref]
Attachments: [REDACTED] Signed Contract.pdf; [REDACTED] TPV.mp3; [REDACTED] Confirmation Pack Electric.pdf; [REDACTED] Confirmation Pack Gas.pdf
Categories: PUCO Complaint

Hello Michael,

Regarding PUCO Case ID 00255204 [REDACTED]

This customer's electric and gas accounts were enrolled in Palmco's service on 7/25/2017, as a result of a door-to-door sale. We're attaching the signed contract and TPV recording from this enrollment, as well as the confirmation packets mailed to the customer following enrollment.

Electric Plan: Variable. This included a three-month introductory rate of 5.26 cents, after which rate would vary month-to-month.

Gas Plan: Variable. This included a three-month introductory rate of 37.98 cents, after which rate would vary month-to-month.

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

The customer reached out to our Customer Service line on 2/25/2019. The customer declined an offer to switch either of her accounts to fixed product offers, and instead opted to cancel service with Indra. The customer was not issued any ETFs for cancellation. Columbia Gas established a retroactive end date of 2/12/2019, and AEP will establish the customer's electric end date.

The customer enrolled both of her accounts in variable rate plans. The items we attached detail the terms of the variable rate enrollment. At no point was the customer's accounts enrolled in a fixed rate plan, and as a result, no notice was required to be provided to the customer notifying them of a fixed rate expiring.

Considering the customer's complaint centers over her recent variable gas bill, we'd be happy to rerate the customer's final bill with Indra to help ensure a satisfactory resolution to the customer's complaint. We've detailed the calculations below on how we intend to adjust the customer's account. If you have any concerns regarding this adjustment, or our proposed course of action here, please let us know.

Begin Date	End Date	Billed Usage	Supply Charge (with tax)	ReRate To:	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
1/14/19	2/12/19	142	\$ 265.95	0.41800	59.36	4.30	63.66	\$ 202.29

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 25, 2019 17:07
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255204 [ref: _00Dt0GzXt._500t0FMKcM:ref]



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

CASE ID: 00255204
COMPANY: [REDACTED]
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Etna, Ohio 43018
SERVICE ADDRESS: [REDACTED] Etna, Ohio 43018
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 contacted the PUCO for assistance in resolving a billing dispute she has with the company. She says that she just received her bill and noticed that the company was charging her almost \$2 per ccf. She says that she never received any notice that her contract was ending. She says that she had originally enrolled in a three year fixed contract with the company.

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. 4901:1-29-10(F).

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:_00DtOGzXt._500t0FMKcM:ref

Orpheus Craigue

From: Cindi Mack <contactthepuco@puc.state.oh.us>
Sent: Friday, March 1, 2019 8:37 AM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255901 [ref:_00Dt0GzXt_500t0FMe2Q:ref]



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

CASE ID: 00255901
COMPANY: [REDACTED]
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Brunswick, Ohio 44212
SERVICE ADDRESS: [REDACTED] Brunswick, Ohio 44212
AIQ: Palmco Energy C.V. 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:

Good morning!

Ms. [REDACTED] spoke to staff regarding an enrollment dispute. She said she did not sign the contract and didn't authorize the enrollment.

When and how was the account acquired?
If this was a telephonic sales call, please forward a copy of the recorded call for review.
Please forward all signed documentation for the enrollment.
What did she agree to?
Did she cancel the enrollment? If so, is there an ETF?

Please forward a copy of the terms and conditions.
Please forward a copy of the TPV for review.
When did her account begin billing under Palmco?
If there is any other information that I should know, such as a promised credit, please advise. Thank you!

Sincerely,

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

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ref:_00Dt0GzXt._500t0FMe2Q:ref

William Schaaf

From: William Schaaf
Sent: Thursday, March 7, 2019 8:58 AM
To: Cindi Mack
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255901 [ref:_00Dt0GzXt_500t0FMe2Q:ref]
Attachments: [REDACTED] PV.MP3 [REDACTED] Confirmation Pack-Gas.pdf [REDACTED] Confirmation Pack-Electric.pdf; [REDACTED] Sales Call.wav

Hello Cindi and the PUCO,

Regarding Case # 00255901, [REDACTED]

This customer's gas and electric accounts were enrolled in Indra's variable rate plans on 10/2/18, as the result of 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 electric utility.

Gas Plan: This included a two-month introductory rate of \$0.37 per Ccf, after which the rate would vary month-to-month.

On 2/20/19, Ms. [REDACTED] contacted our Customer Service line to cancel her gas account. An outbound drop was submitted, and the customer's gas account stopped receiving our supply on 2/14/19. 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 proceeded with rerating the customer's final bill to the rate we have on file for gas utility. This resulted in an adjustment of \$269.42, which was sent to the customer's utility in the form of a check. We've included a chart below detailing our calculations for this adjustment.

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	190	\$354.20	\$0.4180	\$79.42	\$5.36	\$84.78	\$269.42

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

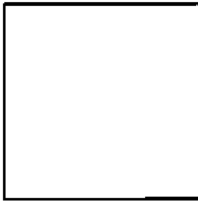
William Schaaf – Asst. Compliance Officer



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

www.IndraEnergy.com

From: Cindi Mack [mailto:contactthepuco@puc.state.oh.us]
Sent: Friday, March 1, 2019 8:37 AM
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255901 [ref:_00Dt0GzXt._500t0FMe2Q:ref]



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

CASE ID: 00255901
COMPANY: [REDACTED]
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Brunswick, Ohio 44212
SERVICE ADDRESS: [REDACTED] Brunswick, Ohio 44212
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:

Good morning!

Ms [REDACTED] spoke to staff regarding an enrollment dispute. She said she did not sign the contract and didn't authorize the enrollment.

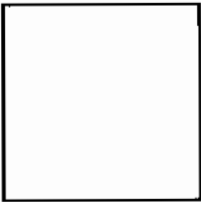
When and how was the account acquired?
If this was a telephonic sales call, please forward a copy of the recorded call for review.
Please forward all signed documentation for the enrollment.
What did she agree to?
Did she cancel the enrollment? If so, is there an ETF?
Please forward a copy of the terms and conditions.
Please forward a copy of the TPV for review.
When did her account begin billing under Palmco?

If there is any other information that I should know, such as a promised credit, please advise. Thank you!

Sincerely,

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

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ref:_00Dt0GzXt._500t0FMe2Q:ref

Sariah Brinker

From: Keenia Joseph
Sent: Tuesday, April 30, 2019 2:42 PM
To: PUCO Consumer Call Center
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255901 [ref:_00Dt0GzXt._500t0FMe2Q:ref]
Attachments: [REDACTED] Gas ReRate.xlsx

Good Afternoon Cindi ,

In response to your email, attached a please find a spreadsheet with our calculations for the rerate of the customer's gas account. The total difference between Indra's supply charges and what the utility would have charged amounts to \$279.14 for the billing cycles of 10/12/18 – 2/14/19. An adjustment of \$269.42 for the customer's last bill was already sent to the customer's utility. The customer is now due an additional \$9.72 – this adjustment has already been sent/received by the utility and applied to the customers' account on 4/13/19.

Please let us know if you need anything further.

Begin Read Date	End Read Date	Billed Usage	Billed Rate	Supply Charge (without tax)	Tax	Supply Charge (with t
1/16/2019	2/14/2019	190	\$ 1.7463	\$ 331.80	\$ 22.40	\$ 354.20
12/13/2018	1/16/2019	184	\$ 0.7943	\$ 146.15	\$ 9.87	\$ 156.02
11/12/2018	12/13/2018	178	\$ 0.3700	\$ 65.86	\$ 4.45	\$ 70.31
10/12/2018	11/12/2018	104	\$ 0.3700	\$ 38.48	\$ 2.60	\$ 41.08

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: Saturday, April 6, 2019 12:17 PM
To: William Schaaf
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255901 [ref:_00Dt0GzXt._500t0FMe2Q:ref]

After reviewing the sales call for this enrollment, I've determined your sales agents were deceptive and misleading with the customer. She mentioned her age and showed signs of confusion about what she was doing.

The first agent on the line with Ms. [REDACTED] informed her that she'd receive \$50.00 reward dollars every month and an initial saving of 6% on the cost of the electric; after that a variable rate... with no explanation.

A second agent comes on the line to and advise her that she'd save 10% on the cost of her gas. The agent went on to say Indra is buying in bulk, which allows her to receive the gas cheaper. The agent advised her that this allows her to receive the lowest rate, if she has a lower rate, the customer will have a lower bill. The agent told the customer, she'll see the difference as the bill will come down. The agent assured the customer that she didn't need to be worried about being overcharged or anything.

Please re-rate the customer's gas account from the time of inception. Please forward a spread sheet verifying the billing cycles for each month, consumption, the rate that Indra charged, the utility's rate, the difference in the two and the total difference. When can she expect to receive the check?

Cindi

----- Original Message -----

From: William Schaaf [wschaaf@indraenergy.com]

Sent: 3/29/2019 12:02 PM

To: contactthepuco@puco.ohio.gov

Cc: compliance@indraenergy.com

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255901 [ref:_00Dt0GzXt._500t0FMe2Q:ref]

Hello Cindi,

The customer's electric account did not receive our supply, as the enrollment was rejected by the customer's electric utility. I've attached a spreadsheet with our calculations for the rerate of the customer's gas account. The total difference between Indra's supply charges and what the utility would have charged amounts to \$279.14 for the billing period of 10/12/18 – 2/14/19. An adjustment of \$269.42 for the customer's last bill was already sent to the customer's utility, so the customer is now due an additional \$9.72 – this will also be sent to the utility to be applied to the account.

Indra's staff reviews a sample of enrollments from all of our telemarketing vendors, including sales audio, as part of our Quality Assurance and Quality Control processes. When our staff comes across potential issues while reviewing sales audio, we take actions including passing the concern along to the sales vendor, not proceeding with the enrollment, and/or increasing our review of a specific agent's production.

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: Saturday, March 23, 2019 12:20 PM

To: William Schaaf <wschaaf@indraenergy.com>

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255901 [ref:_00Dt0GzXt._500t0FMe2Q:ref]

Good morning!

I have reviewed the TPV and the sales call. I have concluded the sales call was misleading and deceptive, for gas per O.A.C. 4901:1-29-05(D) and for electric 4901:1-21-05(A)(3).

Your sales agent advised the customer this was a 6 percent savings on the cost of the electric, which will drop to \$.51 per kWh. and \$0.0544 per ccf for the gas. The TPV advised the customer that the introductory rate would be \$0.37 for the first two bills for the gas. Your sales agent told the customer it would be \$0.0544.

The sales agent went on to say that she would receive a variable rate as she is currently receiving with her utility. The sales agent failed to explain for both electric and gas that she'd be receiving an introductory rate.

For gas, O.A.C.4901:1-29-05(A)(2)(a) requires the sales agent for the company to provide a clear and understandable explanation of the factors that will cause the price to vary.

For electric, O.A.C.4901:1-21-05(C)(8)(d), the agent offered a variable rate without disclosing all recurring and nonrecurring charges.

And, (f) the agent must advise the customer of the variable factors for a variable price.

Please re-rate this customer for both utilities since inception. Forward a spreadsheet with your calculations showing billing periods, consumption, rate billed, utility's rate and difference. Additionally, please advise what corrective action the company is taking to comply with the above mentioned rules.

Regards,
Cindi

----- Original Message -----

From: William Schaaf [wschaaf@indraenergy.com]

Sent: 3/7/2019 8:58 AM

To: contactthepuco@puco.ohio.gov

Cc: compliance@indraenergy.com

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255901 [ref:_00Dt0GzXt._500t0FMe2Q:ref]

Hello Cindi and the PUCO,

Regarding Case # 0025590: [REDACTED]

This customer's gas and electric accounts were enrolled in Indra's variable rate plans on 10/2/18, as the result of 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 electric utility.

Gas Plan: This included a two-month introductory rate of \$0.37 per Ccf, after which the rate would vary month-to-month.

On 2/20/19, Ms. [REDACTED] contacted our Customer Service line to cancel her gas account. An outbound drop was submitted, and the customer's gas account stopped receiving our supply on 2/14/19. 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 proceeded with rerating the customer's final bill to the rate we have on file for gas utility. This resulted in an adjustment of \$269.42, which was sent to the customer's utility in the form of a check. We've included a chart below detailing our calculations for this adjustment.

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	190	\$354.20	\$0.4180	\$79.42	\$5.36	\$84.78	\$269.42

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

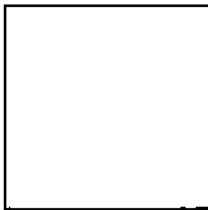
www.IndraEnergy.com

From: Cindi Mack [<mailto:contactthepuco@puc.state.oh.us>]

Sent: Friday, March 1, 2019 8:37 AM

To: Indra Energy Compliance <Compliance@indraenergy.com>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255901 [ref:_00Dt0GzXt._500t0FMe2Q:ref]



Initial Submission of a Consumer Complaint

Marketer of Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00255901

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Brunswick, Ohio 44212

SERVICE ADDRESS: [REDACTED] Brunswick, Ohio 44212

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:

Good morning!

Ms. [REDACTED] spoke to staff regarding an enrollment dispute. She said she did not sign the contract and didn't authorize the enrollment.

When and how was the account acquired?

If this was a telephonic sales call, please forward a copy of the recorded call for review.

Please forward all signed documentation for the enrollment.

What did she agree to?

Did she cancel the enrollment? If so, is there an ETF?

Please forward a copy of the terms and conditions.

Please forward a copy of the TPV for review.

When did her account begin billing under Palmco?

If there is any other information that I should know, such as a promised credit, please advise. Thank you!

Sincerely,

Cindi Mack

Public Utilities Commission of Ohio

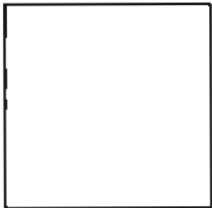
Service Monitoring and Enforcement Department

Customer Service Lead Investigator

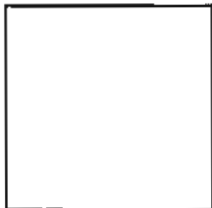
(800) 686-PUCO (7826)

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,_500t0FMe2Q:ref



Begin Read Date	End Read Date	Billed Usage	Billed Rate	Supply Charge (without tax)	Tax	Supply Charge (with tax)	Tax Rate	Utility Rate	ReRate Total (without tax)	ReRate Tax	ReRate Total (with tax)	Amt Due Customer	
1/16/2019	2/14/2019	190	\$ 1.7463	\$ 331.80	\$ 22.40	\$ 354.20	\$ 0.07	\$ 0.4180	\$ 79.42	\$ 5.36	\$ 84.78	\$ 269.42	<-Already issued
12/13/2018	1/16/2019	184	\$ 0.7943	\$ 146.15	\$ 9.87	\$ 156.02	\$ 0.07	\$ 0.4872	\$ 89.64	\$ 6.05	\$ 95.70	\$ 60.32	
11/12/2018	12/13/2018	178	\$ 0.3700	\$ 65.86	\$ 4.45	\$ 70.31	\$ 0.07	\$ 0.5945	\$ 105.82	\$ 7.15	\$ 112.97	\$ (42.66)	
10/12/2018	11/12/2018	104	\$ 0.3700	\$ 38.48	\$ 2.60	\$ 41.08	\$ 0.07	\$ 0.4415	\$ 45.92	\$ 3.10	\$ 49.02	\$ (7.94)	
												\$ 279.14	<-Total Amt Due
												\$ (269.42)	<-Already issued
												\$ 9.72	<-New Amt Due

Sariah Brinker

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Saturday, March 23, 2019 12:20 PM
To: William Schaaf
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255901 [ref:_00Dt0GzXt_500t0FMe2Q:ref]

Good morning!

I have reviewed the TPV and the sales call. I have concluded the sales call was misleading and deceptive, for gas per O.A.C. 4901:1-29-05(D) and for electric 4901:1-21-05(A)(3).

Your sales agent advised the customer this was a 6 percent savings on the cost of the electric, which will droop to \$.51 per kWh. and \$0.0544 per ccf for the gas. The TPV advised the customer that the introductory rate would be \$0.37 for the first two bills for the gas. Your sales agent told the customer it would be \$0.0544.

The sales agent went on to say that she would receive a variable rate as she is currently receiving with her utility. The sales agent failed to explain for both electric and gas that she'd be receiving an introductory rate.

For gas, O.A.C.4901:1-29-05(A)(2)(a) requires the sales agent for the company to provide a clear and understandable explanation of the factors that will cause the price to vary.

For electric, O.A.C.4901:1-21-05(C)(8)(d), the agent offered a variable rate without disclosing all recurring and nonrecurring charges.

And, (f) the agent must advise the customer of the variable factors for a variable price.

Please re-rate this customer for both utilities since inception. Forward a spreadsheet with your calculations showing billing periods, consumption, rate billed, utility's rate and difference. Additionally, please advise what corrective action the company is taking to comply with the above mentioned rules.

Regards,
Cindi

----- Original Message -----

From: William Schaaf [wschaaf@indraenergy.com]
Sent: 3/7/2019 8:58 AM
To: contactthepuco@puco.ohio.gov
Cc: compliance@indraenergy.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255901 [ref:_00Dt0GzXt_500t0FMe2Q:ref]

Hello Cindi and the PUCO,

Regarding Case # 00255901, [REDACTED]

This customer's gas and electric accounts were enrolled in Indra's variable rate plans on 10/2/18, as the result of 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 electric utility.

Gas Plan: This included a two-month introductory rate of \$0.37 per Ccf, after which the rate would vary month-to-month.

On 2/20/19, Ms. [REDACTED] contacted our Customer Service line to cancel her gas account. An outbound drop was submitted, and the customer's gas account stopped receiving our supply on 2/14/19. 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 proceeded with rerating the customer's final bill to the rate we have on file for gas utility. This resulted in an adjustment of \$269.42, which was sent to the customer's utility in the form of a check. We've included a chart below detailing our calculations for this adjustment.

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	190	\$354.20	\$0.4180	\$79.42	\$5.36	\$84.78	\$269.42

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

William Schaaf – Asst. Compliance Officer



1515 Market Street, Suite 1200

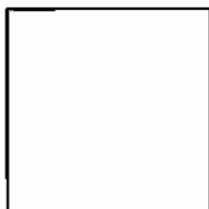
Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

From: Cindi Mack [mailto:contactthepuco@puc.state.oh.us]
Sent: Friday, March 1, 2019 8:37 AM
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255901 [ref:_00Dt0GzXt._500t0FMe2Q:ref]



Initial Submission of a Consumer Complaint

Marketer of Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00255901

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Brunswick, Ohio 44212

SERVICE ADDRESS: [REDACTED] Brunswick, Ohio 44212

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:

Good morning!

Ms. [REDACTED] spoke to staff regarding an enrollment dispute. She said she did not sign the contract and didn't authorize the enrollment.

When and how was the account acquired?

If this was a telephonic sales call, please forward a copy of the recorded call for review.

Please forward all signed documentation for the enrollment.

What did she agree to?

Did she cancel the enrollment? If so, is there an ETF?

Please forward a copy of the terms and conditions.

Please forward a copy of the TPV for review.

When did her account begin billing under Palmco?

If there is any other information that I should know, such as a promised credit, please advise. Thank you!

Sincerely,

Cindi Mack

Public Utilities Commission of Ohio

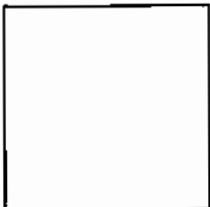
Service Monitoring and Enforcement Department

Customer Service Lead 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._500t0FMe2Q:ref

Sariah Brinker

From: William Schaaf
Sent: Friday, March 29, 2019 12:02 PM
To: PUCO Consumer Call Center
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255901 [ref:_00Dt0GzXt._500t0FMe2Q:ref]
Attachments: [REDACTED] as ReRate.xlsx

Hello Cindi,

The customer's electric account did not receive our supply, as the enrollment was rejected by the customer's electric utility. I've attached a spreadsheet with our calculations for the rerate of the customer's gas account. The total difference between Indra's supply charges and what the utility would have charged amounts to \$279.14 for the billing period of 10/12/18 – 2/14/19. An adjustment of \$269.42 for the customer's last bill was already sent to the customer's utility, so the customer is now due an additional \$9.72 – this will also be sent to the utility to be applied to the account.

Indra's staff reviews a sample of enrollments from all of our telemarketing vendors, including sales audio, as part of our Quality Assurance and Quality Control processes. When our staff comes across potential issues while reviewing sales audio, we take actions including passing the concern along to the sales vendor, not proceeding with the enrollment, and/or increasing our review of a specific agent's production.

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: Saturday, March 23, 2019 12:20 PM
To: William Schaaf <wschaaf@indraenergy.com>
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255901 [ref:_00Dt0GzXt._500t0FMe2Q:ref]

Good morning!

I have reviewed the TPV and the sales call. I have concluded the sales call was misleading and deceptive, for gas per O.A.C. 4901:1-29-05(D) and for electric 4901:1-21-05(A)(3).

Your sales agent advised the customer this was a 6 percent savings on the cost of the electric, which will droop to \$.051 per kWh. and \$0.0544 per ccf for the gas. The TPV advised the customer that the introductory rate would be \$0.37 for the first two bills for the gas. Your sales agent told the customer is would be \$0.0544.

The sales agent went on to say that she would receive a variable rate as she is currently receiving with her utility. The sales agent failed to explain for both electric and gas that she'd be receiving an introductory rate.

For gas, O.A.C.4901:1-29-05(A)(2)(a) requires the sales agent for the company to provide a clear and understandable explanation of the factors that will cause the price to vary.

For electric, O.A.C.4901:1-21-05(C)(8)(d), the agent offered a variable rate without disclosing all recurring and nonrecurring charges.

And, (f) the agent must advise the customer of the variable factors for a variable price.

Please re-rate this customer for both utilities since inception. Forward a spreadsheet with your calculations showing billing periods, consumption, rate billed, utility's rate and difference. Additionally, please advise what corrective action the company is taking to comply with the above mentioned rules.

Regards,
Cindi

----- Original Message -----

From: William Schaaf [wschaaf@indraenergy.com]

Sent: 3/7/2019 8:58 AM

To: contactthepuco@puco.ohio.gov

Cc: compliance@indraenergy.com

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255901 [ref:_00Dt0GzXt._500t0FMe2Q:ref]

Hello Cindi and the PUCO,

Regarding Case # 00255901 [REDACTED]

This customer's gas and electric accounts were enrolled in Indra's variable rate plans on 10/2/18, as the result of 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 electric utility.

Gas Plan: This included a two-month introductory rate of \$0.37 per Ccf, after which the rate would vary month-to-month.

On 2/20/19, Ms. [REDACTED] contacted our Customer Service line to cancel her gas account. An outbound drop was submitted, and the customer's gas account stopped receiving our supply on 2/14/19. 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 proceeded with rerating the customer's final bill to the rate we have on file for gas utility. This

resulted in an adjustment of \$269.42, which was sent to the customer's utility in the form of a check. We've included a chart below detailing our calculations for this adjustment.

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	190	\$354.20	\$0.4180	\$79.42	\$5.36	\$84.78	\$269.42

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

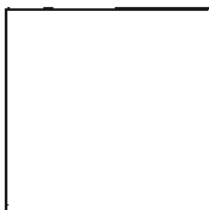
www.IndraEnergy.com

From: Cindi Mack [mailto:contactthepuco@puc.state.oh.us]

Sent: Friday, March 1, 2019 8:37 AM

To: Indra Energy Compliance <Compliance@indraenergy.com>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255901 [ref:_00Dt0GzXt._500t0FMe2Q:ref]



Initial Submission of a Consumer Complaint

Marketer of Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00255901

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Brunswick, Ohio 44212

SERVICE ADDRESS: [REDACTED] Brunswick, Ohio 44212

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:

Good morning!

Ms. [REDACTED] spoke to staff regarding an enrollment dispute. She said she did not sign the contract and didn't authorize the enrollment.

When and how was the account acquired?

If this was a telephonic sales call, please forward a copy of the recorded call for review.

Please forward all signed documentation for the enrollment.

What did she agree to?

Did she cancel the enrollment? If so, is there an ETF?

Please forward a copy of the terms and conditions.

Please forward a copy of the TPV for review.

When did her account begin billing under Palmco?

If there is any other information that I should know, such as a promised credit, please advise. Thank you!

Sincerely,

Cindi Mack

Public Utilities Commission of Ohio

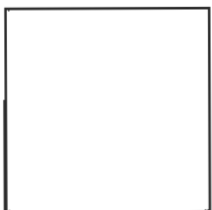
Service Monitoring and Enforcement Department

Customer Service Lead Investigator

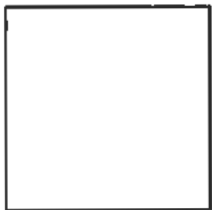
(800) 686-PUCO (7826)

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._500t0FMe2Q:ref



Begin Read Date	End Read Date	Billed Usage	Billed Rate	Supply Charge (without tax)	Tax	Supply Charge (with tax)	Tax Rate	Utility Rate	ReRate Total (without tax)	ReRate Tax	ReRate Total (with tax)	Amnt Due Customer	
1/16/2019	2/14/2019	190	\$ 1.7463	\$ 331.80	\$ 22.40	\$ 354.20	\$ 0.07	\$ 0.4180	\$ 79.42	\$ 5.36	\$ 84.78	\$ 269.42	<-Already issued
12/13/2018	1/16/2019	184	\$ 0.7943	\$ 146.15	\$ 9.87	\$ 156.02	\$ 0.07	\$ 0.4872	\$ 89.64	\$ 6.05	\$ 95.70	\$ 60.32	
11/12/2018	12/13/2018	178	\$ 0.3700	\$ 65.86	\$ 4.45	\$ 70.31	\$ 0.07	\$ 0.5945	\$ 105.82	\$ 7.15	\$ 112.97	\$ (42.66)	
10/12/2018	11/12/2018	104	\$ 0.3700	\$ 38.48	\$ 2.60	\$ 41.08	\$ 0.07	\$ 0.4415	\$ 45.92	\$ 3.10	\$ 49.02	\$ (7.94)	
												\$ 279.14	<-Total Amnt Due
												\$ (269.42)	<-Already issued
												\$ 9.72	<-New Amnt Due

Orpheus Craigue

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Tuesday, February 12, 2019 2:21 PM
To: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00252639 [ref_00Dt0GzXt_500t0FKoxR:ref]



Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00252639

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Stout, Ohio 45684

SERVICE ADDRESS: [REDACTED]
Portsmouth, Ohio 45663

AIQ: Palmco Power OH LLC

SERVICE ACCOUNT NUMBER: [REDACTED]
[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,

Mr. [REDACTED] contacted the PUCO regarding his supplier Indra energy.

When was this account enrolled, and how?

Please provide copies of:

- *The sales call 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._500t0FKoxR:ref

William Schaaf

From: William Schaaf
Sent: Friday, February 15, 2019 5:22 PM
To: PUCO Consumer Call Center
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00252639 [ref:_00Dt0GzXt_500t0FKoxR:ref]
Attachments: PUCO-00252639-TPV.MP3; PUCO-00252639-Confirmation Pack.pdf; PUCO-00252639-Sales Call.mp3

Hello Maureen and the PUCO,

Regarding Case # 00252639:

Mr. [REDACTED] enrolled his electric account in Palmco's service on 8/31/18, 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, and customers were provided with a postcard explaining the brand name change. Indra began servicing Mr. [REDACTED] account on 10/1/18.

On 2/11/19, Mr. [REDACTED] contacted our Customer Service line regarding their bill. Our CSR advised them of a fixed rate plan that Indra could offer as alternative to their current variable rate product. However, the customer declined the offer, and instead requested an adjustment to their bill. The customer was advised that their account would be escalated for further review. We then received an inbound drop transaction for the customer's account, and their utility (AEP) determined a service end date of 3/4/19. No termination fees were issued for cancellation.

At the time of enrollment, Mr. [REDACTED] agreed to enroll his electric account in a variable rate product, which included an introductory rate for the first two billing cycles. During the attached TPV recording, he agreed to the following terms: "Palmco will be selling you electricity at the introductory price of 5.2 cents per kWh for your first two bills." He also acknowledged his understanding that "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 has been billed according to the terms he agreed to at the time of enrollment.

In the interest of providing satisfactory service, we are going to proceed with adjusting the customer's most recent bill to the rate of \$0.5530 per kWh. The results in an adjustment of \$409.22 for the billing cycle of 1/4/19 – 2/4/19. The customer's upcoming final bill will also be adjusted to match the rate we have on file for his utility. These adjustments will ultimately provide the financial effect of expediting the customer's return to his utility's standard service.

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, February 12, 2019 2:21 PM

To: Indra Energy Compliance <Compliance@indraenergy.com>

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00252639 [ref:_00Dt0GzXt._500t0FKoxR:ref]



Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00252639

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Stout, Ohio 45684

SERVICE ADDRESS: [REDACTED]
Portsmouth, Ohio 45665

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:

Good morning,

Mr. [REDACTED] contacted the PUCO regarding his supplier Indra energy.

When was this account enrolled, and how?

Please provide copies of:

- *The sales call 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

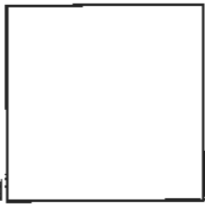
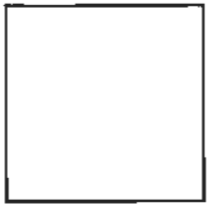
Service Monitoring and Enforcement Department

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._500t0FKoxR:ref

Orpheus Craigue

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Tuesday, February 26, 2019 3:00 PM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253578 [ref:_00Dt0GzXt_500t0FLNkQ:ref]



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

CASE ID: 00253578
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] West Portsmouth, Ohio 45663
SERVICE ADDRESS: [REDACTED] West Portsmouth, Ohio 45663
AIQ: Palmco Power OH LLC
SERVICE ACCOUNT NUMBER: [REDACTED]
[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] contacted the PUCO regarding his rate with Indra. The customer states he enrolled with Indra, and the rate has increased to .24 per kwh.

Please provide copies of:

- *The sales call 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

Please provide any additional information that may assist in investigation.

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._500t0FLNkQ:ref

William Schaaf

From: William Schaaf
Sent: Friday, March 1, 2019 5:25 PM
To: PUCO Consumer Call Center
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253578 [ref_00Dt0GzXt_500t0ELNkQ;ref]
Attachments: [REDACTED] TPV.MP3; [REDACTED] Confirmation Pack.pdf; [REDACTED] Sales Call (1).mp3; [REDACTED] Sales Call (2).mp3

Hello Maureen and the PUCO,

Regarding Case # 00253578, [REDACTED]

Mr. [REDACTED] enrolled his electric account in Palmco's variable rate plan on 9/26/18, 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.

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

Shortly after the customer's enrollment, Palmco began doing business as Indra Energy. The customer was sent a postcard explaining the brand name change, and Indra began servicing the customer's account on 10/31/18.

Mr. [REDACTED] contacted our Customer Service line, most recently on 2/26/19. The customer expressed concerns with his bill, and he was advised that his account would be escalated for further review. Before we were able to further review the customer's account, we received this complaint.

Upon receiving this complaint, because the customer expressed dissatisfaction with our service, we submitted an outbound drop transaction for the customer's account. No termination fees were issued for cancellation, and the customer's utility (AEP) will determine a service end date. 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 utility (5.53 cents), which results in an adjustment of \$650.16 for the billing cycle of 1/3/19 – 2/4/19. We've included a chart below detailing our calculations for this adjustment. Additionally, we have set the customer's upcoming final bill(s) to be billed at the rate of 5.53 cents per kWh. This will ultimately provide the customer with the financial effect of having received our introductory rate of 5.2 cents for his first two billing cycles, and then have returned to the utility's standard service.

Begin Date	End Date	Billed Usage	Supply Charge	ReRate To:	ReRate Total	Amt Due Customer
1/3/2019	2/4/2019	3583	\$848.30	\$0.0553	\$198.14	\$650.16

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

Thank you.

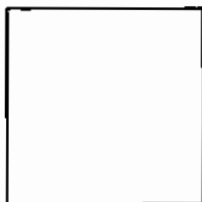
William Schaaf – Lead Compliance Investigator



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 3:00 PM
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253578 [ref:_00Dt0GzXt._500t0FLNkQ:ref]



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

CASE ID: 00253578

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] West Portsmouth, Ohio 45663

SERVICE ADDRESS: [REDACTED] West Portsmouth, Ohio
45663

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:

Good afternoon,

Mr. [REDACTED] contacted the PUCO regarding his rate with Indra. The customer states he enrolled with Indra, and the rate has increased to .24 per kwh.

Please provide copies of:

*The sales call 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

Please provide any additional information that may assist in investigation.

Sincerely,

Maureen Harbolt

Public Utilities Commission of Ohio

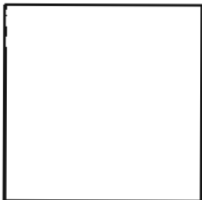
Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FLNkQ:ref

Orpheus Craigue

From: Darita Patterson <contactthepuco@puc.state.oh.us>
Sent: Friday, February 15, 2019 1:14 PM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253448 [ref_00Dt0GzXt_500t0FLDWX:ref]



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

CASE ID: 00253448
COMPANY: [REDACTED]
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Streetsboro, Ohio 44241
SERVICE ADDRESS: [REDACTED] Streetsboro, Ohio 44241
AIQ: Palmco Power OH LLC
SERVICE ACCOUNT NUMBER: [REDACTED]
[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:

Customer calling about Palmco/indra. Customer said that a rep came to her door back in Dec she believes. Customer doesn't remember showing him the bill but she does remember doing a TPV call. Customer not sure what rate he offered her but she said he promised her that the bill would go down. Customer states she canceled with Indra last month because her bill went up.

Please provide enrollment TPV and the contract terms and conditions. Please provide drop date.

Sincerely,

Darita Patterson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

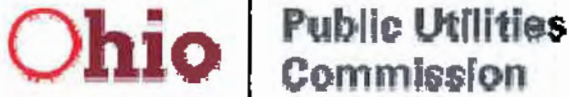
www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FLDWX:ref

Orpheus Craigue

From: Darita Patterson <contactthepuco@puc.state.oh.us>
Sent: Friday, March 1, 2019 1:22 PM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253448 [ref_00Dt0GzXt_500t0FLDWX:ref]



**PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum**

CASE ID: 00253448
COMPANY: [REDACTED]
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Streetsboro, Ohio 44241
SERVICE ADDRESS: [REDACTED] Streetsboro, Ohio 44241
AIQ: Palmco Power OH LLC
SERVICE ACCOUNT NUMBER: [REDACTED]
[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 expedite refunding the \$468.13 and provide the date it can be expected.
Please place the customer on your DNC list.

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._500t0FLDWX:ref

Orpheus Craigue

From: Orpheus Craigue
Sent: Friday, March 1, 2019 7:55 PM
To: Darita Patterson
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253448 [ref:_00Dt0GzXt_500t0FLDWX:ref]

Categories: PUCO Complaint

Hello Darita,

We have added the customer to our Do Not Call list, and are providing our Billing & Operations team this request to expedite the processing of the adjustments.

Have a great weekend. 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: Darita Patterson <contactthepuco@puc.state.oh.us>
Sent: Friday, March 1, 2019 13:22
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253448 [ref:_00Dt0GzXt_500t0FLDWX:ref]



**PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum**

CASE ID: 00253448

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Streetsboro, Ohio 44241

SERVICE ADDRESS: [REDACTED] Streetsboro, Ohio 44241

AIQ: Palmco Power OH LLC

SERVICE ACCOUNT NUMBER: [REDACTED]
[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 expedite refunding the \$468.13 and provide the date it can be expected.

Please place the customer on your DNC list.

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._500t0FLDWX:ref

Orpheus Craigue

From: Orpheus Craigue
Sent: Thursday, February 21, 2019 5:25 PM
To: Darita Patterson
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253448 [ref:_00Dt0GzXt_500t0EFDWX:ref]
Attachments: [REDACTED] Signed Contract.pdf [REDACTED] TPV.mp3; [REDACTED] Confirmation Pack Electric.pdf [REDACTED] - Confirmation Pack Gas.pdf
Categories: PUCO Complaint 

Hello Darita,

Regarding PUCO Case ID 00253448 [REDACTED]

This customer was enrolled as a result of a door-to-door sale on 8/26/2018. We've attached the signed contract and TPV recording from this enrollment, as well as confirmation packets mailed to the customer following enrollment. The customer's enrollment was under Palmco, which began conducting business under its trade name, Indra Energy, in October 2018. The customer was mailed a postcard detailing the change, and the customer continued to receive service according to the variable terms of her enrollment.

The customer reached out to us on 1/14/2019 to cancel her accounts with Indra. The customer's utilities established service end dates, and the customer was not charged any termination fees for her decision to opt out of our supply. The end date for electric is 2/7/19 and for gas is 1/31/19.

Since the customer has expressed dissatisfaction over her recent variable bill, we're going to rerate the customer's final gas and electric bill to the rate we have for each utility, as indicated in our calculations in the charts below. These adjustments will be issued in order to provide the customer the financial effect of an expedited cancellation. If you have any concerns over these adjustments or our calculations, please feel free to reach out. Otherwise, we will move ahead with issuing the adjustments as shown here.

Dominion Gas:

Begin Date	End Date	Billed Usage	Supply Charge (with tax)	ReRate To:	ReRate PreTax	ReRate Tax	ReRate Total	Amt Due Customer
12/31/18	1/30/19	104	89.02	0.37120	38.60	2.80	41.40	\$ 47.62

Ohio Edison:

Begin Date	End Date	Billed Usage	Supply Charge	ReRate To:	ReRate Total	Amt Due Customer
1/10/19	2/9/19	2334	547.48	0.05440	126.97	\$ 420.51

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: Darita Patterson <contactthepuco@puc.state.oh.us>
Sent: Wednesday, February 20, 2019 09:43
To: Indra Energy Compliance <Compliance@indraenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253448 [ref:_00Dt0GzXt._500t0FLDWX:ref]



**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: 00253448

COMPANY: [REDACTED]

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

Streetsboro, Ohio 44241

SERVICE ADDRESS: [REDACTED] Streetsboro, Ohio 44241

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:

Customer calling about Palmco/indra. Customer said that a rep came to her door back in Dec she believes. Customer doesn't remember showing him the bill but she does remember doing a TPV call. Customer not sure what rate he offered her but she said he promised her that the bill would go down. Customer states she canceled with Indra last month because her bill went up.

Please provide enrollment TPV and the contract terms and conditions. Please provide drop date.

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._500t0FLDWX:ref

Thomas Sheehy

From: Michael Coady <contactthepuco@puc.state.oh.us>
Sent: Wednesday, December 26, 2018 1:15 PM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00243646 [ref:_00Dt0GzXt_500t0ECAyf:ref]



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

CASE ID: 00243646
COMPANY: [REDACTED]
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Youngstown, Ohio 44511
SERVICE ADDRESS: [REDACTED] Youngstown, Ohio 44511
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 for assistance in resolving a dispute he has with the company. He states that he was enrolled telephonically and was misled into believing that after the initial two months of his enrollment, although his rate would be variable, it would stay in the range of \$.05 to \$.07 per kWh.

1. Can you confirm that this was a telephonic 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._500t0ECAyf:ref

Orpheus Craigue

From: Orpheus Craigue
Sent: Friday, December 28, 2018 7:30 PM
To: Michael Coady
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00243646 [ref:_00Dt0GzXt_500t0ECAyf:ref
1
Attachments: [REDACTED] TPV.MP3; [REDACTED] Sales Audio.mp3; [REDACTED] Confirmation Pack Electric
6-15-18.pdf; [REDACTED] Confirmation Pack Gas 6-15-18.pdf; [REDACTED] Confirmation Pack Electric
12-19-18.pdf
Categories: PUCO Complaint

Hello Michael,

Regarding PUCO Case ID 243646 [REDACTED]

These electric and gas accounts were enrolled in Palmco's service on 6/13/2018, as the result of a telephonic sale. We've attached the sales audio and TPV recording for this enrollment, as well as confirmation packages sent following enrollment. The electric account began receiving Palmco's supply on 7/15/2018 and the gas account on 6/18/2018.

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

The customer reached out to our Customer Service line for the first time on 12/17/2018. After discussing the variable product he was receiving, the customer initially opted not to cancel the account but rather to switch the Ohio Edison account to a fixed product. This was a two-phase fixed product of \$0.059 per kwh for the initial month, followed by 24 months at a fixed rate of \$0.079 per kwh. This is detailed in an additional confirmation package, also attached to this response.

Shortly after the initial conversation, the customer reached out to us again on 12/17/2018 and requested to cancel service with Indra. Outbound drop transactions were submitted; Ohio Edison established a service end date of 1/14/2019, and Dominion will establish the service end date of the customer's gas account (based on our system it appears this will be 1/23/2019). No termination fees were issued for the customer's decision to opt out of Indra's supply.

The customer completed a TPV recording on 6/13/2018 authorizing the enrollment of these accounts with Palmco (now Indra). For both accounts, the customer agreed to Palmco's variable terms, and was billed according to those terms during the time he received our supply. At the time of enrollment, the customer acknowledged his understanding that "beginning with your third bill, the price you pay... may vary from month to month," and that it "may be higher or lower than the utility's price in any given month. There are no guaranteed savings." We believe there may have been some confusion over the numbers that are mentioned in the customer's complaint: it appears those numbers reflect the terms provided to him in his follow-up conversation with our Customer Service staff, which was nearly six months following the initial enrollment.

The customer has one electric bill remaining with Indra Energy, which likely would have been billed at the variable rate from his initial enrollment (depending on when Ohio Edison would accept the new product change on his account). However, as part of an effort to provide the customer with a satisfactory resolution to his concerns, Indra

plans on adjusting the customer's account and honoring the rate of \$0.059 for his final bill, which we estimate will cover the billing period of 12/13/2018 – 1/14/2019.

Please let us know if you need anything further.

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: Wednesday, December 26, 2018 13:15

To: Indra Energy Compliance <Compliance@indraenergy.com>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00243646 [ref:_00Dt0GzXt._500t0ECAyf:ref]



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

CASE ID: 00243646

COMPANY:

CUSTOMER:

ADDRESS: [REDACTED] Youngstown, Ohio 44511

SERVICE ADDRESS: [REDACTED] Youngstown, Ohio 44511

AIQ: Palmco Power Co. 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 for assistance in resolving a dispute he has with the company. He states that he was enrolled telephonically and was misled into believing that after the initial two months of his enrollment, although his rate would be variable, it would stay in the range of \$.05 to \$.07 per kWh.

- 1. Can you confirm that this was a telephonic 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._500t0ECAyf:ref

Orpheus Craigue

From: Alfred Thompson <contactthepuco@puc.state.oh.us>
Sent: Thursday, February 14, 2019 4:35 PM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253117 [ref:_00Dt0GzXt_500t0FL3j1:ref]



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

CASE ID: 00253117
COMPANY: [REDACTED]
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Euclid, Ohio 44123
SERVICE ADDRESS: [REDACTED] Euclid, Ohio 44123
AIQ: Palmco Power ON LEO
SERVICE ACCOUNT NUMBER: [REDACTED]
[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,

Customer signed up for a fixed rate for 12 months in the Fall, but is now being charged at a rate that he did not agree to, which is 24.32 cents/kwh. She wonders why and how the rate increased by such a large amount. Has cancelled, but is seeking bill adjustment.

Please review and advise:

1. Can you provide a copy of the third party verification or proof of customer enrollment?
2. What are the terms and conditions including rate per kwh of the plan that customer agreed to?

3. How and when was customer notified of a change in their rate?
4. Can you provide a bill adjustment in the form of a re-rating the use to reflect the utility's price to compare rate?

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._500t0FL3j1:ref

William Schaaf

From: William Schaaf
Sent: Wednesday, February 20, 2019 4:55 PM
To: Alfred Thompson
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253117 [ref:_00Dt0GzXt_500t0EL3j1:ref]
Attachments: [REDACTED] TPV.MP; [REDACTED] Confirmation Pack-Electric.pdf; [REDACTED] Confirmation Pack-Gas.pdf; [REDACTED] Cancellation Notice-Electric.pdf

Hello Alfred and the PUCO,

Regarding Case # 00253117, [REDACTED]

Ms. [REDACTED] enrolled her electric and gas accounts in Indra's service on 10/8/18, 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 electric and gas utilities. Indra began servicing the customer's electric and gas accounts on 10/30/18 and 11/10/18, respectively.

On 12/4/18, Ms. [REDACTED] contacted our Customer Service line regarding her accounts. The customer was advised of a fixed rate plan that Indra could offer as an alternative to her existing variable rate plan. However, the customer did not make any changes at this time, and she stated she would call us back at a later time.

Due to an outstanding balance on the customer's electric account, an outbound drop transaction was submitted on 1/21/19, and a cancellation notice (attached) was sent to the customer. The customer's electric utility then established a service end date of 2/28/19. No termination fees were issued for cancellation.

After her previous discussion with us on 12/4/18, Ms. [REDACTED] contacted our Customer Service line again on 2/13/19. The customer requested the cancellation of her gas account, which was processed without penalty. An outbound drop transaction was processed, and the customer's gas utility determined a service end date of 3/15/19.

Contrary to her claim, the customer did not sign up for a fixed rate. At the time of enrollment, Ms. [REDACTED] agreed to enroll her electric and gas accounts in a variable rate product, which included an introductory rate for the first two billing cycles. The customer has been billed according to the variable rate terms she agreed to at the time of enrollment.

In the interest of providing excellent service, because the customer expressed dissatisfaction, we rerated the customer's most recent gas and electric bills to match the rates we have on file for her gas and electric utilities. This resulted in an adjustment of \$157.52 to the customer's gas account for the billing cycle of 1/11/19 – 2/11/19, and an adjustment of \$190.51 to the customer's electric account for the billing cycle of 12/29/18 – 1/31/19. The customer's upcoming final bills will also be adjusted accordingly. After these adjustments, the customer will have effectively received Indra's gas and electric introductory rate for her first two billing cycles, and then have returned to the utility's standard service.

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

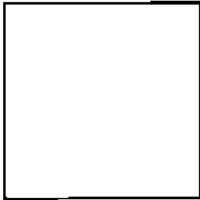
www.IndraEnergy.com

From: Alfred Thompson [mailto:contactthepuco@puc.state.oh.us]

Sent: Wednesday, February 20, 2019 4:32 PM

To: Indra Energy Compliance <Compliance@indraenergy.com>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00253117 [ref:_00Dt0GzXt._S00t0FL3j1: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: 00253117

COMPANY: [REDACTED]

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

Euclid, Ohio 44123

SERVICE ADDRESS: [REDACTED] Euclid, Ohio 44123

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)

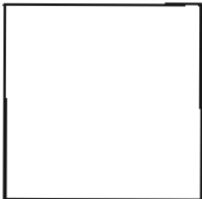
DESCRIPTION OF ISSUE:

An initial complaint was sent to you on 2/14/19. Please review the customer's concerns and respond within three business days.

Sincerely,

Alfred 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._500t0FL3j1:ref

Orpheus Craigue

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Friday, January 18, 2019 4:24 PM
To: Indra Energy Compliance
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00247778 [ref_00Dt0GzXt_500t0EfnHd:ref]



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

CASE ID: 00247778
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Dayton, Ohio 45439
SERVICE ADDRESS: [REDACTED] Dayton, Ohio 45439
AIQ: Palmco Power OH LLC [REDACTED]
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.

According to Ms. [REDACTED] when she was marketed by an individual by the name of Steve who represented himself as being with Palmco, she told the sales agent she did not want to enroll with Palmco, that she wanted to stay with Dayton Power and Light. Ms. [REDACTED] claims that the sales agent then stated he was with DPL. When he would not take no for an answer, Ms. [REDACTED] handed the phone to a friend who was then asked to provide Ms. [REDACTED] service and account information. Ms. [REDACTED] states the friend hung up on the sales agent.

Recently, Ms. [REDACTED] discovered charges billed by Indra Energy. When

she called DPL, DPL told her a request to drop the supplier would be generated but that the supplier would bill her for another two months. Ms. [REDACTED] states she didn't agree to any enrollment with Palmco or Indra Energy and would like a re-rate of the charges billed by the supplier back to the DPL Price to Compare number.

Please review this enrollment and advise:

1. When, how, and by whom the enrollment was completed. Please provide copies of all enrollment materials, including the TPV, recorded sales call, and Welcome Letter issued following the enrollment.
2. If a request to cancel the enrollment has been received from the EDU. If so, what is the service end effective date.
3. If a re-rate and refund will be issued to this customer per her request. If not, please advise why not.
4. If any ETFs has been or will be billed as a result of this customer's cancellation request. If so, please advise why.

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._500t0EfnHd:ref

Orpheus Craigue

From: Orpheus Craigue
Sent: Wednesday, January 23, 2019 5:25 PM
To: PUCO Consumer Call Center
Cc: Indra Energy Compliance
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00247778 [ref:_00Dt0GzXt_500t0EfnHd:ref
Attachments: [REDACTED] TPV.mp3; [REDACTED] Sales Audio.mp3; [REDACTED] Confirmation Pack.pdf
Categories: PUCO Complaint

Hello Christina,

Regarding PUCO Case ID; 247778 [REDACTED]

We're attaching the TPV recording and sales audio from the enrollment of [REDACTED] electric account on 8/29/2018. We've also attached the confirmation packet mailed to the customer following enrollment. The customer continued to be billed according to the terms of her variable enrollment when Palmco began conducting business under its trade name, Indra Energy, in October 2018.

The customer reached out to our Customer Service line on 9/7/2018, and our CSR confirmed the customer's upcoming service start date of 10/5/2018.

Prior to receiving her complaint, we spoke with Ms. [REDACTED] number of times on 1/15/2019 and 1/16/2019; the customer explained that she had been provided another rate from a different supplier. We reminded the customer of her options going forward, including an offer to switch to a fixed rate product. The customer declined our offer and instead decided to cancel with Indra; no termination fee was issued for the customer's decision to opt out of our supply, and Dominion established a service end date of 2/5/2019.

The customer reached out to us again on 1/23/2019, and we again went over the terms of her enrollment, as well as confirming that she is currently receiving Indra's variable rate.

Ms. [REDACTED] authorized the enrollment of her account in our supply, as a result of a telephone solicitation. However, we should not that the sales agent who spoke with Ms. [REDACTED] was a female, while in her complaint Ms. [REDACTED] refers to a male sales agent named Steve. Additionally, Ms. [REDACTED] is the only individual present on the sales call; we do not have any record of a friend being present on the sales call or the audio being cut short. With this in mind, we would assume that this portion of the customer's complaint may have been mis-attributed to Palmco/Indra.

The customer was billed according to terms of which she agreed. The customer was dropped upon her request, and was not issued a termination fee for cancelling. After reviewing the account, we do not believe the customer is due a refund. However, in the interest of providing a good customer experience, we will rerate the customer's final bill to what the utility would have charged her for this billing cycle, which will provide the financial effect of expediting her cancellation of service.

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: Friday, January 18, 2019 16:24

To: Indra Energy Compliance <Compliance@indraenergy.com>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00247778 [ref:_00Dt0GzXt._500t0EfnHd:ref]



**Public Utilities
Commission**

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

CASE ID: 00247778

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Dayton, Ohio 45439

SERVICE ADDRESS: [REDACTED] Dayton, Ohio 45439

AIQ: Palmco Power ON 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:

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hung up on the sales agent.

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1. When, how, and by whom the enrollment was completed. Please provide copies of all enrollment materials, including the TPV, recorded sales call, and Welcome Letter issued following the enrollment.
2. If a request to cancel the enrollment has been received from the EDU. If so, what is the service end effective date.
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4. If any ETFs has been or will be billed as a result of this customer's cancellation request. If so, please advise why.

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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This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

10/10/2019 12:34:13 PM

in

Case No(s). 19-0957-GE-COI

Summary: Exhibit Ex. 7 Part 27 Filed by the Office of the Ohio Consumers' Counsel electronically filed by Ms. Deb J. Bingham on behalf of Etter, Terry L.