



# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

/s/ Beth Trombold  
Lawrence K. Friedman  
Dennis P. Deters  
Daniel R. Conway

### Case Detail

Case Number: 00239582	Owner: Samantha Boerstler
Account Name: [REDACTED]	Account in Question: Verde Energy USA Ohio LLC
Type:	Account Holder:
Status: Closed	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

### CASE DATES:

Date Opened: 11-29-2018

Date Closed: 12-10-2018

Case Age in Business Days: 7

### Contact Information

Contact: [REDACTED]	Preferred Contact Method: No Preference
Phone: [REDACTED]	Preferred Contact Time:
Mobile:	Email:

### Service Address Information

Service Account Number:	Service Address County: Marion
Service Address Street: [REDACTED]	Service Address State: Ohio
Service Address City: Marion	Service Address Zip:
Service Address Country: United States	Service Address Phone:

### Industry Information

AIQ Industry: Electric	Territory Account: 001t0000008OFZIAA4
AIQ Sub-Industry: Competitive Retail Electric Service Provider	General Code: Marketing -- Electric
AIQ Sub-Sub-Industry:	Specific Code: Enrollment Dispute
Non-Jurisdictional Case: <input type="checkbox"/>	

### Additional Information

PUCO ID: 345478	Case Formal Complaint Specialist Approved:
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Docketing Case Number:	Case Formal Complaint Supervisor Approved:
Legacy Case ID:	

## Transportation Information

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Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

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**Description:**

**Resolution:**

called to close, see comments

## Case Comments

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Created Date	Comment
11/29/2018 1:24:34 PM	Customer calling because he got switched to Verde energy. Customer got enrolled with Verde and he says he never signed up. Customer wants to cancel enrollment. Customer called them, got upset and hung up before he confirmed the cancellation. Advised to call them back and get a confirmation of the cancellation. Invited call back.
11/29/2018 1:42:10 PM	Electric OE-Stated he received letter from Verde energy about signing up with them. Cust stated he contacted the company to cancel, number [REDACTED]. Rep informed him they have record of him signing and the TPV recording. Rep asked for customers number and the number they had number [REDACTED] on the account. He stated he did not sign up with this company. Was informed they would be on his account for 2-3 billing cycles. Stated he contacted OE about 2 months ago about a different energy company to cancel. He feels this was a scam and will not pay Verde anything.  Advised cust we can invest how he was signed up with Verde.
12/6/2018 1:59:23 PM	Cust was never charged by Verde due to cancelling before the start of the accounts. The contract was deemed invalid
12/10/2018 12:55:09 PM	called and spoke with cust: Cust was never charged by Verde due to cancelling before the start of the accounts. The contract was deemed invalid. Went over the information regarding the case.
2/20/2019 4:32:37 AM	called to close, see comments

## Web Information

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Web Name:  
Web Home Phone:  
Web Email:  
Web Company:  
Web Zip Code:

Web Account in Question:  
Web US Dot #:

## System Information

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Created by: Leslie Carter  
# Tasks Correspondence Review: 0  
# Tasks Correspondence Review:0

Last Modified by: Sara Macey  
Next Activity Date:  
Case Grade Created: ☐  
Case Grade Target: ☐

## Case Emails

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**Email Created Date: 11/29/2018 3:24:42 PM**

**Email Text Version:**

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00239582

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

SERVICE ADDRESS: [REDACTED]

AIQ: Verde Energy USA Ohio 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,

██████████ contacted the PUCO regarding the enrollment with your company. He stated he did not agree to the enrollment and is questioning how this happened.

Please provide the following:

If a sales call, the recording.

If a door sales, a signed contract.

A copy of the TPV.

A copy of the contract and terms and conditions.

A copy of the renewal letter sent.

I would greatly appreciate any additional information you can provide regarding this situation.

Sincerely,

Samantha Boerstler

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](http://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.\_500t0DXLzZ:ref

**Email Created Date: 11/30/2018 12:19:33 PM**

**Email Text Version:**

To Whom This May Concern:



This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00239582.

Thank you for bringing [REDACTED] concern to our attention and for allowing us to address it.

[REDACTED] has filed a complaint with the Public Utility Commissions of Ohio ("PUCO") because he states that he never agreed to any enrollment with Verde.

Investigative Results:

- On 10/17/2018, [REDACTED] enrolled his electric and gas service to Verde via door to door agent associated with AGD Energy LLC. (TPV Attached)
  - o The electric was enrolled into a 12 month fixed rate of \$0.799 cents/kWh
  - o The gas was enrolled into a 12 month fixed rate of \$0.599 cents/Therm.
- On 10/22/2018, Verde received a rescind transaction from the utility for the electric account.
- On 11/16/2018, a gas Welcome Letter was generated and sent. (Letter Attached)
- On 11/29/2018, [REDACTED] contacted Verde and requested to terminate the electric and gas enrollment.
  - o On this date, Verde was in receipt of PUCO Complaint No. 00239582.

Outcome:

After careful review, we'd like to confirm that per the TPV completed on 10/17/2018, [REDACTED] willingly enrolled his electric and gas account with Verde without any objections; however, please be aware that his electric and gas accounts never became active as they were rescinded. As such, no credits or adjustment are deemed due.

Please let me know if you have any additional questions or concerns regarding this matter.

Kindest Regards,

Edwin Quinonez

[<https://www.sparkenergy.com/SignatureImages/verdeusa.png>]

Edwin Quinonez | Regulatory Specialist

12140 Wickchester Ln, Ste 100 | Houston, TX 77079

[equinonez@verdeenergy.com](mailto:equinonez@verdeenergy.com)<<mailto:equinonez@verdeenergy.com>>

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you are not the named addressee you should not disseminate, distribute, or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. If you are not the intended recipient you are notified that disclosing, copying, distributing, or taking any action in reliance on the contents of this information is strictly prohibited.

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>  
Sent: Thursday, November 29, 2018 2:26 PM  
To: Regulatory <regulatory@sparkenergy.com>  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [ref:\_00Dt0GzXt.\_500t0DXLz:ref ]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

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

CASE ID: 00239582

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

SERVICE ADDRESS: [REDACTED]

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

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Sincerely,

Samantha Boerstler

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C105bd284541647ad8dc508d656e7d0be%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636791951582142732&sdata=7XgylZgQzPD1VeFwdwJXFpo3HkLDVH%2Fmk%2Bk2kePtBRc%3D&reserved=0>](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C105bd284541647ad8dc508d656e7d0be%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636791951582142732&sdata=7XgylZgQzPD1VeFwdwJXFpo3HkLDVH%2Fmk%2Bk2kePtBRc%3D&reserved=0)

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[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003cvfO>]

ref:\_00Dt0GzXt.\_500t0DXLzZ:ref

**Email Created Date: 12/3/2018 8:38:49 AM**

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division  
Memorandum

CASE ID: 00239582

COMPANY:

CUSTOMER:

ADDRESS:

SERVICE ADDRESS:

AIQ: Verde Energy USA Ohio 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:

Can you provide me with the signed contract?

Sincerely,

Samantha Boerstler  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 11/30/2018 12:17 PM

To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [ref:\_00Dt0GzXt.\_500t0DXLzZ:ref ]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00239582.

Thank you for bringing [REDACTED] concern to our attention and for allowing us to address it.

[REDACTED] filed a complaint with the Public Utility Commissions of Ohio ("PUCO") because he states that he never agreed to any enrollment with Verde.

Investigative Results:

- On 10/17/2018, [REDACTED] enrolled his electric and gas service to Verde via door to door agent associated with AGD Energy LLC. (TPV Attached)
  - o The electric was enrolled into a 12 month fixed rate of \$0.799 cents/kWh
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- On 10/22/2018, Verde received a rescind transaction from the utility for the electric account.
- On 11/16/2018, a gas Welcome Letter was generated and sent. (Letter Attached)
- On 11/29/2018, [REDACTED] contacted Verde and requested to terminate the electric and gas enrollment.
  - o On this date, Verde was in receipt of PUCO Complaint No. 00239582.

Outcome:

After careful review, we'd like to confirm that per the TPV completed on 10/17/2018, [REDACTED] enrolled his electric and gas account with Verde without any objections; however, please be aware that his electric and gas accounts never became active as they were rescinded. As such, no credits or adjustment are deemed due.

Please let me know if you have any additional questions or concerns regarding this matter.

Kindest Regards,

Edwin Quinonez

Edwin Quinonez | Regulatory Specialist  
12140 Wickchester Ln, Ste 100 | Houston, TX 77079

equinonez@verdeenergy.com

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From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>  
Sent: Thursday, November 29, 2018 2:26 PM  
To: Regulatory <regulatory@sparkenergy.com>  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [ref:\_00Dt0GzXt.\_500t0DXLzZ:ref ]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00239582

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

SERVICE ADDRESS: [REDACTED]

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

Case Number: 00239582

NIQ:

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Good afternoon,

██████████ contacted the PUCO regarding the enrollment with your company. He stated he did not agree to the enrollment and is questioning how this happened.

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A copy of the renewal letter sent.

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Samantha Boerstler

Public Utilities Commission of Ohio

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ref:\_00Dt0GzXt.\_500t0DXLzZ:ref

**Email Created Date: 12/3/2018 10:00:08 AM**

**Email Text Version:**

Good Morning Ms. Boerstler,

On Verde's initial response sent on 11/30/2018, it was indicated that the enrollment was completed via Third Party Verification ("TPV") thus there is no signed contract. I have re-attached the TPV for your review.

Please do not hesitate to let me know if you have further concerns.

Kind Regards,

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

Sent: Monday, December 03, 2018 7:39 AM

To: Customer Concerns <customerconcerns@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [

ref:\_00Dt0GzXt.\_500t0DXLzZ:ref ]

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00239582

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

SERVICE ADDRESS: [REDACTED]

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

Case Number: 00239582

12

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:

Can you provide me with the signed contract?

Sincerely,

Samantha Boerstler  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
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[www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C9b7b49e2d4b54feb04c308d659300080%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636794460048364895&sdata=d4DgIf5v47haK2%2Fcf1LLItDLDM8hWIEy4%2B7WW59ONAE%3D&reserved=0>](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C9b7b49e2d4b54feb04c308d659300080%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636794460048364895&sdata=d4DgIf5v47haK2%2Fcf1LLItDLDM8hWIEy4%2B7WW59ONAE%3D&reserved=0)

[[https://www.sparkenergy.com/SignatureImages/spark\\_logo.jpg](https://www.sparkenergy.com/SignatureImages/spark_logo.jpg)]

Edwin Quinonez | Regulatory Specialist  
12140 Wickchester Ln, Ste 100 | Houston, TX 77079

[equinonez@sparkenergy.com](mailto:equinonez@sparkenergy.com) | <http://www.sparkenergy.com>

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tection.outlook.com/?url=https%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fspark-energy&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C9b7b49e2d4b54feb04c308d659300080%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636794460048394925&sdata=f6jw7D%2FFCPvn8XRICY9qSi3XFShM%2B5NvZDvx%2BsY5dIA%3D&reserved=0>[https://www.sparkenergy.com/SignatureImages/spark\_youtube.png]<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.youtube.com%2Fsparkenergy&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C9b7b49e2d4b54feb04c308d659300080%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636794460048404927&sdata=7xiBjhDOYgR7NSYFyyWQk%2BNq0X5mqBJRNYA7Nzc14yg%3D&reserved=0>[https://www.sparkenergy.com/SignatureImages/spark\_blog.png]<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.sparkenergy.com%2Fblog%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C9b7b49e2d4b54feb04c308d659300080%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636794460048414940&sdata=PWTO91hN7JQBZkoIxGg5PpCTAPEADAgW1DGuWj%2FyL38%3D&reserved=0>

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 11/30/2018 12:17 PM

To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [ref:\_00Dt0GzXt.\_500t0DXLzZ:ref ]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00239582.

Thank you for bringing [REDACTED] concern to our attention and for allowing us to address it.

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Edwin Quinonez  
[<https://www.sparkenergy.com/SignatureImages/verdeusa.png>]  
Edwin Quinonez | Regulatory Specialist  
12140 Wickchester Ln, Ste 100 | Houston, TX 77079

[equinonez@verdeenergy.com](mailto:equinonez@verdeenergy.com)<<mailto:equinonez@verdeenergy.com>>

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From: PUCO Consumer Call Center  
<[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)<<mailto:contactthepuco@puc.state.oh.us>>>  
Sent: Thursday, November 29, 2018 2:26 PM  
To: Regulatory <[regulatory@sparkenergy.com](mailto:regulatory@sparkenergy.com)<<mailto:regulatory@sparkenergy.com>>>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [ref:\_00Dt0GzXt.\_500t0DXLzZ:ref ]

[https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt]

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

CASE ID: 00239582

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

SERVICE ADDRESS: [REDACTED]

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

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DESCRIPTION OF ISSUE:

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Sincerely,

Samantha Boerstler  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)

www.PUCO.ohio.gov<<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C9b7b49e2d4b54feb04c308d659300080%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636794460048424948&sdata=xqicQC982yWf87bAxLmSfPuOt9z0N3q2sq%2FWnI92fNU%3D&reserved=0>>  
>

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[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003cvfO>]

ref:\_00Dt0GzXt.\_500t0DXLzZ:ref

[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003cyjO>]

**Email Created Date: 12/3/2018 10:02:47 AM**

**Email Text Version:**

Good Morning Ms. Boerstler,

On Verde's initial response sent on 11/30/2018, it was indicated that the enrollment was completed via Third Party Verification ("TPV") thus there is no signed contract. I have re-attached the TPV for your review.

Please do not hesitate to let me know if you have further concerns.

Kind Regards,

[<https://www.sparkenergy.com/SignatureImages/verdeusa.png>]

Edwin Quinonez | Regulatory Specialist

12140 Wickchester Ln, Ste 100 | Houston, TX 77079

equinonez@verdeenergy.com<mailto:equinonez@verdeenergy.com>

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From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>  
Sent: Monday, December 03, 2018 7:39 AM  
To: Customer Concerns <customerconcerns@sparkenergy.com>  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [ref:\_00Dt0GzXt.\_500t0DXLzZ:ref ]

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00239582

COMPANY:

CUSTOMER:

ADDRESS:

SERVICE ADDRESS:

AIQ: Verde Energy USA Ohio 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:

Can you provide me with the signed contract?

Sincerely,

Case Number: 00239582

18



Samantha Boerstler  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cb97d6beb810148def3b508d659305d95%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636794461626952071&sdata=aemXCkWWaRegR71X0bXSiTUy8RwedFHAQgFcIroqUfE%3D&reserved=0>](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cb97d6beb810148def3b508d659305d95%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636794461626952071&sdata=aemXCkWWaRegR71X0bXSiTUy8RwedFHAQgFcIroqUfE%3D&reserved=0)

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

From: Customer Concerns [customerconcerns@sparkenergy.com]  
Sent: 11/30/2018 12:17 PM  
To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>  
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [ref:\_00Dt0GzXt.\_500t0DXLzZ:ref ]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00239582.

Thank you for bringing [REDACTED] concern to our attention and for allowing us to address it.

[REDACTED] has filed a complaint with the Public Utility Commissions of Ohio ("PUCO") because he states that he never agreed to any enrollment with Verde.

Investigative Results:

- On 10/17/2018, [REDACTED] enrolled his electric and gas service to Verde via door to door agent associated with AGD Energy LLC. (TPV Attached)
  - o The electric was enrolled into a 12 month fixed rate of \$0.799 cents/kWh
  - o The gas was enrolled into a 12 month fixed rate of \$0.599 cents/Therm.
- On 10/22/2018, Verde received a rescind transaction from the utility for the electric account.
- On 11/16/2018, a gas Welcome Letter was generated and sent. (Letter Attached)

- On 11/29/2018, [REDACTED] contacted Verde and requested to terminate the electric and gas enrollment.

o On this date, Verde was in receipt of PUCO Complaint No. 00239582.

Outcome:

After careful review, we'd like to confirm that per the TPV completed on 10/17/2018, [REDACTED] willingly enrolled his electric and gas account with Verde without any objections; however, please be aware that his electric and gas accounts never became active as they were rescinded. As such, no credits or adjustment are deemed due.

Please let me know if you have any additional questions or concerns regarding this matter.

Kindest Regards,

Edwin Quinonez

[<https://www.sparkenergy.com/SignatureImages/verdeusa.png>]

Edwin Quinonez | Regulatory Specialist

12140 Wickchester Ln, Ste 100 | Houston, TX 77079

[equinonez@verdeenergy.com](mailto:equinonez@verdeenergy.com)<<mailto:equinonez@verdeenergy.com>>

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From: PUCO Consumer Call Center

<[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)<<mailto:contactthepuco@puc.state.oh.us>>>

Sent: Thursday, November 29, 2018 2:26 PM

To: Regulatory <[regulatory@sparkenergy.com](mailto:regulatory@sparkenergy.com)<<mailto:regulatory@sparkenergy.com>>>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [

ref: \_00Dt0GzXt.\_500t0DXLzZ:ref ]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00239582

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

SERVICE ADDRESS: [REDACTED]

AIQ: Verde Energy USA Ohio 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,

[REDACTED] contacted the PUCO regarding the enrollment with your company. He stated he did not agree to the enrollment and is questioning how this happened.

Please provide the following:

If a sales call, the recording.

If a door sales, a signed contract.

A copy of the TPV.

A copy of the contract and terms and conditions.

A copy of the renewal letter sent.

I would greatly appreciate any additional information you can provide regarding this situation.

Sincerely,

Samantha Boerstler

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cb97d6beb810148def3b508d659305d95%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636794461627108317&sdata=BdEPJuwFUWkKk5XvPh1R15DNn4qeDV8DKv6rf8vvR7U%3D&reserved=0>](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cb97d6beb810148def3b508d659305d95%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636794461627108317&sdata=BdEPJuwFUWkKk5XvPh1R15DNn4qeDV8DKv6rf8vvR7U%3D&reserved=0)

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[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003cvfO>]

ref:\_00Dt0GzXt.\_500t0DXLzZ:ref

[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003cyjO>]

**Email Created Date: 12/3/2018 10:09:33 AM**

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00239582

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

SERVICE ADDRESS: [REDACTED]

AIQ: Verde Energy USA Ohio 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:**

Per OAC 4901:1-21-06(D)(1)(d) stated, "Immediately upon obtaining the customer's signature, CRES providers shall provide the applicant a legible copy of the signed contract. This provision

does not apply to direct mail enrollments where the CRES provider has already provided the customer with a separate, complete copy of the terms and conditions for the customer's records. The copy of the terms and conditions must be identical to the signed copy returned by the customer and include a matching version number."

Please advise how your company complies?

Sincerely,

Samantha Boerstler  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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

From: Customer Concerns [customerconcerns@sparkenergy.com]  
Sent: 12/3/2018 10:02 AM  
To: contactthepuco@puco.ohio.gov  
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [ref:\_00Dt0GzXt.\_500t0DXLzZ:ref ]

Good Morning Ms. Boerstler,

On Verde's initial response sent on 11/30/2018, it was indicated that the enrollment was completed via Third Party Verification ("TPV") thus there is no signed contract. I have re-attached the TPV for your review.

Please do not hesitate to let me know if you have further concerns.

Kind Regards,

Edwin Quinonez | Regulatory Specialist  
12140 Wickchester Ln, Ste 100 | Houston, TX 77079

equinonez@verdeenergy.com

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you are not the named addressee you should not disseminate, distribute, or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. If you are not the intended recipient you are notified that disclosing, copying, distributing, or taking any action in reliance on the contents of this information is strictly prohibited.

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>  
Sent: Monday, December 03, 2018 7:39 AM  
To: Customer Concerns <customerconcerns@sparkenergy.com>  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [ ref:\_00Dt0GzXt.\_500t0DXLzZ:ref ]

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00239582

COMPANY:

CUSTOMER:

ADDRESS:

SERVICE ADDRESS:

AIQ: Verde Energy USA Ohio 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:

Can you provide me with the signed contract?

Sincerely,

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

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

From: Customer Concerns [customerconcerns@sparkenergy.com]  
Sent: 11/30/2018 12:17 PM  
To: contactthepuco@puco.ohio.gov  
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [ref:\_00Dt0GzXt.\_500t0DXLzZ:ref ]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00239582.

Thank you for bringing [REDACTED] concern to our attention and for allowing us to address it.

[REDACTED] has filed a complaint with the Public Utility Commissions of Ohio ("PUCO") because he states that he never agreed to any enrollment with Verde.

Investigative Results:

- On 10/17/2018, [REDACTED] enrolled his electric and gas service to Verde via door to door agent associated with AGD Energy LLC. (TPV Attached)
  - o The electric was enrolled into a 12 month fixed rate of \$0.799 cents/kWh
  - o The gas was enrolled into a 12 month fixed rate of \$0.599 cents/Therm.
- On 10/22/2018, Verde received a rescind transaction from the utility for the electric account.
- On 11/16/2018, a gas Welcome Letter was generated and sent. (Letter Attached)
- On 11/29/2018, [REDACTED] contacted Verde and requested to terminate the electric and gas enrollment.



o On this date, Verde was in receipt of PUCO Complaint No. 00239582.

Outcome:

After careful review, we'd like to confirm that per the TPV completed on 10/17/2018, [REDACTED] willingly enrolled his electric and gas account with Verde without any objections; however, please be aware that his electric and gas accounts never became active as they were rescinded. As such, no credits or adjustment are deemed due.

Please let me know if you have any additional questions or concerns regarding this matter.

Kindest Regards,

Edwin Quinonez

Edwin Quinonez | Regulatory Specialist  
12140 Wickchester Ln, Ste 100 | Houston, TX 77079

equinonez@verdeenergy.com

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From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>  
Sent: Thursday, November 29, 2018 2:26 PM  
To: Regulatory <regulatory@sparkenergy.com>  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [ref:\_00Dt0GzXt.\_500t0DXLzZ:ref ]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00239582

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

SERVICE ADDRESS: [REDACTED]

AIQ: Verde Energy USA Ohio 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,

[REDACTED] contacted the PUCO regarding the enrollment with your company. He stated he did not agree to the enrollment and is questioning how this happened.

Please provide the following:

If a sales call, the recording.

If a door sales, a signed contract.

A copy of the TPV.

A copy of the contract and terms and conditions.

A copy of the renewal letter sent.

I would greatly appreciate any additional information you can provide regarding this situation.

Sincerely,

Samantha Boerstler

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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ref:\_00Dt0GzXt.\_500t0DXLzZ:ref

**Email Created Date: 12/3/2018 11:42:10 AM**

**Email Text Version:**

Good Morning Ms. Boerstler,

On Verde's initial response sent on 11/30/2018, it was indicated that the enrollment was completed via Third Party Verification ("TPV"). As such, the customer provided his verbal authorization to enroll the service with Verde. Because this was a verbal authorization done door to door, Verde sent the Welcome Letter on 11/16/2018.

Per Rule OAC 4901:1-21-06(D)(1)(e) stated "Where enrollment occurs by direct solicitation, customers shall be advised both verbally and in the contract that: (i) the electric utility will be sending a confirmation notice of the transfer of service; (ii) they are allowed seven calendar

days to rescind the contract; and, (iii) the customer must contact the electric utility to rescind the contract.”

Please do not hesitate to let me know if you have further concerns.

Kindest Regards,

[<https://www.sparkenergy.com/SignatureImages/verdeusa.png>]

Edwin Quinonez | Regulatory Specialist

12140 Wickchester Ln, Ste 100 | Houston, TX 77079

[equinonez@verdeenergy.com](mailto:equinonez@verdeenergy.com)<<mailto:equinonez@verdeenergy.com>>

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

Sent: Monday, December 03, 2018 9:10 AM

To: Customer Concerns <[customerconcerns@sparkenergy.com](mailto:customerconcerns@sparkenergy.com)>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [ref:\_00Dt0GzXt.\_500t0DXLzZ:ref ]

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00239582

COMPANY:

CUSTOMER:

ADDRESS:

SERVICE ADDRESS

AIQ: Verde Energy USA Ohio 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:

Per OAC 4901:1-21-06(D)(1)(d) stated, "Immediately upon obtaining the customer's signature, CRES providers shall provide the applicant a legible copy of the signed contract. This provision does not apply to direct mail enrollments where the CRES provider has already provided the customer with a separate, complete copy of the terms and conditions for the customer's records. The copy of the terms and conditions must be identical to the signed copy returned by the customer and include a matching version number."

Please advise how your company complies?

Sincerely,

Samantha Boerstler

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov<<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C28e402cec8124f928c7c08d6593e41c0%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C636794521265426982&sdata=tseEhk5xNedg1k7s%2BFqGmVJ6%2FfU6J12Ouggf9AsKVk4%3D&reserved=0>>  
>

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 12/3/2018 10:02 AM

To: contactthepuco@puco.ohio.gov<<mailto:contactthepuco@puco.ohio.gov>>

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [ref:\_00Dt0GzXt.\_500t0DXLz:ref ]

Good Morning Ms. Boerstler,

On Verde's initial response sent on 11/30/2018, it was indicated that the enrollment was completed via Third Party Verification ("TPV") thus there is no signed contract. I have re-attached the TPV for your review.

Please do not hesitate to let me know if you have further concerns.

Kind Regards,

[https://www.sparkenergy.com/SignatureImages/verdeusa.png]  
Edwin Quinonez | Regulatory Specialist  
12140 Wickchester Ln, Ste 100 | Houston, TX 77079

equinonez@verdeenergy.com<mailto:equinonez@verdeenergy.com>

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From: PUCO Consumer Call Center  
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>  
Sent: Monday, December 03, 2018 7:39 AM  
To: Customer Concerns  
<customerconcerns@sparkenergy.com<mailto:customerconcerns@sparkenergy.com>>  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [ref:\_00Dt0GzXt.\_500t0DXLzZ:ref ]

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00239582

COMPANY:

CUSTOMER:

ADDRESS:

SERVICE ADDRESS:

AIQ: Verde Energy USA Ohio 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:

Case Number: 00239582

Can you provide me with the signed contract?

Sincerely,

Samantha Boerstler  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C28e402cec8124f928c7c08d6593e41c0%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636794521265436990&sdata=o8FEebfjcFPRwMtzKpXS8sgmfhA4ofBEBgoMqqK3Vvo%3D&reserved=0>](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C28e402cec8124f928c7c08d6593e41c0%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636794521265436990&sdata=o8FEebfjcFPRwMtzKpXS8sgmfhA4ofBEBgoMqqK3Vvo%3D&reserved=0)

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

From: Customer Concerns [customerconcerns@sparkenergy.com]  
Sent: 11/30/2018 12:17 PM  
To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>  
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [ref:\_00Dt0GzXt.\_500t0DXLzZ:ref ]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00239582.

Thank you for bringing [REDACTED] concern to our attention and for allowing us to address it.

[REDACTED] has filed a complaint with the Public Utility Commissions of Ohio ("PUCO") because he states that he never agreed to any enrollment with Verde.

Investigative Results:

- On 10/17/2018, [REDACTED] enrolled his electric and gas service to Verde via door to door agent associated with AGD Energy LLC. (TPV Attached)
  - o The electric was enrolled into a 12 month fixed rate of \$0.799 cents/kWh
  - o The gas was enrolled into a 12 month fixed rate of \$0.599 cents/Therm.
- On 10/22/2018, Verde received a rescind transaction from the utility for the electric account.



- On 11/16/2018, a gas Welcome Letter was generated and sent. (Letter Attached)
  - On 11/29/2018, [REDACTED] contacted Verde and requested to terminate the electric and gas enrollment.
- o On this date, Verde was in receipt of PUCO Complaint No. 00239582.  
Outcome:

After careful review, we'd like to confirm that per the TPV completed on 10/17/2018, [REDACTED] willingly enrolled his electric and gas account with Verde without any objections; however, please be aware that his electric and gas accounts never became active as they were rescinded. As such, no credits or adjustment are deemed due.

Please let me know if you have any additional questions or concerns regarding this matter.

Kindest Regards,  
Edwin Quinonez  
[<https://www.sparkenergy.com/SignatureImages/verdeusa.png>]  
Edwin Quinonez | Regulatory Specialist  
12140 Wickchester Ln, Ste 100 | Houston, TX 77079

[equinonez@verdeenergy.com](mailto:equinonez@verdeenergy.com)<<mailto:equinonez@verdeenergy.com>>

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From: PUCO Consumer Call Center  
<[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)<<mailto:contactthepuco@puc.state.oh.us>>>  
Sent: Thursday, November 29, 2018 2:26 PM  
To: Regulatory <[regulatory@sparkenergy.com](mailto:regulatory@sparkenergy.com)<<mailto:regulatory@sparkenergy.com>>>  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [ref:\_00Dt0GzXt.\_500t0DXLzZ:ref ]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

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

CASE ID: 00239582

COMPANY:

CUSTOMER:

ADDRESS:

SERVICE ADDRESS:

AIQ: Verde Energy USA Ohio 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,

██████████ contacted the PUCO regarding the enrollment with your company. He stated he did not agree to the enrollment and is questioning how this happened.

Please provide the following:

If a sales call, the recording.

If a door sales, a signed contract.

A copy of the TPV.

A copy of the contract and terms and conditions.

A copy of the renewal letter sent.

I would greatly appreciate any additional information you can provide regarding this situation.

Sincerely,

Samantha Boerstler  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)

www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C28e402cec8124f928c7c08d6593e41c0%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636794521265446998&sdata=DRuzyTqm3R8bsLW47n7Kq%2FpJ%2FmcaVKFBDVqvv5mr6lo%3D&reserved=0>

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[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003cvfO]

ref:\_00Dt0GzXt.\_500t0DXLzZ:ref

[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003cyjO]

[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003cypg]

**Email Created Date: 12/3/2018 1:21:43 PM**

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00239582

COMPANY:

CUSTOMER:

ADDRESS:

SERVICE ADDRESS:

AIQ: Verde Energy USA Ohio 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:

Was this enrollment direct solicitation or door to door?

Sincerely,

Samantha Boerstler  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 12/3/2018 11:42 AM

To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [ref:\_00Dt0GzXt.\_500t0DXLzZ:ref ]

Good Morning Ms. Boerstler,

On Verde's initial response sent on 11/30/2018, it was indicated that the enrollment was completed via Third Party Verification ("TPV"). As such, the customer provided his verbal authorization to enroll the service with Verde. Because this was a verbal authorization done door to door, Verde sent the Welcome Letter on 11/16/2018.

Per Rule OAC 4901:1-21-06(D)(1)(e) stated "Where enrollment occurs by direct solicitation, customers shall be advised both verbally and in the contract that: (i) the electric utility will be sending a confirmation notice of the transfer of service; (ii) they are allowed seven calendar days to rescind the contract; and, (iii) the customer must contact the electric utility to rescind the contract."

Please do not hesitate to let me know if you have further concerns.

Kindest Regards,

Edwin Quinonez | Regulatory Specialist  
12140 Wickchester Ln, Ste 100 | Houston, TX 77079

equinonez@verdeenergy.com

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From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>  
Sent: Monday, December 03, 2018 9:10 AM  
To: Customer Concerns <customerconcerns@sparkenergy.com>  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [ref:\_00Dt0GzXt.\_500t0DXLzZ:ref ]

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00239582

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

SERVICE ADDRESS: [REDACTED]

AIQ: Verde Energy USA Ohio 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:

Case Number: 00239582

Per OAC 4901:1-21-06(D)(1)(d) stated, "Immediately upon obtaining the customer's signature, CRES providers shall provide the applicant a legible copy of the signed contract. This provision does not apply to direct mail enrollments where the CRES provider has already provided the customer with a separate, complete copy of the terms and conditions for the customer's records. The copy of the terms and conditions must be identical to the signed copy returned by the customer and include a matching version number."

Please advise how your company complies?

Sincerely,

Samantha Boerstler  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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

From: Customer Concerns [customerconcerns@sparkenergy.com]  
Sent: 12/3/2018 10:02 AM  
To: contactthepuco@puco.ohio.gov  
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [ref:\_00Dt0GzXt.\_500t0DXLz:ref ]

Good Morning Ms. Boerstler,

On Verde's initial response sent on 11/30/2018, it was indicated that the enrollment was completed via Third Party Verification ("TPV") thus there is no signed contract. I have re-attached the TPV for your review.

Please do not hesitate to let me know if you have further concerns.

Kind Regards,

Edwin Quinonez | Regulatory Specialist

12140 Wickchester Ln, Ste 100 | Houston, TX 77079

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From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>  
Sent: Monday, December 03, 2018 7:39 AM  
To: Customer Concerns <customerconcerns@sparkenergy.com>  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [ref:\_00Dt0GzXt.\_500t0DXLzZ:ref ]

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00239582

COMPANY:

CUSTOMER:

ADDRESS:

SERVICE ADDRESS:

AIQ: Verde Energy USA Ohio 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:

Can you provide me with the signed contract?

Sincerely,

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

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

From: Customer Concerns [customerconcerns@sparkenergy.com]  
Sent: 11/30/2018 12:17 PM  
To: contactthepuco@puco.ohio.gov  
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [ref:\_00Dt0GzXt.\_500t0DXLz:ref ]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00239582.

Thank you for bringing [REDACTED] concern to our attention and for allowing us to address it.

[REDACTED] has filed a complaint with the Public Utility Commissions of Ohio ("PUCO") because he states that he never agreed to any enrollment with Verde.

Investigative Results:

- On 10/17/2018, [REDACTED] enrolled his electric and gas service to Verde via door to door agent associated with AGD Energy LLC. (TPV Attached)
  - o The electric was enrolled into a 12 month fixed rate of \$0.799 cents/kWh
  - o The gas was enrolled into a 12 month fixed rate of \$0.599 cents/Therm.
- On 10/22/2018, Verde received a rescind transaction from the utility for the electric account.
- On 11/16/2018, a gas Welcome Letter was generated and sent. (Letter Attached)



· On 11/29/2018, [REDACTED] contacted Verde and requested to terminate the electric and gas enrollment.

o On this date, Verde was in receipt of PUCO Complaint No. 00239582.

Outcome:

After careful review, we'd like to confirm that per the TPV completed on 10/17/2018, [REDACTED] willingly enrolled his electric and gas account with Verde without any objections; however, please be aware that his electric and gas accounts never became active as they were rescinded. As such, no credits or adjustment are deemed due.

Please let me know if you have any additional questions or concerns regarding this matter.

Kindest Regards,

Edwin Quinonez

Edwin Quinonez | Regulatory Specialist  
12140 Wickchester Ln, Ste 100 | Houston, TX 77079

equinonez@verdeenergy.com

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From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>  
Sent: Thursday, November 29, 2018 2:26 PM  
To: Regulatory <regulatory@sparkenergy.com>  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [ ref:\_00Dt0GzXt.\_500t0DXLzZ:ref ]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00239582

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

SERVICE ADDRESS: [REDACTED]

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

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DESCRIPTION OF ISSUE:

Good afternoon,

[REDACTED] contacted the PUCO regarding the enrollment with your company. He stated he did not agree to the enrollment and is questioning how this happened.

Please provide the following:

If a sales call, the recording.

If a door sales, a signed contract.

A copy of the TPV.

A copy of the contract and terms and conditions.

A copy of the renewal letter sent.

I would greatly appreciate any additional information you can provide regarding this situation.

Sincerely,

Samantha Boerstler

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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ref:\_00Dt0GzXt.\_500t0DXLzZ:ref

**Email Created Date: 12/3/2018 1:39:12 PM**

**Email Text Version:**

Good Afternoon Ms. Boerstler,

This enrollment was completed via direct solicitation-door to door and a TPV was completed.

If you would like to discuss this matter further, please contact me at 832-333-7075.

Regards,

Case Number: 00239582

Edwin Quinonez

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>  
Sent: Monday, December 03, 2018 12:22 PM  
To: Customer Concerns <customerconcerns@sparkenergy.com>  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [ref:\_00Dt0GzXt.\_500t0DXLzZ:ref ]

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00239582

COMPANY:

CUSTOMER:

ADDRESS:

SERVICE ADDRESS:

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

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

DESCRIPTION OF ISSUE:

Was this enrollment direct solicitation or door to door?

Sincerely,

Samantha Boerstler

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

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a7444121f308d6594e9afe%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636794591482367483&sdata=J5HWcT8pq%2FYrVcBfJ70hnnsZDVgyS9ewFZ3kJek01BU%3D&reserved=0>

[https://www.sparkenergy.com/SignatureImages/spark\_logo.jpg]

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equinonez@sparkenergy.com | http://www.sparkenergy.com

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 12/3/2018 11:42 AM

To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [ref:\_00Dt0GzXt.\_500t0DXLzZ:ref ]

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Please do not hesitate to let me know if you have further concerns.

Kindest Regards,

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Edwin Quinonez | Regulatory Specialist

12140 Wickchester Ln, Ste 100 | Houston, TX 77079

[equinonez@verdeenergy.com](mailto:equinonez@verdeenergy.com)<mailto:equinonez@verdeenergy.com>

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From: PUCO Consumer Call Center

<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>

Sent: Monday, December 03, 2018 9:10 AM

To: Customer Concerns

<customerconcerns@sparkenergy.com<mailto:customerconcerns@sparkenergy.com>>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [ref:\_00Dt0GzXt.\_500t0DXLzZ:ref ]

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00239582

COMPANY:

CUSTOMER:

ADDRESS:

SERVICE ADDRESS:

AIQ: Verde Energy USA Ohio 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](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C2538e2f71ca7444121f308d6594e9afe%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636794591)<<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C2538e2f71ca7444121f308d6594e9afe%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636794591>>

482437544&sdata=%2BuKMKPbORQZ2TqwSiikhSZ389BWMYT3xQm8xQwAyVv8%3D&reserved=0>

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From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 12/3/2018 10:02 AM

To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [ref:\_00Dt0GzXt.\_500t0DXLzZ:ref ]

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Edwin Quinonez | Regulatory Specialist

12140 Wickchester Ln, Ste 100 | Houston, TX 77079

[equinonez@verdeenergy.com](mailto:equinonez@verdeenergy.com)<mailto:equinonez@verdeenergy.com>

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From: PUCO Consumer Call Center

<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>

Sent: Monday, December 03, 2018 7:39 AM

To: Customer Concerns

<customerconcerns@sparkenergy.com<mailto:customerconcerns@sparkenergy.com>>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [ref:\_00Dt0GzXt.\_500t0DXLzZ:ref ]



PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00239582

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

SERVICE ADDRESS: [REDACTED]

AIQ: Verde Energy USA Ohio 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:

Can you provide me with the signed contract?

Sincerely,

Samantha Boerstler

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C2538e2f71ca7444121f308d6594e9afe%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636794591482447552&sdata=H7Ov6sKMojBuwB4OJka6nDXjHTgzie84arDGFYDcsY4%3D&reserved=0>](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C2538e2f71ca7444121f308d6594e9afe%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636794591482447552&sdata=H7Ov6sKMojBuwB4OJka6nDXjHTgzie84arDGFYDcsY4%3D&reserved=0)

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 11/30/2018 12:17 PM

To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [ref:\_00Dt0GzXt.\_500t0DXLzZ:ref ]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00239582.

Thank you for bringing [REDACTED] concern to our attention and for allowing us to address it.

[REDACTED] has filed a complaint with the Public Utility Commissions of Ohio ("PUCO") because he states that he never agreed to any enrollment with Verde.

Investigative Results:

- On 10/17/2018, [REDACTED] enrolled his electric and gas service to Verde via door to door agent associated with AGD Energy LLC. (TPV Attached)
  - o The electric was enrolled into a 12 month fixed rate of \$0.799 cents/kWh
  - o The gas was enrolled into a 12 month fixed rate of \$0.599 cents/Therm.
- On 10/22/2018, Verde received a rescind transaction from the utility for the electric account.
- On 11/16/2018, a gas Welcome Letter was generated and sent. (Letter Attached)
- On 11/29/2018, [REDACTED] contacted Verde and requested to terminate the electric and gas enrollment.
  - o On this date, Verde was in receipt of PUCO Complaint No. 00239582.

Outcome:

After careful review, we'd like to confirm that per the TPV completed on 10/17/2018, [REDACTED] willingly enrolled his electric and gas account with Verde without any objections; however, please be aware that his electric and gas accounts never became active as they were rescinded. As such, no credits or adjustment are deemed due.

Please let me know if you have any additional questions or concerns regarding this matter.

Kindest Regards,

Edwin Quinonez

[<https://www.sparkenergy.com/SignatureImages/verdeusa.png>]

Edwin Quinonez | Regulatory Specialist

12140 Wickchester Ln, Ste 100 | Houston, TX 77079

[equinonez@verdeenergy.com](mailto:equinonez@verdeenergy.com)<<mailto:equinonez@verdeenergy.com>>

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From: PUCO Consumer Call Center  
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>  
Sent: Thursday, November 29, 2018 2:26 PM  
To: Regulatory <regulatory@sparkenergy.com<mailto:regulatory@sparkenergy.com>>  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [ref:\_00Dt0GzXt.\_500t0DXLzZ:ref ]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

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

CASE ID: 00239582

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

SERVICE ADDRESS: [REDACTED]

AIQ: Verde Energy USA Ohio 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,

██████████ contacted the PUCO regarding the enrollment with your company. He stated he did not agree to the enrollment and is questioning how this happened.

Please provide the following:

If a sales call, the recording.

If a door sales, a signed contract.

A copy of the TPV.

A copy of the contract and terms and conditions.

A copy of the renewal letter sent.

I would greatly appreciate any additional information you can provide regarding this situation.

Sincerely,

Samantha Boerstler

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C2538e2f71ca7444121f308d6594e9afe%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636794591482467562&sdata=wpTVD95dsgLdq90laHCE5YrJ70A3YGbgYPQDNvqh1BM%3D&reserved=0>](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C2538e2f71ca7444121f308d6594e9afe%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636794591482467562&sdata=wpTVD95dsgLdq90laHCE5YrJ70A3YGbgYPQDNvqh1BM%3D&reserved=0)

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

[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003cvfO>]

ref:\_00Dt0GzXt.\_500t0DXLzZ:ref

[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003cyjO>]

[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003cypg]

[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003cz76]

**Email Created Date: 12/4/2018 9:32:44 AM**

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00239582

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

SERVICE ADDRESS: [REDACTED]

AIQ: Verde Energy USA Ohio 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:

Per rule 4901:1\*-21-06(D)(1)(a) Where enrollment occurs by mail, facsimile, or direct solicitation, the customer's signature on a contract shall constitute consent.

Please advise how your company complies?

Sincerely,

Samantha Boerstler

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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

From: Edwin Quinonez [equinonez@sparkenergy.com]

Sent: 12/3/2018 1:39 PM

To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [ref:\_00Dt0GzXt.\_500t0DXLzZ:ref ]

Good Afternoon Ms. Boerstler,

This enrollment was completed via direct solicitation-door to door and a TPV was completed.

If you would like to discuss this matter further, please contact me at 832-333-7075.

Regards,

Edwin Quinonez

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

Sent: Monday, December 03, 2018 12:22 PM

To: Customer Concerns <customerconcerns@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [ref:\_00Dt0GzXt.\_500t0DXLzZ:ref ]

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00239582

COMPANY:

CUSTOMER:

ADDRESS:

SERVICE ADDRESS:

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

Case Number: 00239582

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

DESCRIPTION OF ISSUE:

Was this enrollment direct solicitation or door to door?

Sincerely,

Samantha Boerstler  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

Edwin Quinonez | Regulatory Specialist  
12140 Wickchester Ln, Ste 100 | Houston, TX 77079

[equinonez@sparkenergy.com](mailto:equinonez@sparkenergy.com) | <http://www.sparkenergy.com>

Connect with Spark Energy

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

From: Customer Concerns [[customerconcerns@sparkenergy.com](mailto:customerconcerns@sparkenergy.com)]

Sent: 12/3/2018 11:42 AM

To: contactthepuco@puco.ohio.gov  
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [ref:\_00Dt0GzXt.\_500t0DXLzZ:ref ]

Good Morning Ms. Boerstler,

On Verde's initial response sent on 11/30/2018, it was indicated that the enrollment was completed via Third Party Verification ("TPV"). As such, the customer provided his verbal authorization to enroll the service with Verde. Because this was a verbal authorization done door to door, Verde sent the Welcome Letter on 11/16/2018.

Per Rule OAC 4901:1-21-06(D)(1)(e) stated "Where enrollment occurs by direct solicitation, customers shall be advised both verbally and in the contract that: (i) the electric utility will be sending a confirmation notice of the transfer of service; (ii) they are allowed seven calendar days to rescind the contract; and, (iii) the customer must contact the electric utility to rescind the contract."

Please do not hesitate to let me know if you have further concerns.

Kindest Regards,

Edwin Quinonez | Regulatory Specialist  
12140 Wickchester Ln, Ste 100 | Houston, TX 77079

equinonez@verdeenergy.com

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From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>  
Sent: Monday, December 03, 2018 9:10 AM  
To: Customer Concerns <customerconcerns@sparkenergy.com>  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [ref:\_00Dt0GzXt.\_500t0DXLzZ:ref ]



PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00239582

COMPANY:

CUSTOMER:

ADDRESS:

SERVICE ADDRESS:

AIQ: Verde Energy USA Ohio 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:

Per OAC 4901:1-21-06(D)(1)(d) stated, "Immediately upon obtaining the customer's signature, CRES providers shall provide the applicant a legible copy of the signed contract. This provision does not apply to direct mail enrollments where the CRES provider has already provided the customer with a separate, complete copy of the terms and conditions for the customer's records. The copy of the terms and conditions must be identical to the signed copy returned by the customer and include a matching version number."

Please advise how your company complies?

Sincerely,

Samantha Boerstler  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 12/3/2018 10:02 AM

To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [ref:\_00Dt0GzXt.\_500t0DXLzZ:ref ]

Good Morning Ms. Boerstler,

On Verde's initial response sent on 11/30/2018, it was indicated that the enrollment was completed via Third Party Verification ("TPV") thus there is no signed contract. I have re-attached the TPV for your review.

Please do not hesitate to let me know if you have further concerns.

Kind Regards,

Edwin Quinonez | Regulatory Specialist  
12140 Wickchester Ln, Ste 100 | Houston, TX 77079

equinonez@verdeenergy.com

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

Sent: Monday, December 03, 2018 7:39 AM

To: Customer Concerns <customerconcerns@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [ref:\_00Dt0GzXt.\_500t0DXLzZ:ref ]

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00239582

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

SERVICE ADDRESS: [REDACTED]

AIQ: Verde Energy USA Ohio 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:

Can you provide me with the signed contract?

Sincerely,

Samantha Boerstler  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 11/30/2018 12:17 PM

To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [ref:\_00Dt0GzXt.\_500t0DXLzZ:ref ]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00239582.

Thank you for bringing [REDACTED] concern to our attention and for allowing us to address it.

██████ has filed a complaint with the Public Utility Commissions of Ohio (“PUCO”) because he states that he never agreed to any enrollment with Verde.

#### Investigative Results:

- On 10/17/2018, ██████ enrolled his electric and gas service to Verde via door to door agent associated with AGD Energy LLC. (TPV Attached)
  - o The electric was enrolled into a 12 month fixed rate of \$0.799 cents/kWh
  - o The gas was enrolled into a 12 month fixed rate of \$0.599 cents/Therm.
- On 10/22/2018, Verde received a rescind transaction from the utility for the electric account.
- On 11/16/2018, a gas Welcome Letter was generated and sent. (Letter Attached)
- On 11/29/2018, ██████ contacted Verde and requested to terminate the electric and gas enrollment.
  - o On this date, Verde was in receipt of PUCO Complaint No. 00239582.

#### Outcome:

After careful review, we’d like to confirm that per the TPV completed on 10/17/2018, ██████ willingly enrolled his electric and gas account with Verde without any objections; however, please be aware that his electric and gas accounts never became active as they were rescinded. As such, no credits or adjustment are deemed due.

Please let me know if you have any additional questions or concerns regarding this matter.

Kindest Regards,

Edwin Quinonez

Edwin Quinonez | Regulatory Specialist  
12140 Wickchester Ln, Ste 100 | Houston, TX 77079

equinonez@verdeenergy.com

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From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>  
Sent: Thursday, November 29, 2018 2:26 PM  
To: Regulatory <regulatory@sparkenergy.com>  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [ref:\_00Dt0GzXt.\_500t0DXLzZ:ref ]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00239582

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

SERVICE ADDRESS: [REDACTED]

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

Case Number: 00239582

\*\*\*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,

██████████ contacted the PUCO regarding the enrollment with your company. He stated he did not agree to the enrollment and is questioning how this happened.

Please provide the following:

If a sales call, the recording.

If a door sales, a signed contract.

A copy of the TPV.

A copy of the contract and terms and conditions.

A copy of the renewal letter sent.

I would greatly appreciate any additional information you can provide regarding this situation.

Sincerely,

Samantha Boerstler

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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ref:\_00Dt0GzXt.\_500t0DXLzZ:ref

**Email Created Date: 12/6/2018 1:29:06 PM**

**Email Text Version:**

Good Afternoon,

Due to unforeseen reasons, Verde is unable to locate the signature form that was completed for this enrollment.

Please do not hesitate to reach out to me with further concerns.

Thank you,

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

Sent: Tuesday, December 04, 2018 8:33 AM

To: Edwin Quinonez <equinonez@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [

ref:\_00Dt0GzXt.\_500t0DXLzZ:ref ]

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00239582

COMPANY:

CUSTOMER:

ADDRESS:

SERVICE ADDRESS:

AIQ: Verde Energy USA Ohio 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:

Per rule 4901:1\*-21-06(D)(1)(a) Where enrollment occurs by mail, facsimile, or direct solicitation, the customer's signature on a contract shall constitute consent.

Please advise how your company complies?

Sincerely,

Samantha Boerstler  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)

[www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Ca42acdf77cb740fd20ed08d65ba8af42%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636797177395743768&sdata=0%2BQ35a3azOke39Qvjn5odDrJPu6b%2BbflfZ%2BJ25stcfk%3D&reserved=0](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Ca42acdf77cb740fd20ed08d65ba8af42%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636797177395743768&sdata=0%2BQ35a3azOke39Qvjn5odDrJPu6b%2BbflfZ%2BJ25stcfk%3D&reserved=0)  
>  
???????

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Edwin Quinonez | Regulatory Specialist  
12140 Wickchester Ln, Ste 100 | Houston, TX 77079

[equinonez@sparkenergy.com](mailto:equinonez@sparkenergy.com) | <http://www.sparkenergy.com>

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>[[https://www.sparkenergy.com/SignatureImages/spark\\_twitter.png](https://www.sparkenergy.com/SignatureImages/spark_twitter.png)]<<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Ftwitter.com%2FSparkEnergy%2Flists%2Fspark-energy%2Fmembers&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Ca42acdf77cb740fd20ed08d65ba8af42%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636797177395763778&sdata=smbDZifKLuSVO8luCxDr%2FbofrdcO9A%2BOEdqZ%2BJ0jb2V4%3D&reserved=0>>



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

From: Edwin Quinonez [equinonez@sparkenergy.com]

Sent: 12/3/2018 1:39 PM

To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [ref:\_00Dt0GzXt.\_500t0DXLzZ:ref ]

Good Afternoon Ms. Boerstler,

This enrollment was completed via direct solicitation-door to door and a TPV was completed.

If you would like to discuss this matter further, please contact me at 832-333-7075.

Regards,

Edwin Quinonez

From: PUCO Consumer Call Center

<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>

Sent: Monday, December 03, 2018 12:22 PM

To: Customer Concerns

<customerconcerns@sparkenergy.com<mailto:customerconcerns@sparkenergy.com>>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [

ref:\_00Dt0GzXt.\_500t0DXLzZ:ref ]

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00239582

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

SERVICE ADDRESS: [REDACTED]

AIQ: Verde Energy USA Ohio 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:

Was this enrollment direct solicitation or door to door?

Sincerely,

Samantha Boerstler

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Ca42acdf77cb740fd20ed08d65ba8af42%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636797177395813823&sdata=ya7%2FQ01cKrhB4g0qfim6EE6v2COJYlefIWrbkn9y2KQ%3D&reserved=0)<<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Ca42acdf77cb740fd20ed08d65ba8af42%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636797177395813823&sdata=ya7%2FQ01cKrhB4g0qfim6EE6v2COJYlefIWrbkn9y2KQ%3D&reserved=0>>

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Edwin Quinonez | Regulatory Specialist

12140 Wickchester Ln, Ste 100 | Houston, TX 77079

equinonez@sparkenergy.com<mailto:equinonez@sparkenergy.com> |

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 12/3/2018 11:42 AM

To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [ref:\_00Dt0GzXt.\_500t0DXLz:ref ]

Good Morning Ms. Boerstler,

On Verde's initial response sent on 11/30/2018, it was indicated that the enrollment was completed via Third Party Verification ("TPV"). As such, the customer provided his verbal authorization to enroll the service with Verde. Because this was a verbal authorization done door to door, Verde sent the Welcome Letter on 11/16/2018.

Per Rule OAC 4901:1-21-06(D)(1)(e) stated "Where enrollment occurs by direct solicitation, customers shall be advised both verbally and in the contract that: (i) the electric utility will be sending a confirmation notice of the transfer of service; (ii) they are allowed seven calendar days to rescind the contract; and, (iii) the customer must contact the electric utility to rescind the contract."

Please do not hesitate to let me know if you have further concerns.

Kindest Regards,

[<https://www.sparkenergy.com/SignatureImages/verdeusa.png>]

Edwin Quinonez | Regulatory Specialist

12140 Wickchester Ln, Ste 100 | Houston, TX 77079

[equinonez@verdeenergy.com](mailto:equinonez@verdeenergy.com)<mailto:equinonez@verdeenergy.com>

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From: PUCO Consumer Call Center

<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>

Sent: Monday, December 03, 2018 9:10 AM

To: Customer Concerns

<customerconcerns@sparkenergy.com<mailto:customerconcerns@sparkenergy.com>>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [

ref:\_00Dt0GzXt.\_500t0DXLzZ:ref ]

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00239582

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

SERVICE ADDRESS: [REDACTED]

AIQ: Verde Energy USA Ohio 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:

Per OAC 4901:1-21-06(D)(1)(d) stated, "Immediately upon obtaining the customer's signature, CRES providers shall provide the applicant a legible copy of the signed contract. This provision does not apply to direct mail enrollments where the CRES provider has already provided the customer with a separate, complete copy of the terms and conditions for the customer's records. The copy of the terms and conditions must be identical to the signed copy returned by the customer and include a matching version number."

Please advise how your company complies?

Sincerely,

Samantha Boerstler

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov<<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Ca42acdf77cb740fd20ed08d65ba8af42%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636797177395883873&sdata=V%2Fj4Yg9OX8pOTAPr3650JlZaasFVbnfD4Sq%2F9okyERQ%3D&reserved=0>>  
>

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 12/3/2018 10:02 AM

To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [ref:\_00Dt0GzXt.\_500t0DXLzZ:ref ]

Good Morning Ms. Boerstler,

On Verde's initial response sent on 11/30/2018, it was indicated that the enrollment was completed via Third Party Verification ("TPV") thus there is no signed contract. I have re-attached the TPV for your review.

Please do not hesitate to let me know if you have further concerns.

Kind Regards,

[<https://www.sparkenergy.com/SignatureImages/verdeusa.png>]

Edwin Quinonez | Regulatory Specialist

12140 Wickchester Ln, Ste 100 | Houston, TX 77079

equinonez@verdeenergy.com<mailto:equinonez@verdeenergy.com>

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From: PUCO Consumer Call Center

<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>

Sent: Monday, December 03, 2018 7:39 AM

To: Customer Concerns

<customerconcerns@sparkenergy.com<mailto:customerconcerns@sparkenergy.com>>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [ref:\_00Dt0GzXt.\_500t0DXLzZ:ref ]

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00239582

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

SERVICE ADDRESS: [REDACTED]

AIQ: Verde Energy USA Ohio 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:

Can you provide me with the signed contract?

Sincerely,

Samantha Boerstler

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Ca42acdf77cb740fd20ed08d65ba8af42%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636797177395893881&sdata=4ocYfXY6use3%2Bvqx6T4VlmyFx70fdF%2BqymsskpCuD%2Bc4%3D&reserved=0>](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Ca42acdf77cb740fd20ed08d65ba8af42%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636797177395893881&sdata=4ocYfXY6use3%2Bvqx6T4VlmyFx70fdF%2BqymsskpCuD%2Bc4%3D&reserved=0)

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 11/30/2018 12:17 PM

Case Number: 00239582

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To: [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)<<mailto:contactthepuco@puco.ohio.gov>>  
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [ref:\_00Dt0GzXt.\_500t0DXLzZ:ref ]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00239582.

Thank you for bringing [REDACTED] concern to our attention and for allowing us to address it.

[REDACTED] has filed a complaint with the Public Utility Commissions of Ohio ("PUCO") because he states that he never agreed to any enrollment with Verde.

Investigative Results:

- On 10/17/2018, [REDACTED] enrolled his electric and gas service to Verde via door to door agent associated with AGD Energy LLC. (TPV Attached)
  - o The electric was enrolled into a 12 month fixed rate of \$0.799 cents/kWh
  - o The gas was enrolled into a 12 month fixed rate of \$0.599 cents/Therm.
- On 10/22/2018, Verde received a rescind transaction from the utility for the electric account.
- On 11/16/2018, a gas Welcome Letter was generated and sent. (Letter Attached)
- On 11/29/2018, [REDACTED] contacted Verde and requested to terminate the electric and gas enrollment.
  - o On this date, Verde was in receipt of PUCO Complaint No. 00239582.

Outcome:

After careful review, we'd like to confirm that per the TPV completed on 10/17/2018, [REDACTED] willingly enrolled his electric and gas account with Verde without any objections; however, please be aware that his electric and gas accounts never became active as they were rescinded. As such, no credits or adjustment are deemed due.

Please let me know if you have any additional questions or concerns regarding this matter.

Kindest Regards,  
Edwin Quinonez  
[<https://www.sparkenergy.com/SignatureImages/verdeusa.png>]



Edwin Quinonez | Regulatory Specialist  
12140 Wickchester Ln, Ste 100 | Houston, TX 77079

equinonez@verdeenergy.com<mailto:equinonez@verdeenergy.com>

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From: PUCO Consumer Call Center  
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>  
Sent: Thursday, November 29, 2018 2:26 PM  
To: Regulatory <regulatory@sparkenergy.com<mailto:regulatory@sparkenergy.com>>  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00239582 [ref:\_00Dt0GzXt.\_500t0DXLzZ:ref ]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

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

CASE ID: 00239582

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

SERVICE ADDRESS: [REDACTED]

AIQ: Verde Energy USA Ohio 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)\*\*\*

Case Number: 00239582

73

DESCRIPTION OF ISSUE:

Good afternoon,

██████████ contacted the PUCO regarding the enrollment with your company. He stated he did not agree to the enrollment and is questioning how this happened.

Please provide the following:

If a sales call, the recording.

If a door sales, a signed contract.

A copy of the TPV.

A copy of the contract and terms and conditions.

A copy of the renewal letter sent.

I would greatly appreciate any additional information you can provide regarding this situation.

Sincerely,

Samantha Boerstler

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Ca42acdf77cb740fd20ed08d65ba8af42%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636797177395905006&sdata=O6JqaA6XmOY3zfRZ1Jgs8PxibWTdkk7%2BWgThX6O1cS4%3D&reserved=0>](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Ca42acdf77cb740fd20ed08d65ba8af42%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636797177395905006&sdata=O6JqaA6XmOY3zfRZ1Jgs8PxibWTdkk7%2BWgThX6O1cS4%3D&reserved=0)

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

[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003cvfO>]

ref:\_00Dt0GzXt.\_500t0DXLzZ:ref

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[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003czqV]

## Case Images

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Created Date	Images
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P.O. Box 421289  
Houston, TX 77242

## Welcome to the Verde Energy Family!

>001907 00759 021 P51121



11/16/2018

Dear [REDACTED]

Thank you for signing up with Verde Energy. We look forward to providing you with 100% renewable energy at a very competitive rate.

We've received your request to start service; you will officially be switched to Verde Energy on your next meter reading. This can take your existing utility 1-2 billing cycles to complete, depending on the date you enrolled and on your next meter read date.

Once a customer, you'll enjoy the many benefits of being part of the Verde Energy family, including:

1. Dedicated customer care representatives who put you first
2. Convenient online and mobile account management services
3. Competitive plans, services and incentive programs

If you need assistance, please feel free to call our dedicated Customer Care team at 1-800-388-3862 or by email at [customercare@Verdeenergy.com](mailto:customercare@Verdeenergy.com).

We look forward to welcoming you to the Verde Energy family, where we believe in empowering what matters.

Warm Regards,

Nathan Kroeker  
CEO & President

## My Plan Details

### Account Number

[REDACTED]

### Plan

Price Lock 12

### Rate

59.90 Cents/CCF

### Term

12 Months

### Monthly Fee

\$0

### Early Termination Fee

\$0

## Start Earning Money Today!

**Refer-a-Friend and receive a \$25 credit  
or gift card!**

Use your refer-a-friend ID **DDRAK20181018072703**



VE\_WELCOME\_10.17.18\_English







## Terms and Conditions of Service

Verde Energy USA Ohio, LLC, OH License 13-334G(2), with a business address of 12140 Wickchester Ln, Ste 100, Houston, TX 77079 (“Verde”), will supply you (“Customer”) with natural gas in the service territory of your local natural gas company (“Utility”), subject to these Terms and Conditions of Service, which includes an agreement to ARBITRATION for any and all disputes between Customer and Verde:

1. **Price:** During the first 12 Months Verde will supply natural gas to Customer at the 100% renewable fixed Supply Rate of 59.90 Cents/CCF Plus \$0 per month. After the first 12 Months Verde will supply natural gas to Customer at a 100% renewable variable rate that may change monthly with market conditions. The rate is based upon the costs incurred by Verde to supply natural gas to Customer (including, but not limited to, the costs of procuring natural gas, capacity charges and transportation costs), which costs can fluctuate with market factors such as supply and demand, weather and changes to laws and regulations, plus Verde’s other expenses and margins. Customer shall also pay and be responsible for all other amounts related to the purchase and delivery of natural gas, including applicable taxes and service and delivery charges from the Utility. Verde will serve only the supply portion of Customer’s natural gas bill. All other services currently supplied by the Utility will continue to be supplied by the Utility. No deposit is required by Verde for service. Verde will offset 100% of the estimated amount of carbon dioxide (CO<sub>2</sub>) emissions caused by Customer’s annual natural gas usage through the use of any approved carbon offset technology, which may include purchase and retirement of renewable energy certificates (“RECs”) or attributes generated by renewable sources and/or carbon credits. Purchase and retirement of carbon offset products does not actually reduce the CO<sub>2</sub> emissions associated with Customer’s energy consumption, but helps offset the release of the applicable number of metric tons of CO<sub>2</sub> emissions elsewhere.

2. **Term:** Verde is authorized to switch Customer’s utility supplier for the supply portion of Customer’s natural gas bill. This Agreement will start when the Utility completes Customer’s enrollment with Verde. The Utility may charge switching fees to Customer under the Utility’s tariff. Customer will be responsible for the termination of any existing supplier agreement. This Agreement will continue until terminated by either Customer or Verde in accordance with this Agreement. If Customer voluntarily returns to the Utility after choosing Verde, Customer may be charged a price other than the Utility’s applicable tariff rate.

3. **Right of Rescission & Termination:** The Utility will be sending Customer a confirmation notice of the transfer of service. Residential and small commercial customers shall have the right to rescind this Agreement within 7 business days following the postmark date on the Utility’s confirmation notice by calling the Utility at the designated local or toll-free number or by written notice to the Utility. Either Verde or Customer may terminate this Agreement at any time, for any reason and without an early termination fee. Should Customer fail to pay the bill or fail to meet any agreed-upon payment arrangements, Customer’s service may be terminated in accordance with the Utility’s tariffs and this Agreement may be automatically terminated. This Agreement automatically terminates if any of the following occurs: (1) The requested service location is not served by the Utility. (2) Customer moves outside the Utility’s service area or to an area not served by Verde. (3) Verde returns Customer to the Utility’s tariff service, provided that Verde is permitted to terminate this Agreement under the terms and conditions of this Agreement. The termination will become effective when the Utility switches Customer’s account from Verde to the new supplier selected by Customer, to the Utility or to such other default provider established for Customer’s account. Termination will not relieve Customer of any payment obligations for natural gas provided to Customer by Verde prior to termination.

4. **Billing:** Customer will continue to receive one monthly natural gas bill from the Utility. Payment is due to the Utility in accordance with its standard billing practices. Failure to pay natural gas utility charges may result in Customer being disconnected in accordance with the natural gas utility tariff. Customer has the right to request from Verde up to twenty-four months of Customer’s payment history for services rendered by Verde without charge. Verde does not support budget billing for the supply portion of the Customer’s bill.

5. **Emergency:** For any service question or in the event of an emergency, such as a power failure or a downed power line, Customer should contact Duke Energy Corporation at 800-544-6900, Dayton Power and Light Company at 800-433-8500, Ohio Power Company at 800-672-2231, The Cleveland Electric Illuminating Company at 800-589-3101, or The Toledo Edison Company at 800-447-3333





**6. Customer Relocation:** Customer has a right to terminate this Agreement without penalty in the event Customer relocates outside the service territory of the Utility or within the service territory of a Utility that does not permit portability of this Agreement.

**7. Changes to Agreement:** Verde may change, modify or amend this Agreement at any time (each a “Change”). Each Change will be made by Verde in the manner required by applicable law. Each Change will be posted on Verde's website ([www.verdeenergy.com](http://www.verdeenergy.com)), and Customer will receive individual notice of the Change if required by applicable law. Customer should review the website periodically for applicable Changes. Customer's continued use of Verde's products and services following a Change constitutes Customer's acceptance of this Agreement as so Changed.

**8. Assignment:** Customer may not assign this Agreement without Verde's written consent. Verde may assign this Agreement or the revenues or proceeds due it hereunder: (a) in connection with any financing; (b) to any of its affiliates; (c) to anyone succeeding to all or substantially all of Verde's assets or business in the State of Ohio; or (d) to another supplier licensed by the Public Utilities Commission of Ohio. This Agreement is binding upon Customer and Verde, and each party's heirs, successors and permitted assigns. Verde is prohibited from disclosing Customer's social security number, account number(s), or any customer information without Customer's express written consent except in accordance with rules [4901:1-28-04](#) and [4901:1-29-09](#) of the Ohio Administrative Code.

**9. Notice:** Subject to Paragraph 7 above, any notice will be considered to have been made if mailed or emailed to the address for Customer in Verde's records.

**10. Disputes:** Customer may contact Verde regarding this Agreement or any dispute related to this Agreement at 1-800-388-3862 Monday – Friday 8AM – 6PM EST. Verde will attempt to resolve the dispute in an efficient, fair and timely manner. Verde will report the results of its investigation to Customer. If your complaint is not resolved after you have called Verde, 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) or for TTY at 1-800-686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.PUCO.ohio.gov](http://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 eight a.m. to five p.m. weekdays, or at [www.pickocc.org](http://www.pickocc.org).

**11. Warranty Disclaimer:** VERDE EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

**12. LIMITATION OF LIABILITY:** NEITHER PARTY SHALL BE LIABLE TO THE OTHER FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL (INCLUDING LOST PROFITS OR REVENUE), INCIDENTAL, OR PUNITIVE DAMAGES FOR CLAIMS ARISING UNDER THIS AGREEMENT.

**13. Force Majeure:** Neither party shall be liable to the other for any delay or failure to perform caused by an event of Force Majeure. “Force Majeure” means events beyond a party's reasonable control, including, without limitation, acts of God, strikes, terrorism, wars, lightning, hurricanes, blizzards, floods, civil disturbances, shortages, unavailability of transmission facilities, and actions of any governmental authority or the Utility that materially impair a party's ability to perform.

**14. Special Offer:** Your plan may not include incentives.

**15. Entire Agreement:** This Agreement sets forth the entire agreement between Customer and Verde and supersedes any oral or written statements made in connection with this Agreement. This Agreement is governed by the laws of the State of Ohio.

**16. Governing Law:** Except as provided in Paragraph 17 below, this Agreement is governed by the laws of the State of Ohio, without regard to its choice of law principles.

**17. Agreement For Mandatory Arbitration & Class Action Waiver (the “Arbitration Agreement”):**

Scope of the Arbitration Agreement. Any legal dispute between the parties concerning or arising out of Customer's enrollment, purchase, this Agreement, or the relationship between the parties (“Dispute”) shall be resolved by one arbitrator through binding arbitration using the process explained below. The parties understand and agree that they are waiving their rights to sue or go to court to assert or defend their rights. However, either party may bring an individual claim in small claims court consistent with the jurisdictional and dollar amount limitations that may apply, so long as maintained as an individual claim. The term “Dispute” refers to any dispute, action, claim, or other controversy between the parties, whether in contract, warranty, tort, statute, regulation, ordinance, or any other legal or equitable basis.







Informal Dispute Resolution. Either party asserting a Dispute shall first try in good faith to resolve it by providing written notice as specified below to the other party describing the facts and circumstances (including any relevant documentation) and allowing the receiving party 30 days in which to respond. Notice shall be made by first class or registered mail (1) to Verde at 12140 Wickchester Ln, Ste 100, Houston, TX 77079 or (2) to Customer at the postal address on file with Verde. Both Customer and Verde agree that this dispute resolution procedure is a condition precedent which must be satisfied before initiating any arbitration against the other party.

Right to Opt Out of this Arbitration Agreement. Customer may opt out of this Arbitration Agreement within the first 30 days after the earlier of the first time Customer (a) enrolls and begins purchasing services from Verde; or (b) signs up for any further program or service provided by Verde. Customer may also opt out of this Arbitration Agreement within 30 days after Verde notifies Customer regarding a material change to this Arbitration Agreement. Customer may opt out by sending an email to Verde at [service@verdeenergy.com](mailto:service@verdeenergy.com) or by sending a letter to 12140 Wickchester Ln, Ste 100, Houston, TX 77079. Customer should include Customer's printed name, mailing address, and the words "Reject Arbitration."

How Arbitration Works. Either party may initiate arbitration, which shall be conducted by the American Arbitration Association ("AAA") under the AAA Commercial or Consumer rules, as applicable, in effect at the time the claim is filed ("AAA Rules"). For information on how to file a claim, copies of the AAA Rules and forms can be located at [www.adr.org](http://www.adr.org), or by calling 1-800-778-7879. Arbitration shall take place in the county of Customer's residence, as determined by Customer's mailing address on file with Verde. Verde agrees to pay or reimburse all costs associated with any arbitration between the parties, including filing fees and arbitrator fees, and agrees to waive any right to recover an award of attorneys' fees and costs against Customer. The arbitrator's decision shall be final, binding, and non-appealable. Judgment upon the award may be entered and enforced in any court having jurisdiction.

Waiver of Right to Bring Class Action & Representative Claims. All Disputes, whether resolved informally, in small claims court, or through arbitration, shall be brought on an individual basis. Disputes must be brought in the party's individual capacity, and not as a plaintiff or class member in any purported class, collective, representative, multiple plaintiff, or similar proceeding ("Class Action"). The parties expressly waive any ability to maintain any Class Action in any forum, and the arbitrator shall not have authority to combine or aggregate similar claims or conduct any Class Action nor make an award to any entity or person not a party to the arbitration. Any claim that all or part of this Class Action waiver is unenforceable, unconscionable, void, or voidable may be determined only by a court of competent jurisdiction and not by an arbitrator. THE PARTIES UNDERSTAND THAT THEY WOULD HAVE HAD A RIGHT TO LITIGATE THROUGH A COURT, TO HAVE A JUDGE OR JURY DECIDE THEIR CASE AND TO BE PARTY TO A CLASS OR REPRESENTATIVE ACTION, HOWEVER, THEY UNDERSTAND AND CHOOSE TO HAVE ANY CLAIMS DECIDED INDIVIDUALLY, THROUGH ARBITRATION.

Governing Law. This Arbitration Agreement shall be governed by the Federal Arbitration Act and interpreting federal law. To the extent state law applies to any aspect of this provision or the claim, the laws of the State of Ohio, without regard to its choice of law principles, shall apply. Neither party shall sue the other party other than as provided herein or for enforcement of this Paragraph 17 or of the arbitrator's award; any such suit may be brought only in the federal court encompassing the county where the arbitration took place, or if any such court lacks jurisdiction, in any state court that has jurisdiction. The arbitrator, and not any federal, state or local court, shall have exclusive authority to resolve any dispute relating to the interpretation, applicability, unconscionability, arbitrability, enforceability or formation of this Arbitration Agreement including any claim that all or any part of the Arbitration Agreement is void or voidable. However, the preceding sentence shall not apply to the clause above entitled "Waiver of Right to Bring Class Action & Representative Claims."

18. **Privacy:** Verde's Privacy Policy governs the way Verde uses Customer's personal information. To review or obtain the current version of the Privacy Policy, please visit Verde's website at [www.verdeenergy.com](http://www.verdeenergy.com); email us at [privacy@verdeenergyusa.com](mailto:privacy@verdeenergyusa.com); or write to us at Privacy Policy Coordinator, Verde Energy USA, Inc., 12140 Wickchester Ln, Ste 100, Houston, TX 77079. In general, Verde uses Customer's personal information to allow Verde to provide the products and services that Customer has chosen and to manage and develop Verde's business and operations, including informing Customer of products and services that carefully-selected third parties offer that may be of interest to Customer. Unless Customer contacts Verde and notifies Verde otherwise, by accepting natural gas service from Verde Customer consents to Verde collecting, retaining, using and disclosing Customer's personal information in accordance with the Privacy Policy.





# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

M. Beth Trombold  
Lawrence K. Friedman  
Dennis P. Deters  
Daniel R. Conway

## Case Detail

Case Number: 00242066	Owner: Alfred Thompson
Account Name: [REDACTED]	Account in Question: Verde Energy USA Ohio LLC
Type:	Account Holder:
Status: Closed	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

### CASE DATES:

Date Opened: 12-13-2018  
Case Age in Business Days: 9

Date Closed: 12-27-2018

## Contact Information

Contact: [REDACTED]	Preferred Contact Method: No Preference
Phone: [REDACTED]	Preferred Contact Time:
Mobile:	Email: [REDACTED]

## Service Address Information

Service Account Number: [REDACTED]	Service Address County: Miami
Service Address Street: [REDACTED]	Service Address State: Ohio
Service Address City: Laura	Service Address Zip:
Service Address Country: United States	Service Address Phone:

## Industry Information

AIQ Industry: Electric	Territory Account: [REDACTED]
AIQ Sub-Industry: Competitive Retail Electric Service Provider	General Code: Marketing -- Electric
AIQ Sub-Sub-Industry:	Specific Code: Enrollment Dispute
Non-Jurisdictional Case: <input type="checkbox"/>	

## Additional Information

PUCO ID: 345478	Case Formal Complaint Specialist Approved:
-----------------	--

Docketing Case Number:	Case Formal Complaint Supervisor Approved:
Legacy Case ID:	

## Transportation Information

---

Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

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Description:

Resolution:

Confirmed Verde provided info and advised that enrollment was legitimate.

## Case Comments

---

Created Date	Comment
12/13/2018 12:26:39 PM	<p>customer called, has a complaint against Verde Energy. he says he received his electric bill today and it's \$889. he says that this company Verde is charging him 18.99/kwh, and last month they charged him 14.9/kwh. he says that he called Verde and they admitted to him that he was switched to them from a company that Verde had bought out called Evergreen, but he doesn't ever recall being with a company called Evergreen either. he says that he was apparently with them for years. Verde says they don't have documentation or recording of him agreeing to a contract. he says that they are charging him a variable rate. his current bill is due by 1/4/19. he says he did cancel the Verde enrollment and got confirmation of it from both Verde and DPL.</p> <p>i advised we can contact Verde about the terms and the customers enrollment with the company.</p>
12/19/2018 2:52:11 PM	<p>Customer is calling to check status on his investigation.</p> <p>I advised [REDACTED] of company's response and the terms of the plan he signed up for back in April 2016. Verde claims that it was a valid enrollment from [REDACTED] and therefore will not provide any bill adjustments.</p> <p>3wy w/ Andrew @HL. He confirms that [REDACTED] is an authorized party of [REDACTED] account.</p> <p>I explained to customer that I will review the TPV and speak to our Elec Supervisor here and call him back by Fri.</p>
12/19/2018 4:30:22 PM	Sent follow up to Verde to confirm notification of rate change.
12/26/2018 1:33:46 PM	<p>Caller calling back to give A.T info..</p> <p>Caller states that he just received a letter from Verde showing a quarterly report. Caller states the supplier is trying to cover up because they have never sent him any info like this before.</p> <p>And they just sent this out this letter dated for Dec 19th</p>

12/27/2018 10:32:56 AM	I spoke w/ [REDACTED] and confirmed that since [REDACTED] is an authorized party on the account, she is able to make changes in electric supply. Also confirmed that Verde provided proper notification of rate changing to variable after 12 month plan ends.  **Closing case
2/20/2019 4:37:00 AM	Confirmed Verde provided info and advised that enrollment was legitimate.

## Web Information

Web Name:	Web Account in Question:
Web Home Phone:	Web US Dot #:
Web Email:	
Web Company:	
Web Zip Code:	

## System Information

Created by: Rayshon Eaves	Last Modified by: Sara Macey
# Tasks Correspondence Review: 0	Next Activity Date:
# Tasks Correspondence Review:0	Case Grade Created: <input type="checkbox"/>
	Case Grade Target: <input type="checkbox"/>

## Case Emails

**Email Created Date: 12/14/2018 10:48:39 AM**

### Email Text Version:

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

CASE ID: 00242066  
COMPANY:  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Laura, Ohio 45337  
SERVICE ADDRESS: [REDACTED]  
Laura, Ohio 45337  
AIQ: Verde Energy USA Ohio 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:

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.

**Email Created Date: 12/18/2018 6:23:12 PM**

**Email Text Version:**

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00242066.

Thank you for bringing [REDACTED] concern to our attention and for allowing us to address it.

[REDACTED] has filed a complaint with the Public Utility Commission of Ohio ("PUCO") because he has received an invoice for \$889 and is being billed at the rate of \$0.18 cents/kWh and previously \$0.014 cents/kWh. [REDACTED] also questions how he became a customer of Verde and wants the account properly adjusted.

Investigative Results:

\* On 4/3/2016, [REDACTED] enrolled the electric account with Verde on behalf of [REDACTED]. The account was enrolled onto a 100% renewable 12-month plan, which offered the fixed rate of \$0.0799 cents/kWh. (TPV Attached)

\* On 4/4/2016, the Welcome Letter was generated and sent. (Letter Attached)

\* On 5/11/2016, the electric account became active with Verde.

\* On 6/5/2017, based on the terms of the contract, the rate transitioned to a month-to-month variable rate.

\* During the first twelve (12) billing cycles of service, Verde will supply electricity to Customer at a 100% renewable fixed generation rate of \$0.079900 per kWh. After the first twelve (12) billing cycles of service, Verde will supply electricity to Customer at a 100% renewable variable generation rate that may change monthly with market conditions.



\* On 12/13/2018, [REDACTED] made contact with Verde to cancel the services. The agent explained that [REDACTED], his girlfriend, was the one that authorized the enrollment. The agent submitted the termination request to the utility.

\* On 12/14/2018, Spark received PUCO Complaint No. 00242066.

\* On this same day, the utility accepted the termination transaction with effective termination date of 1/11/2019.

Outcome:

We would like to confirm that per the attached TPV completed on 4/3/2016, [REDACTED] willingly enrolled the electric account with Verde without any objection. As such, the enrollment has been deemed as valid and no adjustments are warranted.

Lastly, the termination date of 1/11/2019 is solely determined by the utility and not by Verde. Please let me know if you have any additional questions or concerns regarding this matter.

Kindest Regards,  
Xiomara Mendoza

From: Alfred Thompson <contactthepuco@puc.state.oh.us>

Sent: Friday, December 14, 2018 9:49 AM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00242066 [ref:\_00Dt0GzXt.\_500t0DYsdb:ref ]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

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

CASE ID: 00242066

COMPANY:

CUSTOMER: [REDACTED]

[REDACTED] Laura, Ohio 45337

SERVICE ADDRESS: [REDACTED] Laura, Ohio 45337

AIQ: Verde Energy USA Ohio 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,

Customer received an electric bill for \$889 and noticed that his supplier was charging over 18 cents per kwh, and over 14 cents per kwh previously. Wonders how he became a customer of theirs and what his rate was supposed to be. Is requesting a bill adjustment.

Please review and advise:

1. Can you provide a copy of the third party verification and proof of customer enrollment?
2. What are the terms and conditions of the plan that customer was signed up for?
3. How was customer notified of the rate changing?
4. Can customer's bill be adjusted and re-rated?

Any additional information that you can provide 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<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C64d391e0fc7e43c9e6a508d6653f9b0e%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636807721801670541&sdata=ACU8PXnSR0p7onuBOTM%2FWyJR%2BICujY2qrj5MwIfkXWI%3D&reserved=0>](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C64d391e0fc7e43c9e6a508d6653f9b0e%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636807721801670541&sdata=ACU8PXnSR0p7onuBOTM%2FWyJR%2BICujY2qrj5MwIfkXWI%3D&reserved=0)

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

[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003dIlv>]

ref:\_00Dt0GzXt.\_500t0DYsdb:ref

**Email Created Date: 12/19/2018 4:29:31 PM**

**Email Text Version:**

Good Afternoon Xiomara,

Was [REDACTED] notified prior to the end of the contract and rate change?  
Can you provide the documentation that confirms the notification?

Thank you,

Alfred

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 12/18/2018 6:21 PM

To: contactthepuco@puco.ohio.gov

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00242066 [ref:\_00Dt0GzXt.\_500t0DYsdb:ref ]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00242066.

Thank you for bringing [REDACTED] concern to our attention and for allowing us to address it.

[REDACTED] has filed a complaint with the Public Utility Commission of Ohio ("PUCO") because he has received an invoice for \$889 and is being billed at the rate of \$0.18 cents/kWh and previously \$0.014 cents/kWh. [REDACTED] also questions how he became a customer of Verde and wants the account properly adjusted.

Investigative Results:

On 4/3/2016, [REDACTED] enrolled the electric account with Verde on behalf of [REDACTED]. The account was enrolled onto a 100% renewable 12-month plan, which offered the fixed rate of \$0.0799 cents/kWh. (TPV Attached)

On 4/4/2016, the Welcome Letter was generated and sent. (Letter Attached)

On 5/11/2016, the electric account became active with Verde.

On 6/5/2017, based on the terms of the contract, the rate transitioned to a month-to-month variable rate.



During the first twelve (12) billing cycles of service, Verde will supply electricity to Customer at a 100% renewable fixed generation rate of \$0.079900 per kWh. After the first twelve (12) billing cycles of service, Verde will supply electricity to Customer at a 100% renewable variable generation rate that may change monthly with market conditions.

On 12/13/2018, [REDACTED] made contact with Verde to cancel the services. The agent explained that [REDACTED], his girlfriend, was the one that authorized the enrollment. The agent submitted the termination request to the utility.

On 12/14/2018, Spark received PUCO Complaint No. 00242066.

On this same day, the utility accepted the termination transaction with effective termination date of 1/11/2019.

Outcome:

We would like to confirm that per the attached TPV completed on 4/3/2016, [REDACTED] willingly enrolled the electric account with Verde without any objection. As such, the enrollment has been deemed as valid and no adjustments are warranted.

Lastly, the termination date of 1/11/2019 is solely determined by the utility and not by Verde.

Please let me know if you have any additional questions or concerns regarding this matter.

Kindest Regards,

Xiomara Mendoza

From: Alfred Thompson <contactthepuco@puc.state.oh.us>  
Sent: Friday, December 14, 2018 9:49 AM  
To: Regulatory <regulatory@sparkenergy.com>  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00242066 [ref:\_00Dt0GzXt.\_500t0DYsdb:ref ]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00242066

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Laura, Ohio 45337

SERVICE ADDRESS: [REDACTED] Ohio 45337

AIQ: Verde Energy USA Ohio 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,

Customer received an electric bill for \$889 and noticed that his supplier was charging over 18 cents per kwh, and over 14 cents per kwh previously. Wonders how he became a customer of theirs and what his rate was supposed to be. Is requesting a bill adjustment.

Please review and advise:

1. Can you provide a copy of the third party verification and proof of customer enrollment?
2. What are the terms and conditions of the plan that customer was signed up for?
3. How was customer notified of the rate changing?

4. Can customer's bill be adjusted and re-rated?

Any additional information that you can provide 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](http://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.\_500t0DYsdb:ref

**Email Created Date: 12/19/2018 5:13:41 PM**

**Email Text Version:**

Good afternoon,

We would like to advise that per the attached Terms of Service, Verde's 100% Renewable products renew on a month-to-month basis. The Terms and conditions of service explain, "During the first twelve (12) billing cycles of service, Verde will supply electricity to Customer at a 100% renewable fixed generation rate of \$0.079900 per kWh. After the first twelve (12) billing

cycles of service, Verde will supply electricity to Customer at a 100% renewable variable generation rate that may change monthly with market conditions.”

For this reason, [REDACTED] was not sent a Contract Expiration Notice prior to the contract end date.

Thank you,

[https://www.sparkenergy.com/SignatureImages/verdeusa.png]  
Xiomara Mendoza | Regulatory Specialist  
12140 Wickchester Ln, Ste 100 | Houston, TX 77079  
xmendoza@verdeenergy.com<mailto:xmendoza@verdeenergy.com>

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>  
Sent: Wednesday, December 19, 2018 3:30 PM  
To: Customer Concerns <customerconcerns@sparkenergy.com>  
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00242066 [ref:\_00Dt0GzXt.\_500t0DYsdb:ref ]

Good Afternoon Xiomara,

Was [REDACTED] notified prior to the end of the contract and rate change?  
Can you provide the documentation that confirms the notification?

Thank you,

Alfred

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

From: Customer Concerns [customerconcerns@sparkenergy.com]  
Sent: 12/18/2018 6:21 PM  
To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00242066 [ref:\_00Dt0GzXt.\_500t0DYsdb:ref ]

To Whom This May Concern:

This is Verde Energy USA (“Verde”) response to PUCO Complaint No. 00242066.

Thank you for bringing [REDACTED] concern to our attention and for allowing us to address it.

[REDACTED] has filed a complaint with the Public Utility Commission of Ohio (“PUCO”) because he has received an invoice for \$889 and is being billed at the rate of \$0.18 cents/kWh and previously \$0.014 cents/kWh. [REDACTED] also questions how he became a customer of Verde and wants the account properly adjusted.

Investigative Results:

\* On 4/3/2016, [REDACTED] enrolled the electric account with Verde on behalf of [REDACTED]. The account was enrolled onto a 100% renewable 12-month plan, which offered the fixed rate of \$0.0799 cents/kWh. (TPV Attached)

\* On 4/4/2016, the Welcome Letter was generated and sent. (Letter Attached)

\* On 5/11/2016, the electric account became active with Verde.

\* On 6/5/2017, based on the terms of the contract, the rate transitioned to a month-to-month variable rate.

\* During the first twelve (12) billing cycles of service, Verde will supply electricity to Customer at a 100% renewable fixed generation rate of \$0.079900 per kWh. After the first twelve (12) billing cycles of service, Verde will supply electricity to Customer at a 100% renewable variable generation rate that may change monthly with market conditions.

\* On 12/13/2018, [REDACTED] made contact with Verde to cancel the services. The agent explained that [REDACTED] his girlfriend, was the one that authorized the enrollment. The agent submitted the termination request to the utility.

\* On 12/14/2018, Spark received PUCO Complaint No. 00242066.

\* On this same day, the utility accepted the termination transaction with effective termination date of 1/11/2019.

Outcome:

We would like to confirm that per the attached TPV completed on 4/3/2016, [REDACTED] willingly enrolled the electric account with Verde without any objection. As such, the enrollment has been deemed as valid and no adjustments are warranted.

Lastly, the termination date of 1/11/2019 is solely determined by the utility and not by Verde.

Please let me know if you have any additional questions or concerns regarding this matter.

Kindest Regards,

Xiomara Mendoza

From: Alfred Thompson

<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>

Sent: Friday, December 14, 2018 9:49 AM

To: Regulatory <regulatory@sparkenergy.com<mailto:regulatory@sparkenergy.com>>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00242066 [

ref:\_00Dt0GzXt.\_500t0DYsdb:ref ]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

Initial Submission of a Consumer Complaint

Provider of Electric  
Please Respond Within 3 Business Days

CASE ID: 00242066

COMPANY:

CUSTOMER: [REDACTED]

[REDACTED] Laura, Ohio 45337

SERVICE ADDRESS: [REDACTED] Laura, Ohio 45337

AIQ: Verde Energy USA Ohio 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,

Customer received an electric bill for \$889 and noticed that his supplier was charging over 18 cents per kwh, and over 14 cents per kwh previously. Wonders how he became a customer of theirs and what his rate was supposed to be. Is requesting a bill adjustment.

Please review and advise:

1. Can you provide a copy of the third party verification and proof of customer enrollment?
2. What are the terms and conditions of the plan that customer was signed up for?
3. How was customer notified of the rate changing?
4. Can customer's bill be adjusted and re-rated?

Any additional information that you can provide 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<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cc075e0bb0edf402ef16e08d665ff0cb5%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636808544146934503&sdata=NRAHBxXjfAKGCZW9RxVm64lkcbIU%2B%2BLV8hZdQrBnzgQ%3D&reserved=0>

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

[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003dIlv]

ref:\_00Dt0GzXt.\_500t0DYsdb:ref

[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003dS5w]

## Case Images

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Created Date	Images
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687

LAURA OH 45337-9759

April 4, 2016

Dear [REDACTED]

Thank you for selecting Verde Energy USA for the supply portion of your electric service. We look forward to providing you with 100% renewable energy at a very competitive rate and immediate cash-back savings. Your local utility company will continue to fully service your account and you will continue to receive one monthly bill which will include Verde's **100% Green** electric supply rate. We are processing your enrollment with your local utility. You should start to receive Verde's **100% Green** 12-month fixed supply rate after your next 1 to 2 monthly bills depending on your meter reading date.

Enclosed are the following materials:

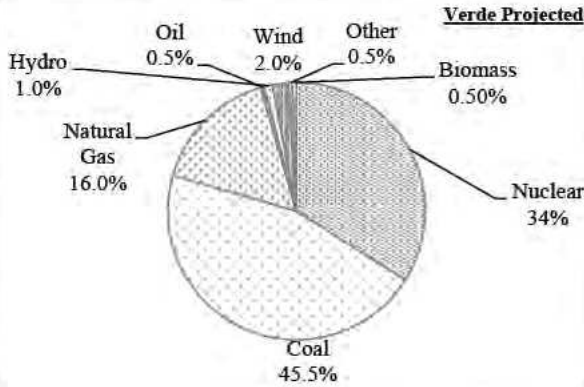
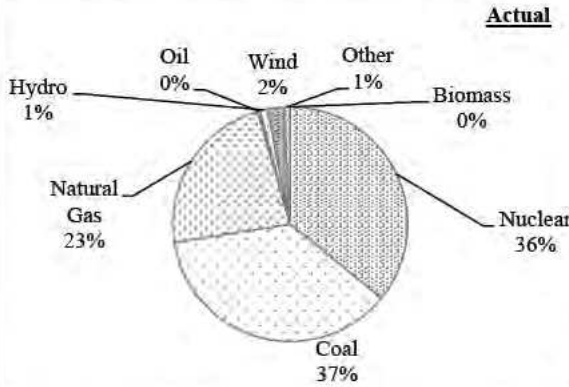
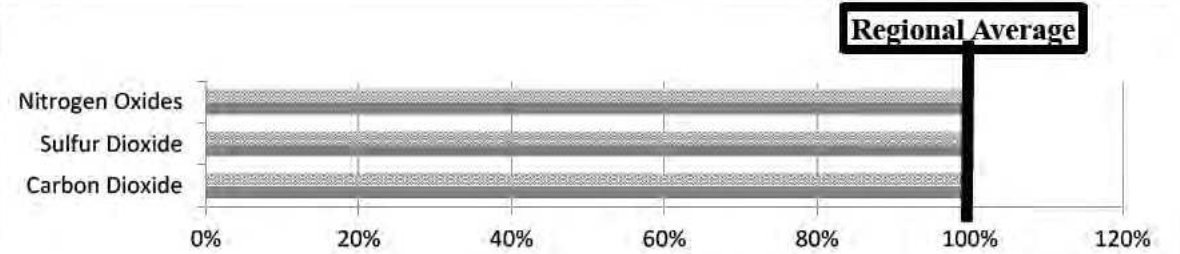
- A copy of your Terms and Conditions of Service
- A copy of your Renewable Energy Certificate which details Verde's 100% renewable energy offer
- A copy of the standard electric generation disclosure label (this is for the standard electricity supply in OH and does not reflect the 100% Renewable Energy Certificates incorporated in Verde's offer)
- A copy of a brochure for a new special benefit for Verde customers! Join the Fuel Rewards™ program and save 5 cents/gallon on Shell fuel for every \$50 you spend on the Verde electric supply charges on your monthly utility bill!
- A copy of the \$100 cash-back savings form. Please follow the instructions on the form carefully in order to receive your cash-back savings.

**Energy Savings Solutions:** In addition to receiving our **100% Green** energy rate and \$100 in cash-back savings, you can learn how to save even money on your monthly utility bills by taking advantage of the free Energy Savings Solutions feature on our website [www.verdeenergy.com](http://www.verdeenergy.com) (click on the tab on the top navigation bar). You can monitor and analyze your monthly energy usage over time, find valuable recommendations on how you can reduce your overall energy usage, and purchase energy savings products at a 10% discount. This is a great tool so please take advantage of all it has to offer!

Thank you again for selecting Verde Energy USA





Environmental Disclosure Information			
Verde Energy USA Ohio			
Projected Data for the 2015 Calendar Year			
Actual Data for 2015 Calendar Year – Period January 2015 through December 2015			
<b>Generation Resource Mix- A</b> A comparison between the sources of generation used to produce this product and the historic regional average supply mix.	<b>Verde Projected</b>		<b>Actual</b>
			
<b>Environmental Characteristics-</b> 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	
<b>Air Emissions-</b> A comparison between the air emissions related to this product and the regional average air emissions.			
<b>Radioactive Waste-</b> Radioactive waste associated with the product.	Type:	Quantity:	
	High-Level Radioactive Waste	Unknown	Lbs/1,000 kWh
	Low-Level Radioactive Waste	Unknown	Ft <sup>3</sup> /1,000 kWh
	Note: Verde Energy USA purchases all of its electric energy from the wholesale market. The above generation resource mix is based on PJM EIS reporting of regional generation sources. Verde Energy USA does not have access to information regarding the radioactive waste produced by nuclear generation in the region.		

With in-depth analysis, the environmental characteristics of any form of electric generation will reveal benefits as well as costs. For further information, contact Verde Energy USA Ohio by phone at 1-800-388-3862. Verde Energy USA Ohio customers will be updated quarterly via the [verdeenergy.com](http://verdeenergy.com) website.

## Verde Energy USA Ohio, LLC - Terms and Conditions of Service

Verde Energy USA Ohio, LLC, OH License 12-489 E (1), with a business address of 101 Merritt Seven Corporate Park, Second Floor, Norwalk, CT 06851 ("Verde"), will supply you ("Customer") with electricity in the service territory of your local distribution company ("Utility"), subject to these Terms and Conditions of Service ("Agreement"):

1. **Price:** During the first twelve (12) billing cycles of service, Verde will supply electricity to Customer at a 100% renewable fixed generation rate of \$0.079900 per kWh. After the first twelve (12) billing cycles of service, Verde will supply electricity to Customer at a 100% renewable variable generation rate that may change monthly with market conditions. Verde will purchase and retire renewable energy certificates ("RECs") or attributes to ensure that an amount equal to 100% of Customer's electricity usage is generated by renewable sources. Customer shall also pay and be responsible for all other amounts related to the purchase and delivery of electricity, including applicable taxes and service and delivery charges from the Utility. Verde will serve only the supply portion of Customer's electricity bill. All other services currently supplied by the Utility will continue to be supplied by the Utility. No deposit is required by Verde for service.

2. **Term:** Verde is authorized to switch Customer's utility supplier for the generation service charge. This Agreement will start when the Utility completes Customer's enrollment with Verde. Service with Verde will begin with the next available meter reading after processing of the request by the Utility and Verde. The Utility may charge switching fees to Customer. Customer will be responsible for the termination of any existing supplier agreement. This Agreement will continue until terminated by either Customer or Verde in accordance with this Agreement. If Customer switches back to the Utility, Customer may or may not be served under the same rates, terms, and conditions that apply to other customers served by the Utility.

3. **Right of Rescission & Termination:** Residential and small commercial customers shall have the right to rescind this Agreement within 7 calendar days following the postmark date on the Utility's confirmation notice by calling the Utility at the designated local or toll-free number or by written notice to the Utility, which is effective as of the date of the postmark. Either Verde or Customer may terminate this Agreement at any time, for any reason and without an early termination fee. Verde may terminate this Agreement on at least 14 calendar days written notice should Customer fail to pay the bill or fail to meet any agreed-upon payment arrangements. The termination will become effective when the Utility switches Customer's account from Verde to the new supplier selected by Customer, to the Utility or to such other default provider established for Customer's account. Termination will not relieve Customer of any payment obligations for electricity provided to Customer by Verde prior to termination.

4. **Billing:** Customer will continue to receive one monthly electric bill from the Utility. Payment is due to the Utility in accordance with its standard billing practices. Failure to pay electric utility charges may result in Customer being disconnected in accordance with the electric utility tariff. Customer has the right to request from Verde, twice within a twelve month period, up to twenty-four months of Customer's payment history without charge. Verde will support budget billing for the generation portion of the Customer's to the extent that CRES budget billing is supported by the Utility.

5. **Emergency:** For any service question or in the event of an emergency, such as a power failure or a downed power line, Customer should contact The Dayton Power and Light Company at 800-433-8500.

6. **Customer Relocation:** If Customer moves to a new address within Verde's service territory, Customer should contact Verde in order to re-enroll at the new location.

7. **Changes to Agreement:** Verde may change, modify or amend this Agreement at any time (each a "Change"). Each Change will be made by Verde in the manner required by applicable law. Each Change will be posted on Verde's website ([www.verdeenergy.com](http://www.verdeenergy.com)), and Customer will receive individual notice of the Change if required by applicable law. Customer should review the website periodically for applicable Changes. Customer's continued use of Verde's products and services following a Change constitutes Customer's acceptance of this Agreement as so Changed.

8. **Assignment:** Customer may not assign this Agreement without Verde's written consent. Verde may assign this Agreement or the revenues or proceeds due it hereunder: (a) in connection with any financing; (b) to any of its affiliates; (c) to anyone succeeding to all or substantially all of Verde's assets or business in the State of Ohio; or (d) to another supplier licensed by the Public Utilities Commission of Ohio. This Agreement is binding upon Customer and Verde, and each party's heirs, successors and permitted assigns. Verde is prohibited from disclosing Customer's social security number and/or account number(s) without Customer's consent except for Verde's own collections and credit reporting, participation in programs funded by the universal service fund, pursuant to section 4928.52 of the Ohio Revised Code, or assigning a customer contract to another CRES provider.

9. **Notice:** Subject to Paragraph 7 above, any notice will be considered to have been made if mailed or emailed to the address for Customer in Verde's records.

10. **Disputes:** Customer may contact Verde regarding this Agreement or any dispute related to this Agreement at 1-800-388-3862 24 hours a day, 7 days a week. Verde will attempt to resolve the dispute in an efficient, fair and timely manner. Verde will report the results of its investigation to Customer. If your complaint is not resolved after you have called Verde 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) or for TTY at 1-800-686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov). Hearing or speech impaired customers may contact PUCO via 7-1-1 (Ohio relay service). Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.pickocc.org](http://www.pickocc.org).

11. **Warranty Disclaimer:** VERDE EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

12. **LIMITATION OF LIABILITY:** NEITHER PARTY SHALL BE LIABLE TO THE OTHER FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL (INCLUDING LOST PROFITS OR REVENUE), INCIDENTAL, INDIRECT, OR PUNITIVE DAMAGES FOR CLAIMS ARISING UNDER THIS AGREEMENT.

13. **Force Majeure:** Neither party shall be liable to the other for any delay or failure to perform caused by an event of Force Majeure. "Force Majeure" means events beyond a party's reasonable control, including, without limitation, acts of God, strikes, terrorism, wars, lightning, hurricanes, blizzards, floods, civil disturbances, shortages, unavailability of transmission facilities, and actions of any governmental authority or the Utility that materially impair a party's ability to perform.

14. **Cash-Back Savings:** In order to redeem the cash-back savings offered to Customer at the time of enrollment, Customer must comply with the terms, conditions and limitations applicable to the offer, which can be found on the enclosed cash-back savings form (if applicable), the cash-back savings form provided at the time of enrollment or on Verde's website. To be eligible, Customer must have enrolled with Verde directly (not any other supplier) and have an active account when the cash-back savings form is processed. Limit one cash-back savings offer per enrollment. Converting, renewing or switching from one Verde product to another is not considered a new enrollment, and those customers are not eligible for any additional cash-back savings.

15. **Entire Agreement:** This Agreement sets forth the entire agreement between Customer and Verde and supersedes any oral or written statements made in connection with this Agreement. This Agreement is governed by the laws of the State of Ohio.

16. **Governing Law and Arbitration:** This Agreement is governed by the laws of the State of Ohio, without regard to its choice of law principles. Any dispute arising between Customer and Verde will be submitted to binding arbitration in the State of Ohio administered by the American Arbitration Association under its Consumer Arbitration Rules then in effect. Verde will pay all AAA filing, administration, and arbitrator fees in connection with the arbitration, provided that the arbitrator does not determine that Customer's claim is frivolous or brought for an improper purpose. THE ONLY PARTIES TO SUCH ARBITRATION WILL BE CUSTOMER (INDIVIDUALLY AND NOT ON A REPRESENTATIVE OR CLASS BASIS) AND VERDE, AND NO OTHER PARTY (INCLUDING OTHER CUSTOMERS) MAY BE JOINED IN SUCH ARBITRATION. As the only exception to arbitration, Verde and Customer retain the right to pursue in a small claims court located in the State of Ohio any claim that is within the court's jurisdiction and which proceeds on an individual basis and not on a representative or class basis. This paragraph shall survive the termination, cancellation or expiration of this Agreement.

17. **Privacy:** Verde's Privacy Policy governs the way Verde uses Customer's personal information. To review or obtain the current version of the Privacy Policy, or to obtain the contact information for Verde's Privacy Policy Coordinator, please visit Verde's website at [www.verdeenergy.com](http://www.verdeenergy.com); email us at [privacy@verdeenergyusa.com](mailto:privacy@verdeenergyusa.com); or write to us at Privacy Policy Coordinator, Verde Energy USA, Inc., 101 Merritt Seven Corporate Park, Second Floor, Norwalk, CT 06851. In general, Verde uses Customer's personal information to allow Verde to provide the products and services that Customer has chosen and to manage and develop Verde's business and operations, including informing Customer of products and services that carefully-selected third parties offer that may be of interest to Customer. Unless Customer contacts Verde and notifies Verde otherwise, by accepting electric service from Verde Customer consents to Verde collecting, retaining, using and disclosing Customer's personal information in accordance with the Privacy Policy.





**VERDE ENERGY USA**

## **100% RENEWABLE ENERGY OFFER**

- **VERDE ENERGY** PROVIDES ITS CUSTOMERS WITH 100% RENEWABLE ENERGY BY PURCHASING RENEWABLE ENERGY CERTIFICATES (RECs)
- RECS ARE CREATED WHEN ELECTRICITY IS GENERATED BY RENEWABLE ENERGY RESOURCES. THESE RENEWABLE ENERGY RESOURCES CAN INCLUDE POWER SOURCES SUCH AS SOLAR, WIND, HYDRO, BIOMASS, LANDFILL GAS AND OTHER RENEWABLE POWER SOURCES
- WHEN **VERDE ENERGY** PURCHASES THESE RECS THE RELATED FUNDS DIRECTLY SUPPORT THE OPERATION AND EXPANSION OF RENEWABLE ENERGY RESOURCES
- **VERDE ENERGY** COMPLETES A PERIODIC AUDIT TO ENSURE THAT IT PURCHASES ENOUGH RECS TO PROVIDE 100% RENEWABLE ENERGY TO ITS CUSTOMERS UNDER THIS OFFER

**verdeenergyusa**

**1-800-388-3862**

**www.verdeenergy.com**

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**STEP  
1**

Top coupon should  
be mailed in after  
**1st month** to  
receive your first  
**\$50!**

Mail this coupon after your **1st month** of active Verde Energy service.

Customer Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_ Verde ID: \_\_\_\_\_

Mail completed form and copy of utility bill to: (Do not mail this form to your utility company)

**Verde Energy Cash-Back Savings**  
**101 Merritt Seven – 2nd Floor**  
**Norwalk, CT 06851**

OFFICE USE ONLY

STATUS: \_\_\_\_\_ DATE RCVD: \_\_\_\_\_



## **\$100 CASH-BACK SAVINGS FORM**

Thank you for enrolling with Verde Energy USA. Please follow these directions carefully to avoid delay in processing. Top coupon should be mailed in after 1st month to receive your first \$50 check, and bottom coupon should be mailed in after 6th month to receive your final \$50 check.

- ☒ Attach a copy of your utility bill *showing Verde Energy USA as your electric supplier.*
- ☒ Must be an **active customer with Verde** in order to be eligible for the Cash-Back Savings.
- ☒ Must redeem forms within the first 12 months of being a Verde customer.
- ☒ Limit one \$100 Cash-Back Savings per account.  
(For multiple accounts, please make a copy of this form or download this form from [www.VerdeEnergy.com](http://www.VerdeEnergy.com).)
- ☒ Cash-Back Savings check payable to name on account.

*Kindly allow 4 – 6 weeks for processing.*

**Refer A Friend**

**Get \$25!**

Go to [www.VerdeEnergy.com](http://www.VerdeEnergy.com)  
click on the **Refer-A-Friend** button  
and send referrals to as many friends as you like. We will  
pay you **\$25 for every referral** that becomes a customer!



**STEP  
2**

Bottom coupon  
should be mailed  
in after **6th month**  
to receive your 2nd  
**\$50!**

Mail this coupon after your **6th month** of active Verde Energy service.

Customer Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_ Verde ID: \_\_\_\_\_

Mail completed form and copy of utility bill to: (Do not mail this form to your utility company)

**Verde Energy Cash-Back Savings**  
**101 Merritt Seven – 2nd Floor**  
**Norwalk, CT 06851**

OFFICE USE ONLY

STATUS: \_\_\_\_\_ DATE RCVD: \_\_\_\_\_

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LAURA OH 45337-9759

April 4, 2016

Dear [REDACTED]

Thank you for selecting Verde Energy USA for the supply portion of your electric service. We look forward to providing you with 100% renewable energy at a very competitive rate and immediate cash-back savings. Your local utility company will continue to fully service your account and you will continue to receive one monthly bill which will include Verde's **100% Green** electric supply rate. We are processing your enrollment with your local utility. You should start to receive Verde's **100% Green** 12-month fixed supply rate after your next 1 to 2 monthly bills depending on your meter reading date.

Enclosed are the following materials:

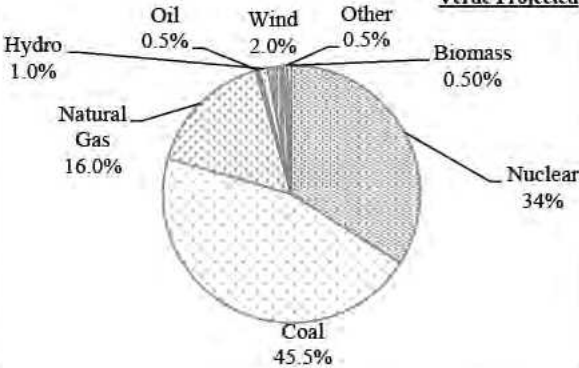
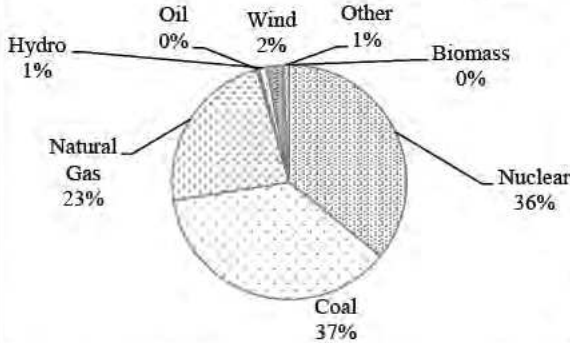
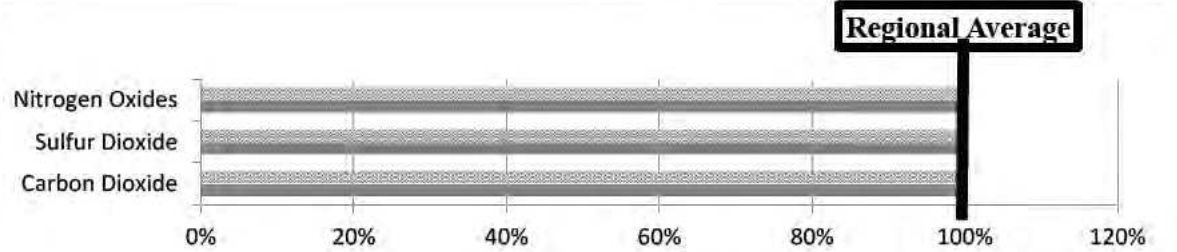
- A copy of your Terms and Conditions of Service
- A copy of your Renewable Energy Certificate which details Verde's 100% renewable energy offer
- A copy of the standard electric generation disclosure label (this is for the standard electricity supply in OH and does not reflect the 100% Renewable Energy Certificates incorporated in Verde's offer)
- A copy of a brochure for a new special benefit for Verde customers! Join the Fuel Rewards™ program and save 5 cents/gallon on Shell fuel for every \$50 you spend on the Verde electric supply charges on your monthly utility bill!
- A copy of the \$100 cash-back savings form. Please follow the instructions on the form carefully in order to receive your cash-back savings.

**Energy Savings Solutions:** In addition to receiving our **100% Green** energy rate and \$100 in cash-back savings, you can learn how to save even money on your monthly utility bills by taking advantage of the free Energy Savings Solutions feature on our website [www.verdeenergy.com](http://www.verdeenergy.com) (click on the tab on the top navigation bar). You can monitor and analyze your monthly energy usage over time, find valuable recommendations on how you can reduce your overall energy usage, and purchase energy savings products at a 10% discount. This is a great tool so please take advantage of all it has to offer!

Thank you again for selecting Verde Energy USA





Environmental Disclosure Information			
Verde Energy USA Ohio			
Projected Data for the 2015 Calendar Year			
Actual Data for 2015 Calendar Year – Period January 2015 through December 2015			
<b>Generation Resource Mix- A</b> A comparison between the sources of generation used to produce this product and the historic regional average supply mix.	<b>Verde Projected</b>		<b>Actual</b>
			
<b>Environmental Characteristics-</b> 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	
<b>Air Emissions-</b> A comparison between the air emissions related to this product and the regional average air emissions.			
<b>Radioactive Waste-</b> Radioactive waste associated with the product.	Type:	Quantity:	
	High-Level Radioactive Waste	Unknown	Lbs/1,000 kWh
	Low-Level Radioactive Waste	Unknown	Ft³/1,000 kWh
	Note: Verde Energy USA purchases all of its electric energy from the wholesale market. The above generation resource mix is based on PJM EIS reporting of regional generation sources. Verde Energy USA does not have access to information regarding the radioactive waste produced by nuclear generation in the region.		

With in-depth analysis, the environmental characteristics of any form of electric generation will reveal benefits as well as costs. For further information, contact Verde Energy USA Ohio by phone at 1-800-388-3862. Verde Energy USA Ohio customers will be updated quarterly via the [verdeenergy.com](http://verdeenergy.com) website.

## Verde Energy USA Ohio, LLC - Terms and Conditions of Service

Verde Energy USA Ohio, LLC, OH License 12-489 E (1), with a business address of 101 Merritt Seven Corporate Park, Second Floor, Norwalk, CT 06851 ("Verde"), will supply you ("Customer") with electricity in the service territory of your local distribution company ("Utility"), subject to these Terms and Conditions of Service ("Agreement"):

1. **Price:** During the first twelve (12) billing cycles of service, Verde will supply electricity to Customer at a 100% renewable fixed generation rate of \$0.079900 per kWh. After the first twelve (12) billing cycles of service, Verde will supply electricity to Customer at a 100% renewable variable generation rate that may change monthly with market conditions. Verde will purchase and retire renewable energy certificates ("RECs") or attributes to ensure that an amount equal to 100% of Customer's electricity usage is generated by renewable sources. Customer shall also pay and be responsible for all other amounts related to the purchase and delivery of electricity, including applicable taxes and service and delivery charges from the Utility. Verde will serve only the supply portion of Customer's electricity bill. All other services currently supplied by the Utility will continue to be supplied by the Utility. No deposit is required by Verde for service.

2. **Term:** Verde is authorized to switch Customer's utility supplier for the generation service charge. This Agreement will start when the Utility completes Customer's enrollment with Verde. Service with Verde will begin with the next available meter reading after processing of the request by the Utility and Verde. The Utility may charge switching fees to Customer. Customer will be responsible for the termination of any existing supplier agreement. This Agreement will continue until terminated by either Customer or Verde in accordance with this Agreement. If Customer switches back to the Utility, Customer may or may not be served under the same rates, terms, and conditions that apply to other customers served by the Utility.

3. **Right of Rescission & Termination:** Residential and small commercial customers shall have the right to rescind this Agreement within 7 calendar days following the postmark date on the Utility's confirmation notice by calling the Utility at the designated local or toll-free number or by written notice to the Utility, which is effective as of the date of the postmark. Either Verde or Customer may terminate this Agreement at any time, for any reason and without an early termination fee. Verde may terminate this Agreement on at least 14 calendar days written notice should Customer fail to pay the bill or fail to meet any agreed-upon payment arrangements. The termination will become effective when the Utility switches Customer's account from Verde to the new supplier selected by Customer, to the Utility or to such other default provider established for Customer's account. Termination will not relieve Customer of any payment obligations for electricity provided to Customer by Verde prior to termination.

4. **Billing:** Customer will continue to receive one monthly electric bill from the Utility. Payment is due to the Utility in accordance with its standard billing practices. Failure to pay electric utility charges may result in Customer being disconnected in accordance with the electric utility tariff. Customer has the right to request from Verde, twice within a twelve month period, up to twenty-four months of Customer's payment history without charge. Verde will support budget billing for the generation portion of the Customer's to the extent that CRES budget billing is supported by the Utility.

5. **Emergency:** For any service question or in the event of an emergency, such as a power failure or a downed power line, Customer should contact The Dayton Power and Light Company at 800-433-8500.

6. **Customer Relocation:** If Customer moves to a new address within Verde's service territory, Customer should contact Verde in order to re-enroll at the new location.

7. **Changes to Agreement:** Verde may change, modify or amend this Agreement at any time (each a "Change"). Each Change will be made by Verde in the manner required by applicable law. Each Change will be posted on Verde's website ([www.verdeenergy.com](http://www.verdeenergy.com)), and Customer will receive individual notice of the Change if required by applicable law. Customer should review the website periodically for applicable Changes. Customer's continued use of Verde's products and services following a Change constitutes Customer's acceptance of this Agreement as so Changed.

8. **Assignment:** Customer may not assign this Agreement without Verde's written consent. Verde may assign this Agreement or the revenues or proceeds due it hereunder: (a) in connection with any financing; (b) to any of its affiliates; (c) to anyone succeeding to all or substantially all of Verde's assets or business in the State of Ohio; or (d) to another supplier licensed by the Public Utilities Commission of Ohio. This Agreement is binding upon Customer and Verde, and each party's heirs, successors and permitted assigns. Verde is prohibited from disclosing Customer's social security number and/or account number(s) without Customer's consent except for Verde's own collections and credit reporting, participation in programs funded by the universal service fund, pursuant to section 4928.52 of the Ohio Revised Code, or assigning a customer contract to another CRES provider.

9. **Notice:** Subject to Paragraph 7 above, any notice will be considered to have been made if mailed or emailed to the address for Customer in Verde's records.

10. **Disputes:** Customer may contact Verde regarding this Agreement or any dispute related to this Agreement at 1-800-388-3862 24 hours a day, 7 days a week. Verde will attempt to resolve the dispute in an efficient, fair and timely manner. Verde will report the results of its investigation to Customer. If your complaint is not resolved after you have called Verde 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) or for TTY at 1-800-686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov). Hearing or speech impaired customers may contact PUCO via 7-1-1 (Ohio relay service). Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.pickocc.org](http://www.pickocc.org).

11. **Warranty Disclaimer:** VERDE EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

12. **LIMITATION OF LIABILITY:** NEITHER PARTY SHALL BE LIABLE TO THE OTHER FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL (INCLUDING LOST PROFITS OR REVENUE), INCIDENTAL, INDIRECT, OR PUNITIVE DAMAGES FOR CLAIMS ARISING UNDER THIS AGREEMENT.

13. **Force Majeure:** Neither party shall be liable to the other for any delay or failure to perform caused by an event of Force Majeure. "Force Majeure" means events beyond a party's reasonable control, including, without limitation, acts of God, strikes, terrorism, wars, lightning, hurricanes, blizzards, floods, civil disturbances, shortages, unavailability of transmission facilities, and actions of any governmental authority or the Utility that materially impair a party's ability to perform.

14. **Cash-Back Savings:** In order to redeem the cash-back savings offered to Customer at the time of enrollment, Customer must comply with the terms, conditions and limitations applicable to the offer, which can be found on the enclosed cash-back savings form (if applicable), the cash-back savings form provided at the time of enrollment or on Verde's website. To be eligible, Customer must have enrolled with Verde directly (not any other supplier) and have an active account when the cash-back savings form is processed. Limit one cash-back savings offer per enrollment. Converting, renewing or switching from one Verde product to another is not considered a new enrollment, and those customers are not eligible for any additional cash-back savings.

15. **Entire Agreement:** This Agreement sets forth the entire agreement between Customer and Verde and supersedes any oral or written statements made in connection with this Agreement. This Agreement is governed by the laws of the State of Ohio.

16. **Governing Law and Arbitration:** This Agreement is governed by the laws of the State of Ohio, without regard to its choice of law principles. Any dispute arising between Customer and Verde will be submitted to binding arbitration in the State of Ohio administered by the American Arbitration Association under its Consumer Arbitration Rules then in effect. Verde will pay all AAA filing, administration, and arbitrator fees in connection with the arbitration, provided that the arbitrator does not determine that Customer's claim is frivolous or brought for an improper purpose. THE ONLY PARTIES TO SUCH ARBITRATION WILL BE CUSTOMER (INDIVIDUALLY AND NOT ON A REPRESENTATIVE OR CLASS BASIS) AND VERDE, AND NO OTHER PARTY (INCLUDING OTHER CUSTOMERS) MAY BE JOINED IN SUCH ARBITRATION. As the only exception to arbitration, Verde and Customer retain the right to pursue in a small claims court located in the State of Ohio any claim that is within the court's jurisdiction and which proceeds on an individual basis and not on a representative or class basis. This paragraph shall survive the termination, cancellation or expiration of this Agreement.

17. **Privacy:** Verde's Privacy Policy governs the way Verde uses Customer's personal information. To review or obtain the current version of the Privacy Policy, or to obtain the contact information for Verde's Privacy Policy Coordinator, please visit Verde's website at [www.verdeenergy.com](http://www.verdeenergy.com); email us at [privacy@verdeenergyusa.com](mailto:privacy@verdeenergyusa.com); or write to us at Privacy Policy Coordinator, Verde Energy USA, Inc., 101 Merritt Seven Corporate Park, Second Floor, Norwalk, CT 06851. In general, Verde uses Customer's personal information to allow Verde to provide the products and services that Customer has chosen and to manage and develop Verde's business and operations, including informing Customer of products and services that carefully-selected third parties offer that may be of interest to Customer. Unless Customer contacts Verde and notifies Verde otherwise, by accepting electric service from Verde Customer consents to Verde collecting, retaining, using and disclosing Customer's personal information in accordance with the Privacy Policy.





**VERDE ENERGY USA**

## **100% RENEWABLE ENERGY OFFER**

- **VERDE ENERGY** PROVIDES ITS CUSTOMERS WITH 100% RENEWABLE ENERGY BY PURCHASING RENEWABLE ENERGY CERTIFICATES (RECs)
- RECS ARE CREATED WHEN ELECTRICITY IS GENERATED BY RENEWABLE ENERGY RESOURCES. THESE RENEWABLE ENERGY RESOURCES CAN INCLUDE POWER SOURCES SUCH AS SOLAR, WIND, HYDRO, BIOMASS, LANDFILL GAS AND OTHER RENEWABLE POWER SOURCES
- WHEN **VERDE ENERGY** PURCHASES THESE RECS THE RELATED FUNDS DIRECTLY SUPPORT THE OPERATION AND EXPANSION OF RENEWABLE ENERGY RESOURCES
- **VERDE ENERGY** COMPLETES A PERIODIC AUDIT TO ENSURE THAT IT PURCHASES ENOUGH RECS TO PROVIDE 100% RENEWABLE ENERGY TO ITS CUSTOMERS UNDER THIS OFFER

**verdeenergyusa**

**1-800-388-3862**

**www.verdeenergy.com**

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**STEP  
1**

Top coupon should  
be mailed in after  
**1st month** to  
receive your first  
**\$50!**

Mail this coupon after your **1st month** of active Verde Energy service.

Customer Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_ Verde ID: \_\_\_\_\_

Mail completed form and copy of utility bill to: (Do not mail this form to your utility company)

**Verde Energy Cash-Back Savings**  
**101 Merritt Seven – 2nd Floor**  
**Norwalk, CT 06851**

OFFICE USE ONLY

STATUS: \_\_\_\_\_ DATE RCVD: \_\_\_\_\_



## **\$100 CASH-BACK SAVINGS FORM**

Thank you for enrolling with Verde Energy USA. Please follow these directions carefully to avoid delay in processing. Top coupon should be mailed in after 1st month to receive your first \$50 check, and bottom coupon should be mailed in after 6th month to receive your final \$50 check.

- ☒ Attach a copy of your utility bill *showing Verde Energy USA as your electric supplier.*
- ☒ Must be an **active customer with Verde** in order to be eligible for the Cash-Back Savings.
- ☒ Must redeem forms within the first 12 months of being a Verde customer.
- ☒ Limit one \$100 Cash-Back Savings per account.  
(For multiple accounts, please make a copy of this form or download this form from [www.VerdeEnergy.com](http://www.VerdeEnergy.com).)
- ☒ Cash-Back Savings check payable to name on account.

*Kindly allow 4 – 6 weeks for processing.*

**Refer A Friend**

**Get \$25!**

Go to [www.VerdeEnergy.com](http://www.VerdeEnergy.com)  
click on the **Refer-A-Friend button**  
and send referrals to as many friends as you like. We will  
pay you **\$25 for every referral** that becomes a customer!



**STEP  
2**

Bottom coupon  
should be mailed  
in after **6th month**  
to receive your 2nd  
**\$50!**

Mail this coupon after your **6th month** of active Verde Energy service.

Customer Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_ Verde ID: \_\_\_\_\_

Mail completed form and copy of utility bill to: (Do not mail this form to your utility company)

**Verde Energy Cash-Back Savings**  
**101 Merritt Seven – 2nd Floor**  
**Norwalk, CT 06851**

OFFICE USE ONLY

STATUS: \_\_\_\_\_ DATE RCVD: \_\_\_\_\_

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# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

M. Beth Trombold  
Lawrence K. Friedman  
Dennis P. Deters  
Daniel R. Conway

## Case Detail

Case Number: 00242492

Account Name: [REDACTED]

Type:

Status: Closed

Preferred Contact Method: No Preference

Owner: Leah Lehman

Account in Question: Verde Energy USA  
Ohio LLC

Account Holder:

Priority: Standard

Service Type: Residential

### CASE DATES:

Date Opened: 12-17-2018

Date Closed: 12-17-2018

Case Age in Business Days: 1

## Contact Information

Contact: [REDACTED]

Preferred Contact Method: No Preference

Phone: [REDACTED]

Preferred Contact Time:

Mobile:

Email:

## Service Address Information

Service Account Number:

Service Address County: Lorain

Service Address Street: [REDACTED]

Service Address State: Ohio

Service Address City: Lorain

Service Address Zip:

Service Address Country: United States

Service Address Phone:

## Industry Information

AIQ Industry: Electric

Territory Account: [REDACTED]

AIQ Sub-Industry: Competitive Retail Electric Service  
Provider

General Code: Marketing -- Electric

AIQ Sub-Sub-Industry:

Specific Code: Cancellation Issues

Non-Jurisdictional Case: ☐

## Additional Information

PUCO ID: 345478

Case Formal Complaint Specialist Approved:

Docketing Case Number:

Case Formal Complaint Supervisor Approved:

Legacy Case ID:



## Transportation Information

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Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

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**Description:**

**Resolution:**

Letter mailed to customer advising that the customer enrolled with Verde Electric and Gas service via door-to-door sales agent on October 18 for a 12 month fixed rate of \$0.0799/kwh and \$0.599/ccf and confirmed the enrollment via TPV. On October 25, a termination request was received for the electric account. On November 16, a welcome letter was mailed to the customer confirming enrollment with the gas account. On December 5, a request to cancel the gas account was received. Both accounts have been cancelled and no service was active with Verde. CGO stated he is currently enrolled with ONG and OE does not have a supplier on the account.

## Case Comments

---

Created Date	Comment
12/17/2018 10:30:12 AM	Case opened regarding electric per case number 00240463.
12/17/2018 12:36:00 PM	Letter mailed to customer advising that the customer enrolled with Verde Electric and Gas service via door-to-door sales agent on October 18 for a 12 month fixed rate of \$0.0799/kwh and \$0.599/ccf and confirmed the enrollment via TPV. On October 25, a termination request was received for the electric account. On November 16, a welcome letter was mailed to the customer confirming enrollment with the gas account. On December 5, a request to cancel the gas account was received. Both accounts have been cancelled and no service was active with Verde. CGO stated he is currently enrolled with ONG and OE does not have a supplier on the account.

## Web Information

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Web Name:	Web Account in Question:
Web Home Phone:	Web US Dot #:
Web Email:	
Web Company:	
Web Zip Code:	

## System Information

---

Created by: Leah Lehman	Last Modified by: Sara Macey
# Tasks Correspondence Review: 0	Next Activity Date:
# Tasks Correspondence Review:0	Case Grade Created: <input type="checkbox"/>
	Case Grade Target: <input type="checkbox"/>

---

## Case Emails

---

**Email Created Date:** 12/17/2018 10:30:35 AM

**Email Text Version:**

Initial Submission of a Consumer Complaint

Please Respond Within 10 Business Days

CASE ID: 00242492

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Lorain, Ohio 44052

SERVICE ADDRESS: [REDACTED] Lorain, Ohio 44052

AIQ: Verde Energy USA Ohio 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 currently has an investigation with Verde Energy. Can you confirm that Verde has been cancelled and who the customer's current supplier is?

Sincerely,

Leah Lehman

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](http://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.\_500t0DZDqn:ref

**Email Created Date: 12/17/2018 11:03:50 AM**

**Email Text Version:**

The customer currently has an investigation with Verde Energy. Can you confirm that Verde has been cancelled and who the customer's current supplier is?

Ohio Edison has no record of this customer being enrolled with Verde Energy. The customer currently does not have a supplier, receiving full service from OE. Previous supplier was Eligo Energy LLC 11/17/17 – 9/20/18.

Thanks,

Princess Davis

FirstEnergy

Customer Service Compliance Specialist

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

Sent: Monday, December 17, 2018 10:31 AM

To: Ohio Commission <[ohcommission@firstenergycorp.com](mailto:ohcommission@firstenergycorp.com)>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00242492 Dwayne Buckholz 110011952329 [ ref: \_00Dt0GzXt.\_500t0DZDqn:ref ]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

Initial Submission of a Consumer Complaint

Case Number: 00242492

Please Respond Within 10 Business Days

CASE ID: 00242492

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Lorain, Ohio 44052

SERVICE ADDRESS: [REDACTED] Lorain, Ohio 44052

AIQ: Verde Energy USA Ohio 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 currently has an investigation with Verde Energy. Can you confirm that Verde has been cancelled and who the customer's current supplier is?

Sincerely,

Leah Lehman

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C1450b6d0187a47a6559108d66439397a%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636806594280584803&sdata=stN9vY5ZwSEat8NKMvRQh3Vnbx41jq%2BC38M3NXujBJM%3D&reserved=0>](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C1450b6d0187a47a6559108d66439397a%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636806594280584803&sdata=stN9vY5ZwSEat8NKMvRQh3Vnbx41jq%2BC38M3NXujBJM%3D&reserved=0)

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

[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003dLtG]

ref:\_00Dt0GzXt.\_500t0DZDqn:ref

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## Case Images

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Created Date	Images
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# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

M. Beth Trombold  
Lawrence K. Friedeman  
Dennis P. Deters  
Daniel R. Conway

## Case Detail

Case Number: 00242551

Account Name: [REDACTED]

Type:

Status: Closed

Preferred Contact Method: No Preference

Owner: Christina Cassady

Account in Question: Verde Energy USA  
Ohio LLC

Account Holder:

Priority: Standard

Service Type: Residential

### CASE DATES:

Date Opened: 12-17-2018

Date Closed: 01-09-2019

Case Age in Business Days: 17

## Contact Information

Contact: [REDACTED]

Preferred Contact Method: No Preference

Phone: [REDACTED]

Preferred Contact Time:

Mobile:

Email: [REDACTED]

## Service Address Information

Service Account Number:

Service Address County: Brown

Service Address Street: [REDACTED]

Service Address State: Ohio

Service Address City: Georgetown

Service Address Zip:

Service Address Country: United States

Service Address Phone:

## Industry Information

AIQ Industry: Electric

Territory Account: 001t0000008OFY3AAO

AIQ Sub-Industry: Competitive Retail Electric Service  
Provider

General Code: Marketing -- Electric

AIQ Sub-Sub-Industry:

Specific Code: Enrollment Dispute

Non-Jurisdictional Case: ☐

## Additional Information

PUCO ID: 345478

Case Formal Complaint Specialist Approved:

Docketing Case Number:

Case Formal Complaint Supervisor Approved:

Legacy Case ID:

## Transportation Information

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Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

---

Description:

Resolution:

Left details of investigation findings on NIQ on January 9, 2019.

## Case Comments

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Created Date	Comment
12/17/2018 12:02:53 PM	Caller states that his most recent bill with Verde was for a rate of 16.98 per kwh for a total bill for \$801. Caller's bill last month was for \$560 (Normal bills range between \$200-\$250. Caller did contact Verde on 12/17 to cancel (confirmation number 12171810234). Caller then contacted Duke and was advised that caller has had Verde since Oct 2017. Caller does state that wife had given an email to reps at a Wal Mart kiosk at that time but did not go through a TPV nor give the Duke Account number. Caller is looking to see if there was a contract, to see if notice of end of contract was sent and to be credited back for difference between Duke and Verde. Advised caller of investigative process.
12/19/2018 3:14:16 PM	<p>Called and spoke with Mr. [REDACTED] - his wife's name is [REDACTED] her e-mail address is [REDACTED] and the Verde account number provided by Duke is [REDACTED]</p> <p>Thanked Mr. [REDACTED] for the additional information, gave him my name and advised I will be sending this back to the company, advised I will contact him once I have a final response.</p>
1/7/2019 11:00:30 AM	customer called to find out the status update of his case. i read the notes from the email to the customer. he disputes the enrollment on the basis that his wife is not even on the deed for the house, and not on the actual Duke Energy account. she's got not authority to make decisions on the account. i advised as long as the marketer asked if she was able to make changes on the account and she said yes, that would validate an enrollment. advised i will pass info to the inv

1/9/2019 3:17:31 PM	<p>Called and left message for Mr. [REDACTED] to close investigation.</p> <p>Advised his wife [REDACTED] completed the enrollment in June 2014 and supplier provided a copy of the TPV in which she states she is authorized to make changes to the account. The terms were for a fixed rate for the first 6 months then the agreement converted to a month to month variable rate with no ETF. Advised supplier did not violate rules related to the enrollment and has advised that no adjustments will be issued. Advised review of the rules shows the company did not violate any rules related to the enrollment of the account.</p> <p>Verde reports no objections or requests to cancel or change the enrollment were received until 2018, at which time his request to cancel the enrollment was processed. Advised if he has an issue regarding whether or not his wife should have completed the enrollment or had his authority to complete the enrollment, that is something he will need to discuss with his wife. Again, there is no rule violation found related to the enrollment of the account.</p> <p>Left name and 800 # for call back if he has further questions. Closing investigation.</p>
2/20/2019 4:37:42 AM	Left details of investigation findings on NIQ on January 9, 2019.

## Web Information

Web Name:  
Web Home Phone:  
Web Email:  
Web Company:  
Web Zip Code:

Web Account in Question:  
Web US Dot #:

## System Information

Created by: Michael Yonkura  
# Tasks Correspondence Review: 0  
# Tasks Correspondence Review:0

Last Modified by: Sara Macey  
Next Activity Date:  
Case Grade Created: ☐  
Case Grade Target: ☐

## Case Emails

**Email Created Date:** 12/17/2018 3:24:54 PM

### **Email Text Version:**

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days



CASE ID: 00242551

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Georgetown, Ohio 45121

SERVICE ADDRESS: [REDACTED] Georgetown, Ohio 45121

AIQ: Verde Energy USA Ohio 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:

According to Mr. [REDACTED] he is being billed for electric generation service by Verde without his knowledge or consent. Recently, he was billed a rate of \$0.1698 per kwh. Mr. [REDACTED] would like a refund of all charges billed to him by Verde.

Please review this issue and advise:

1. When, where, how, and by whom the enrollment of this account was completed. Please include copies of all enrollment materials, including the sales script, the recorded sales call, the recorded TPV, the signed agreement for service, the Welcome Letter, and the Terms and Conditions of service.
2. If Verde will refund all charges billed for its service to Mr. [REDACTED] account. If not, please advise why not.

Thank you.

Sincerely,

Christina Cassady

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](http://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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**Email Created Date: 12/17/2018 6:38:45 PM**

**Email Text Version:**

Good Evening,

Unfortunately, we are unable to locate an account with the information provided. At your earliest convenience please provide the account holder's name, service address, phone number and if possible an account number to better assist you.

Thank you,

Louise Bourgeois

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

Sent: Monday, December 17, 2018 2:30 PM

To: Regulatory

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00242551 [

ref:\_00Dt0GzXt.\_500t0DZF1l:ref ]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

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

CASE ID: 00242551

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Georgetown, Ohio 45121

SERVICE ADDRESS: [REDACTED] Georgetown, Ohio 45121

AIQ: Verde Energy USA Ohio 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:

According to Mr. [REDACTED] he is being billed for electric generation service by Verde without his knowledge or consent. Recently, he was billed a rate of \$0.1698 per kwh. Mr. [REDACTED] would like a refund of all charges billed to him by Verde.

Please review this issue and advise:

1. When, where, how, and by whom the enrollment of this account was completed. Please include copies of all enrollment materials, including the sales script, the recorded sales call, the recorded TPV, the signed agreement for service, the Welcome Letter, and the Terms and Conditions of service.
2. If Verde will refund all charges billed for its service to Mr. [REDACTED] account. If not, please advise why not.

Thank you.

Sincerely,

Christina Cassady  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Lead Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov<<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cd4e2dbee3e7341f538e408d66478c578%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636806867220728910&sdata=JIH2Sf1azGA7cm8O6JCXrkJQ9Y4c25GsHH9N6p8%2F1V4%3D&reserved=0>>

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

[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003dMSk>]

ref:\_00Dt0GzXt.\_500t0DZF1l:ref

**Email Created Date: 12/19/2018 3:18:18 PM**

**Email Text Version:**

Good afternoon.

The customer's name and service address were provided with the initial complaint submission. Mr. [REDACTED] telephone number is: [REDACTED] and the Verde account number is [REDACTED]. Also, Verde told Mr. [REDACTED] the enrollment was by e-mail and provided him an e-mail confirmation address of [REDACTED]. His wife's name is [REDACTED].

Please let me know if Verde is still unable to locate the enrollment and I will have the EDU Duke provide copies of the billing statements.

Thank you.

Sincerely,

Christina Cassady  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Lead Customer Service Investigator

(800) 686-PUCO (7826)  
www.PUCO.ohio.gov

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

From: Customer Concerns [customerconcerns@sparkenergy.com]  
Sent: 12/17/2018 6:38 PM  
To: contactthepuco@puco.ohio.gov  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00242551

Good Evening,

Unfortunately, we are unable to locate an account with the information provided. At your earliest convenience please provide the account holder's name, service address, phone number and if possible an account number to better assist you.

Thank you,

Louise Bourgeois

From: PUCO Consumer Call Center [mailto:contactthepuco@puc.state.oh.us]  
Sent: Monday, December 17, 2018 2:30 PM  
To: Regulatory  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00242551 [ref:\_00Dt0GzXt.\_500t0DZF1l:ref ]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

Case Number: 00242551

CASE ID: 00242551

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Georgetown, Ohio 45121

SERVICE ADDRESS: [REDACTED] Georgetown, Ohio 45121

AIQ: Verde Energy USA Ohio 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:

According to Mr. [REDACTED] he is being billed for electric generation service by Verde without his knowledge or consent. Recently, he was billed a rate of \$0.1698 per kwh. Mr. [REDACTED] would like a refund of all charges billed to him by Verde.

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Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

(800) 686-PUCO (7826)

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ref: \_00Dt0GzXt.\_500t0DZF1l:ref

**Email Created Date: 12/26/2018 2:31:01 PM**

**Email Text Version:**

Good Afternoon,

Verde apologizes for the delay in this response as we take Mr. [REDACTED] concerns very seriously. For this reason, we kindly ask for an extension until 1/3/2019 in the effort to provide an amicable resolution.

Thank you,

Louise Bourgeois

[<https://www.sparkenergy.com/SignatureImages/verdeusa.png>]

Louise Bourgeois | Regulatory Specialist

12140 Wickchester Ln, Ste 100 | Houston, TX 77079

lbourgeois@verdeenergy.com<mailto:lbourgeois@verdeenergy.com>

From: PUCO Consumer Call Center [mailto:contactthepuco@puc.state.oh.us]  
Sent: Wednesday, December 19, 2018 2:18 PM  
To: Customer Concerns  
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00242551 [ref:\_00Dt0GzXt.\_500t0DZF1l:ref ]

Good afternoon.

The customer's name and service address were provided with the initial complaint submission. Mr. [REDACTED] telephone number is: [REDACTED] and the Verde account number is [REDACTED]. Also, Verde told Mr. [REDACTED] the enrollment was by e-mail and provided him an e-mail confirmation address of [REDACTED] mailto: [REDACTED]. His wife's name is [REDACTED].

Please let me know if Verde is still unable to locate the enrollment and I will have the EDU Duke provide copies of the billing statements.

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<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cddc24225c2144e6c2bd908d66b68a725%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636814494577622981&sdata=K8Kv79WzMnITIT54VuVqY1ZwKJyg6Kyalob5qWw8wco%3D&reserved=0>](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cddc24225c2144e6c2bd908d66b68a725%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636814494577622981&sdata=K8Kv79WzMnITIT54VuVqY1ZwKJyg6Kyalob5qWw8wco%3D&reserved=0)

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

From: Customer Concerns [customerconcerns@sparkenergy.com]



Sent: 12/17/2018 6:38 PM

To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00242551

Good Evening,

Unfortunately, we are unable to locate an account with the information provided. At your earliest convenience please provide the account holder's name, service address, phone number and if possible an account number to better assist you.

Thank you,

Louise Bourgeois

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

Sent: Monday, December 17, 2018 2:30 PM

To: Regulatory

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00242551 [ref:\_00Dt0GzXt.\_500t0DZF1l:ref ]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00242551

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Georgetown, Ohio 45121

SERVICE ADDRESS: [REDACTED] Georgetown, Ohio 45121

AIQ: Verde Energy USA Ohio 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:

According to Mr. [REDACTED] he is being billed for electric generation service by Verde without his knowledge or consent. Recently, he was billed a rate of \$0.1698 per kwh. Mr. [REDACTED] would like a refund of all charges billed to him by Verde.

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ref:\_00Dt0GzXt.\_500t0DZF1l:ref

[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003dS08]

**Email Created Date: 12/27/2018 1:20:37 PM**

**Email Text Version:**

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00242551.

Thank you for bringing [REDACTED] concern to our attention and for allowing us to address it.

[REDACTED] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") because he states that Verde is billing him without his consent or knowledge. Mr. [REDACTED] is requesting to be refunded all charges paid to Verde.

**Investigative Results:**

- On 6/3/2014, [REDACTED] [REDACTED] authorized her electric account to Verde via a Third Party Telemarketing agent. Ms. [REDACTED] enrolled onto Verde's 100% Green Plan which includes the fixed rate of \$0.0799 cents/kWh for 6 months with \$0 Monthly Service Fee ("MSF") and a \$0 Early Termination Fee ("ETF"). (TPV Attached)
- On 6/6/2014, the Welcome Letter was sent to the mailing address on file. The Welcome Letter also states that after the 6 months fixed rate the account would automatically be billed at a variable rate which is subject to change at any time. (Letter Attached)
- On 7/11/2014, the electric account became active.
- On 2/11/2015, Mr. [REDACTED] account defaulted to the Month to Month Variable rate.
- On 12/17/2018, Mr. [REDACTED] contacted Verde requesting to cancel his Verde service. Although Mr. [REDACTED] confirmed that it was his wife Ms. [REDACTED] who authorized the enrollment, Mr. [REDACTED] stated that he wanted to dispute all charges. Mr. [REDACTED] stated that he would contact the Public Utility Commission regarding this account and requested to have a copy of the contract mailed to him. The agent submitted a request to the proper department to have the contract mailed out to Mr. [REDACTED] mailing address and submitted an outbound cancellation request to the utility.

- On 12/18/2018, Verde received an inbound cancellation confirmation with a date of 1/10/2019.

- On, 12/21/2018, Verde received PUCO Complaint No. 00242551.

Outcome:

Verde would like to confirm that [REDACTED] [REDACTED] the wife of [REDACTED] authorized their electric account to Verde via a third party telemarketer on 6/3/2014. Per the attached Welcome Letter, it states that after 6 months the account would automatically be billed at the month to month rate which is subject to change at any time. For this reason, Mr. [REDACTED] account does not warrant any credits or adjustments.

Lastly, Mr. [REDACTED] account is pending a cancellation date of 1/10/2019; which is solely determined by the utility and not Verde.

Please let me know if you have any additional questions or concerns regarding this matter.

Kindest Regards,

Louise Bourgeois

[<https://www.sparkenergy.com/SignatureImages/verdeusa.png>]

Louise Bourgeois | Regulatory Specialist

12140 Wickchester Ln, Ste 100 | Houston, TX 77079

[lbougeois@verdeenergy.com](mailto:lbougeois@verdeenergy.com)<<mailto:lbougeois@verdeenergy.com>>

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

Sent: Wednesday, December 19, 2018 2:18 PM

To: Customer Concerns

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00242551 [ref:\_00Dt0GzXt.\_500t0DZF1l:ref ]

Good afternoon.

The customer's name and service address were provided with the initial complaint submission. Mr. [REDACTED] telephone number is: [REDACTED] and the Verde account number is [REDACTED]. Also, Verde told Mr. [REDACTED] the enrollment was by e-mail and provided him an e-mail confirmation address of [REDACTED] [mailto:\[REDACTED\]](mailto:[REDACTED]). His wife's name is [REDACTED].

Please let me know if Verde is still unable to locate the enrollment and I will have the EDU Duke provide copies of the billing statements.

Thank you.

Sincerely,

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Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00242551

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Sent: Monday, December 17, 2018 2:30 PM  
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Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00242551 [ref:\_00Dt0GzXt.\_500t0DZF1l:ref ]

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

CASE ID: 00242551

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Georgetown, Ohio 45121

SERVICE ADDRESS: [REDACTED] Georgetown, Ohio 45121

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

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ref: \_00Dt0GzXt.\_500t0DZF1l:ref  
[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003dS08>]

## Case Images


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Created Date	Images
12/26/2018 2:31:02 PM	

12/27/2018 1:20:38 PM





  
GEORGETOWN OH 45121-8871Dear 

Thank you for selecting Verde Energy USA for the supply portion of your electric service. We look forward to saving you money on your monthly electric bill. Your local utility company will continue to fully service your account and you will continue to receive one monthly bill which will include Verde's **100% green** electric supply rate. We are processing your enrollment with your local utility. You should start to receive Verde's **100% green** 6-month fixed supply rate after your next 1 to 2 monthly bills depending on your meter reading date.

Enclosed are the following materials:

- A copy of our Terms of Service
- A copy of the **\$75 cash rebate** form. Please follow the instructions on the form carefully in order to receive your rebate.
- A copy of the standard electric generation disclosure label (this is for the standard electricity supply in OH and does not reflect the 100% Renewable Energy Certificates incorporated in Verde's offer)
- A copy of your Renewable Energy Certificate which details Verde's 100% renewable energy offer

**Energy Savings Solutions:** In addition to receiving our **100% green energy rate** and a **\$75 cash rebate** you can learn how to save even more money on your monthly utility bills by taking advantage of the free Energy Savings Solutions feature on our website [www.lowcostpower.com](http://www.lowcostpower.com) (click on the tab on the top navigation bar). You can monitor and analyze your monthly energy usage over time, find valuable recommendations on how you can reduce your overall energy usage, and purchase energy savings products at a **20% discount**. This is a great tool so please take advantage of all it has to offer!

Thank you again for selecting Verde Energy USA

verdeenergyusa

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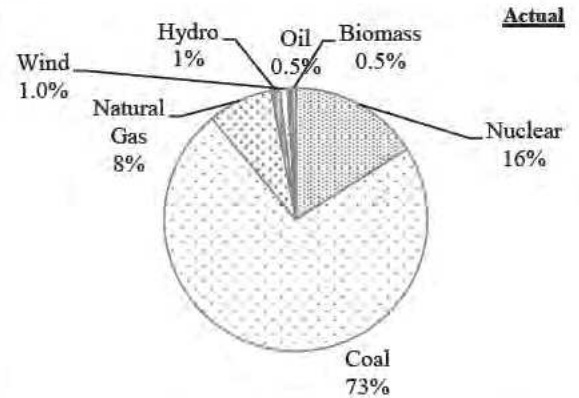
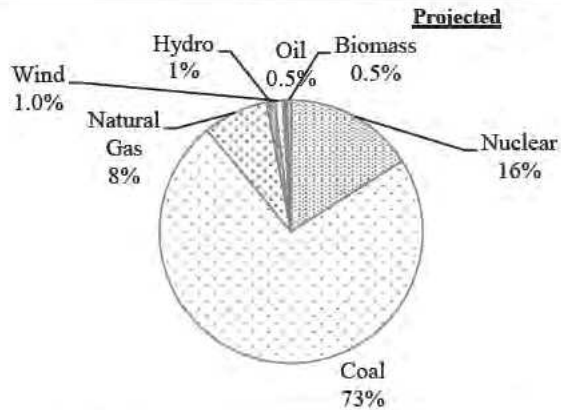
## Environmental Disclosure Information- Quarterly Comparisons

### Verde Energy USA Ohio

#### Projected Data for the 2013 Calendar Year

#### Actual Data for the Period 01/01/2013 to 12/31/2013

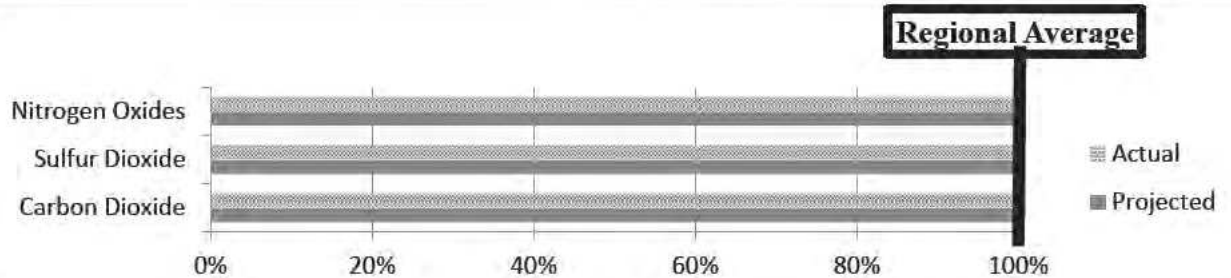
**Generation Resource Mix-** A comparison between the sources of generation used to produce this product and the historic regional average supply mix.



**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	Unknown	Lbs/1,000 kWh
Low-Level Radioactive Waste	Unknown	Ft <sup>3</sup> /1,000 kWh

Note: Verde Energy USA purchases all of its electric energy from the wholesale market. The above generation resource mix is based on PJM EIS reporting of regional generation sources. Verde Energy USA does not have access to information regarding the radioactive waste produced by nuclear generation in the region.

With in-depth analysis, the environmental characteristics of any form of electric generation will reveal benefits as well as costs. For further information, contact Verde Energy USA Ohio by phone at 1-800-388-3862. Verde Energy USA Ohio customers will be updated quarterly via the [lowcostpower.com](http://lowcostpower.com) website.



## Verde Energy USA Ohio, LLC - Terms and Conditions of Service

Verde Energy USA Ohio, LLC, OH License 12-489 E (1), with a business address of 101 Merritt Seven Corporate Park, Second Floor, Norwalk, CT 06851 ("Verde"), will supply you ("Customer") with electricity in the service territory of your local distribution company ("Utility"), subject to these Terms and Conditions of Service ("Agreement"):

1. **Price:** During the first six (6) months of service, Verde will supply electricity to Customer at a 100% renewable fixed generation rate of \$0.0799 per kWh. After the first six (6) months of service, Verde will supply electricity to Customer at a 100% renewable variable generation rate that may change monthly with market conditions. Verde will purchase and retire renewable energy certificates ("RECs") or attributes to ensure that an amount equal to 100% of Customer's electricity usage is generated by renewable sources. Customer shall also pay and be responsible for all other amounts related to the purchase and delivery of electricity, including applicable taxes and service and delivery charges from the Utility. Verde will serve only the supply portion of Customer's electricity bill. All other services currently supplied by the Utility will continue to be supplied by the Utility. No deposit is required by Verde for service.
2. **Term:** Verde is authorized to switch Customer's utility supplier for the generation service charge. This Agreement will start when the Utility completes Customer's enrollment with Verde. Service with Verde will begin with the next available meter reading after processing of the request by the Utility and Verde. The Utility may charge switching fees to Customer. Customer will be responsible for the termination of any existing supplier agreement. This Agreement will continue until terminated by either Customer or Verde in accordance with this Agreement. If Customer switches back to the Utility, Customer may or may not be served under the same rates, terms, and conditions that apply to other customers served by the Utility.
3. **Right of Rescission & Termination:** Residential and small commercial customers shall have the right to rescind this Agreement within 7 calendar days following the postmark date on the Utility's confirmation notice by calling the Utility at the designated local or toll-free number or by written notice to the Utility, which is effective as of the date of the postmark. Either Verde or Customer may terminate this Agreement at any time, for any reason and without an early termination fee. Verde may terminate this Agreement on at least 14 calendar days written notice should Customer fail to pay the bill or fail to meet any agreed-upon payment arrangements. The termination will become effective when the Utility switches Customer's account from Verde to the new supplier selected by Customer, to the Utility or to such other default provider established for Customer's account. Termination will not relieve Customer of any payment obligations for electricity provided to Customer by Verde prior to termination.
4. **Billing:** Customer will continue to receive one monthly electric bill from the Utility. Payment is due to the Utility in accordance with its standard billing practices. Failure to pay electric utility charges may result in Customer being disconnected in accordance with the electric utility tariff. Customer has the right to request from Verde, twice within a twelve month period, up to twenty-four months of Customer's payment history without charge. Verde will support budget billing to the extent that CRES budget billing is supported by the Utility.
5. **Emergency:** For any service question or in the event of an emergency, such as a power failure or a downed power line, Customer should contact Duke Energy at 1-800-544-6900.
6. **Customer Relocation:** If Customer moves to a new address within Verde's service territory, Customer should contact Verde in order to re-enroll at the new location.
7. **Changes to Agreement:** Verde may change, modify or amend this Agreement at any time (each a "Change"). Each Change will be made by Verde in the manner required by applicable law. Each Change will be posted on Verde's website ([www.lowcostpower.com](http://www.lowcostpower.com)), and Customer will receive individual notice of the Change if required by applicable law. Customer should review the website periodically for applicable Changes. Customer's continued use of Verde's products and services following a Change constitutes Customer's acceptance of this Agreement as so Changed.
8. **Assignment:** Customer may not assign this Agreement without Verde's written consent. Verde may assign this Agreement or the revenues or proceeds due it hereunder: (a) in connection with any financing; (b) to any of its affiliates; (c) to anyone succeeding to all or substantially all of Verde's assets or business in the State of Ohio; or (d) to another supplier licensed by the Public Utilities Commission of Ohio. This Agreement is binding upon Customer and Verde, and each party's heirs, successors and permitted assigns. Verde is prohibited from disclosing Customer's social security number and/or account number(s) without Customer's consent except for Verde's own collections and credit reporting, participation in programs funded by the universal service fund, pursuant to section 4928.52 of the Ohio Revised Code, or assigning a customer contract to another CRES provider.
9. **Notice:** Subject to Paragraph 7 above, any notice will be considered to have been made if mailed or emailed to the address for Customer in Verde's records.
10. **Disputes:** Customer may contact Verde regarding this Agreement or any dispute related to this Agreement at 1-800-388-3862 24 hours a day, 7 days a week. Verde will attempt to resolve the dispute in an efficient, fair and timely manner. Verde will report the results of its investigation to Customer. If your complaint is not resolved after you have called Verde 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) or for TTY at 1-800-686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov). Hearing or speech impaired customers may contact PUCO via 7-1-1 (Ohio relay service). Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.pickoc.org](http://www.pickoc.org).
11. **Warranty Disclaimer:** VERDE EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.
12. **LIMITATION OF LIABILITY:** NEITHER PARTY SHALL BE LIABLE TO THE OTHER FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL (INCLUDING LOST PROFITS OR REVENUE), INCIDENTAL, INDIRECT, OR PUNITIVE DAMAGES FOR CLAIMS ARISING UNDER THIS AGREEMENT.
13. **Force Majeure:** Neither party shall be liable to the other for any delay or failure to perform caused by an event of Force Majeure. "Force Majeure" means events beyond a party's reasonable control, including, without limitation, acts of God, strikes, terrorism, wars, lightning, hurricanes, blizzards, floods, civil disturbances, shortages, unavailability of transmission facilities, and actions of any governmental authority or the Utility that materially impair a party's ability to perform.
14. **Cash Back Bonus:** In order to redeem any cash back bonus offer, Customer must complete the form listed on Verde's web site, attach a copy of the first monthly bill showing Verde as the electric supply company and mail to Verde within six (6) months of the date of the first monthly bill. Customer must have enrolled with Verde directly (not any other supplier) and have an active account with Verde to be eligible. Limit one cash back bonus per customer.
15. **Entire Agreement:** This Agreement sets forth the entire agreement between Customer and Verde and supersedes any oral or written statements made in connection with this Agreement. This Agreement is governed by the laws of the State of Ohio.



**VERDE ENERGY USA**

## **100% RENEWABLE ENERGY OFFER**

- **VERDE ENERGY** PROVIDES ITS CUSTOMERS WITH 100% RENEWABLE ENERGY BY PURCHASING RENEWABLE ENERGY CERTIFICATES (RECs)
- RECS ARE CREATED WHEN ELECTRICITY IS GENERATED BY RENEWABLE ENERGY RESOURCES. THESE RENEWABLE ENERGY RESOURCES CAN INCLUDE POWER SOURCES SUCH AS SOLAR, WIND, HYDRO, BIOMASS, LANDFILL GAS AND OTHER RENEWABLE POWER SOURCES
- WHEN **VERDE ENERGY** PURCHASES THESE RECS THE RELATED FUNDS DIRECTLY SUPPORT THE OPERATION AND EXPANSION OF RENEWABLE ENERGY RESOURCES
- **VERDE ENERGY** COMPLETES A PERIODIC AUDIT TO ENSURE THAT IT PURCHASES ENOUGH RECS TO PROVIDE 100% RENEWABLE ENERGY TO ITS CUSTOMERS UNDER THIS OFFER

verdeenergyusa

1-800-388-3862

low**cost**power.com

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## **\$75 CASH REBATE FORM**

### **FOR NEW VERDE ENERGY USA CUSTOMERS**

- ✓ **Attach a copy of your first monthly utility bill showing Verde Energy USA as your electric supplier.**
- ✓ **Must be an *active* customer with Verde in order to be eligible for the rebate.**
- ✓ **Must send the rebate form within the first six months of being a Verde customer.**
- ✓ **Limit of one rebate per customer.**
- ✓ **Rebate will be mailed to the customer whose name is on the account.**
- ✓ ***Kindly allow four (4) to six (6) weeks for rebate processing.***

Customer Name: \_\_\_\_\_

\*Mailing Address: \_\_\_\_\_

Service Address: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

Please mail completed form and copy of utility bill to:

(Do not mail this form to your utility company)

**Verde Energy USA  
101 Merritt Seven – 2nd Floor  
Norwalk, CT 06851**

**OFFICE USE ONLY:**

Verde ID: \_\_\_\_\_

Status: \_\_\_\_\_

Date Received: \_\_\_\_\_



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# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

M. Beth Trombold  
Lawrence K. Friedeman  
Dennis P. Deters  
Daniel R. Conway

## Case Detail

Case Number: 00242570

Account Name: [REDACTED]

Type:

Status: Closed

Preferred Contact Method: No Preference

Owner: J. Robert Foley Jr.

Account in Question: Verde Energy USA  
Ohio LLC

Account Holder:

Priority: Standard

Service Type: Residential

### CASE DATES:

Date Opened: 12-17-2018

Date Closed: 12-17-2018

Case Age in Business Days: 1

## Contact Information

Contact: [REDACTED]

Preferred Contact Method: No Preference

Phone: [REDACTED]

Preferred Contact Time:

Mobile:

Email: [REDACTED]

## Service Address Information

Service Account Number:

Service Address County: Delaware

Service Address Street: [REDACTED]

Service Address State: Ohio

Service Address City: Delaware

Service Address Zip:

Service Address Country: United States

Service Address Phone:

## Industry Information

AIQ Industry: Electric

Territory Account:

AIQ Sub-Industry: Competitive Retail Electric Service  
Provider

General Code: General -- Electric

AIQ Sub-Sub-Industry:

Specific Code: Competition Issues / Inquiries

Non-Jurisdictional Case: ☐

## Additional Information

PUCO ID: 345478

Case Formal Complaint Specialist Approved:

Docketing Case Number:

Case Formal Complaint Supervisor Approved:

Legacy Case ID:

## Transportation Information

---

Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

---

**Description:**

**Resolution:**

Adv caller to contact AEP and see if they will allow him to read the meter himself and report

## Case Comments

---

Created Date	Comment
12/17/2018 12:44:21 PM	Caller wanted to find out how to make sure that Verde doesn't charge him (after cancelling) for two extra cycles. Adv caller to contact AEP and see if they will allow him to read the meter himself and report.
2/20/2019 4:37:42 AM	Adv caller to contact AEP and see if they will allow him to read the meter himself and report

## Web Information

---

Web Name:	Web Account in Question:
Web Home Phone:	Web US Dot #:
Web Email:	
Web Company:	
Web Zip Code:	

## System Information

---

Created by: J. Robert Foley Jr.	Last Modified by: Sara Macey
# Tasks Correspondence Review: 0	Next Activity Date:
# Tasks Correspondence Review:0	Case Grade Created: <input type="checkbox"/>
	Case Grade Target: <input type="checkbox"/>

## Case Emails

---

Case Images

---

Created Date	Images
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# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

M. Beth Trombold  
Lawrence K. Friedman  
Dennis P. Deters  
Daniel R. Conway

## Case Detail

Case Number: 00242580

Account Name: [REDACTED]

Type:

Status: Closed

Preferred Contact Method: No Preference

Owner: Leonard Gore

Account in Question: Verde Energy USA  
Ohio LLC

Account Holder:

Priority: Standard

Service Type: Residential

### CASE DATES:

Date Opened: 12-17-2018

Date Closed: 12-17-2018

Case Age in Business Days: 1

## Contact Information

Contact: [REDACTED]

Preferred Contact Method: No Preference

Phone: [REDACTED]

Preferred Contact Time:

Mobile:

Email:

## Service Address Information

Service Account Number: [REDACTED]

Service Address County: Cuyahoga

Service Address Street: [REDACTED]

Service Address State: Ohio

Service Address City: Parma

Service Address Zip:

Service Address Country: United States

Service Address Phone: [REDACTED]

## Industry Information

AIQ Industry: Gas

Territory Account:

AIQ Sub-Industry: Competitive Retail Natural Gas Service  
Provider

General Code: Marketing -- Gas

AIQ Sub-Sub-Industry:

Specific Code: Enrollment Dispute

Non-Jurisdictional Case: ☐

## Additional Information

PUCO ID: 345478

Case Formal Complaint Specialist Approved:

Docketing Case Number:

Case Formal Complaint Supervisor Approved:

Legacy Case ID:

## Transportation Information

---

Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

---

Description:

Resolution:

EA

## Case Comments

---

Created Date	Comment
12/17/2018 1:17:04 PM	Columbia Gas  Supplier: Verde Energy  Customer is elderly, 88 years old, hard of hearing. Customer is calling in response to an enrollment confirmation received from Verde Energy. Customer claims she did not sign up with Verde Energy. Customer was attempting to reach CGO to cancel the agreement before it transfers.  Per customer request, I transferred the customer to CGO EA for a billing/acct review.  I provided my name lcb
2/20/2019 4:37:42 AM	EA

## Web Information

---

Web Name:	Web Account in Question:
Web Home Phone:	Web US Dot #:
Web Email:	
Web Company:	
Web Zip Code:	

## System Information

---

Created by: Leonard Gore	Last Modified by: Sara Macey
# Tasks Correspondence Review: 0	Next Activity Date:
# Tasks Correspondence Review:0	Case Grade Created: <input type="checkbox"/>
	Case Grade Target: <input type="checkbox"/>

---

Case Emails

---

Case Images

---

Created Date	Images
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# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

M. Beth Trombold  
Lawrence K. Friedman  
Dennis P. Deters  
Daniel R. Conway

## Case Detail

Case Number: 00242623	Owner: Alfred Thompson
Account Name: [REDACTED]	Account in Question: Verde Energy USA Ohio LLC
Type:	Account Holder:
Status: Closed	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

### CASE DATES:

Date Opened: 12-17-2018  
Case Age in Business Days: 1

Date Closed: 12-17-2018

## Contact Information

Contact: [REDACTED]	Preferred Contact Method: No Preference
Phone: [REDACTED]	Preferred Contact Time:
Mobile:	Email:

## Service Address Information

Service Account Number:	Service Address County: Cuyahoga
Service Address Street: [REDACTED]	Service Address State: Ohio
Service Address City: Cleveland	Service Address Zip:
Service Address Country: United States	Service Address Phone:

## Industry Information

AIQ Industry: Gas	Territory Account: 001t0000008OFYJAA4
AIQ Sub-Industry: Competitive Retail Natural Gas Service Provider	General Code: General -- Gas
AIQ Sub-Sub-Industry:	Specific Code: Competition Issues / Inquiries
Non-Jurisdictional Case: <input type="checkbox"/>	

## Additional Information

PUCO ID: 345478	Case Formal Complaint Specialist Approved:
-----------------	--

Docketing Case Number:	Case Formal Complaint Supervisor Approved:
Legacy Case ID:	

## Transportation Information

---

Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

---

Description:

Resolution:

RTC

## Case Comments

---

Created Date	Comment
12/17/2018 3:03:28 PM	Wants to cancel Verde. Was advised to contact DEO. TWWC. Transferred to DEO 800-950-7989.
2/20/2019 4:37:42 AM	RTC

## Web Information

---

Web Name:	Web Account in Question:
Web Home Phone:	Web US Dot #:
Web Email:	
Web Company:	
Web Zip Code:	

## System Information

---

Created by: Alfred Thompson	Last Modified by: Sara Macey
# Tasks Correspondence Review: 0	Next Activity Date:
# Tasks Correspondence Review:0	Case Grade Created: <input checked="" type="checkbox"/>
	Case Grade Target: <input type="checkbox"/>

## Case Emails

---

Case Images

---

Created Date	Images
--------------	--------



# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

M. Beth Trombold  
Lawrence K. Friedman  
Dennis P. Deters  
Daniel R. Conway

## Case Detail

Case Number: 00242735	Owner: Alfred Thompson
Account Name: [REDACTED]	Account in Question: Verde Energy USA Ohio LLC
Type:	Account Holder:
Status: Closed	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

### CASE DATES:

Date Opened: 12-18-2018  
Case Age in Business Days: 1

Date Closed: 12-18-2018

## Contact Information

Contact: [REDACTED]	Preferred Contact Method: No Preference
Phone: [REDACTED]	Preferred Contact Time:
Mobile:	Email:

## Service Address Information

Service Account Number:	Service Address County: Lucas
Service Address Street: [REDACTED]	Service Address State: Ohio
Service Address City: Maumee	Service Address Zip:
Service Address Country: United States	Service Address Phone:

## Industry Information

AIQ Industry: Gas	Territory Account: 001t0000008OFY7AAO
AIQ Sub-Industry: Competitive Retail Natural Gas Service Provider	General Code: General -- Gas
AIQ Sub-Sub-Industry:	Specific Code: Competition Issues / Inquiries
Non-Jurisdictional Case: <input type="checkbox"/>	

## Additional Information

PUCO ID: 345478	Case Formal Complaint Specialist Approved:
-----------------	--

Docketing Case Number:	Case Formal Complaint Supervisor Approved:
Legacy Case ID:	

## Transportation Information

---

Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

---

Description:

Resolution:

RTHL

## Case Comments

---

Created Date	Comment
12/18/2018 2:12:10 PM	Customer is concerned about Verde and is having second thoughts about switching to their service.  Discussed A2A supplier rates. Explained rescission period . RT CGO HL 800-272-5440 to cancel the change.
2/20/2019 4:44:24 AM	RTHL

## Web Information

---

Web Name:	Web Account in Question:
Web Home Phone:	Web US Dot #:
Web Email:	
Web Company:	
Web Zip Code:	

## System Information

---

Created by: Alfred Thompson	Last Modified by: Sara Macey
# Tasks Correspondence Review: 0	Next Activity Date:
# Tasks Correspondence Review:0	Case Grade Created: <input type="checkbox"/>
	Case Grade Target: <input type="checkbox"/>

## Case Emails

---

# Case Images

---

Created Date	Images
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**This foregoing document was electronically filed with the Public Utilities**

**Commission of Ohio Docketing Information System on**

**11/1/2019 4:14:56 PM**

**in**

**Case No(s). 19-0958-GE-COI**

Summary: Exhibit Exhibit 7 Part 7 by the Office of the Ohio Consumers' Counsel electronically filed by Ms. Deb J. Bingham on behalf of O'Brien, Angela D.