



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: 00257200	Owner: Kelly Mabra
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: 03-06-2019

Date Closed: 03-21-2019

Case Age in Business Days: 11

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: Trumbull
Service Address Street: [REDACTED]	Service Address State: Ohio
Service Address City: Warren	Service Address Zip:
Service Address Country: United States	Service Address Phone:

Industry Information

AIQ Industry: Gas	Territory Account: 001t0000008OFYQAA4
AIQ Sub-Industry: Competitive Retail Natural Gas Service Provider	General Code: Billing -- Gas
AIQ Sub-Sub-Industry:	Specific Code: Contract Inquiry
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:

Left a message on vm advising that the company will re-rate if deemed necessary due to the welcome letter not being sent timely. The account has been cancelled although she did agree to the terms.

Case Comments

Created Date	Comment
3/6/2019 2:24:19 PM	customer called, says she is being charged \$6.25/mcf by Verde this month. she says their gas charges are \$58.75 and only \$33.85 from DEO. she says that this is too high and they told her her rate would be lower. she says she believes she signed up for a rate of about \$4/mcf, but she can't recall. she signed up in either Jan or Feb 2019 and she cancelled the contract soon after. she says she cancelled it in Feb. i advised it would take 1-2 cycles to fall off. i advised her of the SCO rate. she says she was misled by Verde. she says that it was an over the phone enrollment. i advised we can contact the company to pull the sales call and TPV.
3/21/2019 9:00:50 AM	Left a message on vm advising that the company will re-rate if deemed necessary due to the welcome letter not being sent timely. The account has been cancelled although she did agree to the terms.

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: 3/7/2019 4:47:43 PM

Email Text Version:

Initial Submission of a Consumer Complaint

Marketer of Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00257200

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] [REDACTED] Warren, Ohio 44485

SERVICE ADDRESS: [REDACTED] [REDACTED] Warren, Ohio 44485

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:

She says she is being charged \$6.25/mcf by Verde this month. Their gas charges are \$58.75 and only \$33.85 from DEO. This is too high and they told her her rate would be lower. She says she believes she signed up for a rate of about \$4/mcf, but she can't recall. She signed up in either Jan or Feb 2019 and she cancelled the contract soon after.

PUCO Question(s):

How and when was this customer signed up? Who agreed to the contract? How much was the term rate? Fixed or variable? If applicable, when was the reminder sent to address regarding the contract end date? Please provide a copy of the contract, call script, recorded call with the customer and marketer and TPV.

Sincerely,

Kelly Mabra

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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._500t0FNECT:ref

Email Created Date: 3/12/2019 3:49:16 PM

Email Text Version:

Second Submission of a Consumer Complaint

Marketer of Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00257200

COMPANY:

Case Number: 00257200

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Warren, Ohio 44485

SERVICE ADDRESS: [REDACTED] Warren, Ohio 44485

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

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ref:_00Dt0GzXt._500t0FNECT:ref

Email Created Date: 3/12/2019 5:44:40 PM

Email Text Version:

Good Afternoon,

Per O.A.C. 4901:1-21-06(D)(1)(h)(v), attached you will find the executed TPV for PUCO Complaint No. 00257200.

Please be aware that Verde will provide a final response by 03/15/2019

Best 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>>

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: Tuesday, March 12, 2019 2:50 PM
To: Regulatory <regulatory@sparkenergy.com>
Subject: [EXTERNAL] RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257200 [ref:_00Dt0GzXt._500t0FNECT:ref]

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

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

CASE ID: 00257200
COMPANY:
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Warren, Ohio 44485
SERVICE ADDRESS: [REDACTED] Warren, Ohio 44485
AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER:
NIQ:

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www.PUCO.ohio.gov<<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C024705426cfb43fb217d08d6a733ea9b%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636880238756697262&sdata=FaH4BjcNHodaQbyuzuKeou4dZtYLbxTKPeFSzSxtUI%3D&reserved=0>>

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ref:_00Dt0GzXt._500t0FNECT:ref[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004Mb0P>]

Email Created Date: 3/15/2019 5:19:49 PM

Email Text Version:

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00257200.

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 she believes that she has been billed a higher rate than what she agreed upon but she does not recall.

Investigative Results:

- On 01/17/2019, [REDACTED] authorized the gas enrollment to Verde via Outbound Telemarketer associated with Dark Star Marketing LLC into a 12 month fixed rate of \$0.6250/CCF. (TPV Attached)
- On 01/24/2019, the electric account became active with Verde.
- On 02/11/2019, Verde generated and sent a Welcome Letter. (Letter Attached)
- On 02/22/2019, Ms. [REDACTED] Contacted Verde and requested to cancel the gas account.
- On 02/28/2019, the gas account became inactive with Verde.
- On 03/07/2019, Verde was in receipt of PUCO Complaint No. 00257200.

Outcome:

We'd like to confirm that per the attached TPV completed on 01/17/2019, [REDACTED] authorized the gas enrollment to Verde without any objections; however, because the Welcome Letter was not sent at the proper time frame, Verde will process a cost analysis for the service period between 01/24/2019 (Inception) to 02/28/2019 (Termination). If a credit is deemed due, Ms. [REDACTED] will be refunded accordingly. Additionally, please be aware that Verde has terminated the business relationship with Dark Star Marketing LLC in January. As such, Verde is unable to retrieve the sales call for Ms. [REDACTED]. Lastly, as it stands, the gas account terminated with Verde on 02/28/2019, a date 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,

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>>

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: Tuesday, March 12, 2019 2:50 PM
To: Regulatory <regulatory@sparkenergy.com>
Subject: [EXTERNAL] RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257200 [ref:_00Dt0GzXt._500t0FNECT:ref]

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

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Marketer of Natural Gas
Please Respond Within 3 Business Days

CASE ID: 00257200

COMPANY:

CUSTOMER:

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SERVICE ADDRESS: [REDACTED] Warren, Ohio 44485

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

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Kelly Mabra

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Service Monitoring and Enforcement Department

Customer Service Investigator

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Case Images

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

Welcome to the Verde Energy Family!

>001746 00891 017 P51121



Warren, OH 44485-1505



2/11/2019

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.

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

Plan

Price Lock 12

Rate

62.50 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 DMCCO20190118064908



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 62.50 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 (CO₂) 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 CO₂ emissions associated with Customer’s energy consumption, but helps offset the release of the applicable number of metric tons of CO₂ 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), 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. 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.

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. **Rewards, Bonuses and/or Incentives Program Terms.** Rewards, Bonuses and/or Incentives are subject to the following terms and conditions.

For purposes of receiving any rewards, bonuses and/or incentives, active accounts are defined as those (i) that are billing more than \$0 and (ii) for which we have not received a request to discontinue (drop) service or change programs and (iii) are in good standing (no past-due balance owed) during the minimum required number of days stated in the offer.

Rewards, bonuses, and/or incentives are also subject to the rewards, bonuses, and/or incentives' terms and conditions stated in the offer and as may be located on our website(s) and those terms and conditions in the Terms of Service between Verde Energy and you, including, but not limited to, all terms related to dispute resolution, **in addition to the terms and conditions set forth herein**. More information on the terms and conditions of any reward, bonus, and/or incentive programs are available by calling 1-800-388-3862. Verde Energy reserves the right to disqualify any account holder from participation in rewards, bonuses and/or incentives' programs.

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 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, 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; email us at 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: 00257677	Owner: Cindi Mack
Account Name: [REDACTED]	Account in Question: Verde Energy USA Ohio LLC
Type:	Account Holder:
Status: Reply Received	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

CASE DATES:

Date Opened: 03-08-2019
Case Age in Business Days: 42

Date Closed:

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: South Euclid	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: <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:

Case Comments

Created Date	Comment
3/8/2019 1:55:02 PM	<p>Verde elect and gas States Jan 2nd co. called about a gov program. He asked them to send a letter and he'd make a decision.</p> <p>On Jan 11 rc'd letter saying he'd be changed to Verde. Caller says that he processed a TPV, but that he told them to send him the information and they he'd make a decision.</p> <p>Called the co. talked to Erica, told them to cancel because they were suppose to send him the info and they didn't before enrolling the acct.</p> <p>He was paying 6.99 for elect w/IGS " " " 2.97 " gas w/IGS</p> <p>On Jan 11, he also called DE told them this was to be canceled. She processed a drop. Rc'd bill showing Verde. This enrollment canceled out IGS that he had prior to this unauthorized enrollment. Advd can send over to co. about him cancelling this enrollment. Caller contends that his should not have been processed because he made it clear that they were to send the info. prior to process an enrollment, and then he'd make a decision. Caller states that he billed two mths w/the co. Gas billed one mth.- Feb To date he hasn't rc'd a bill as of yet for the elect.</p>
4/15/2019 9:46:29 AM	<p>Called cust., left vm, advd that there were noncompliance issues found w/the enrollment of both elect and gas accts. Co. will be reimbursing. Was hoping to speak to him for the names of his distribution co's. Advd will obtain this info from the supplier. Advd will cb once I confirm the amt of reimbursement.</p>

<p>4/15/2019 9:47:00 AM</p>	<p>257677- gas case 257692- elect case</p> <p>Attached you will find the Cost-Analysis calculations completed for the Electric account for service period of 2/5/2019 – 3/5/2019 for \$29.09 back to the utility’s rate. The adjustment was applied on the account to reflect on [REDACTED] upcoming invoice. At this time, Verde is awaiting for the final invoice for service period of 3/5/2019 – 4/3/2019 to generated so that we may complete the adjustment.</p> <p>Lastly, attached is the cost-analysis calculations completed for the Gas account for the service period 1/25/2019 – 2/28/2019 for \$64.72 back to the utility’s rate. An additional request was submitted to have the amount of \$64.72 issued to [REDACTED] in form of a refund check and he can expect to receive it within 21 business days from today.</p>
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<p>4/29/2019 10:38:46 AM</p>	<p>I have reviewed the TPV and sales call. I have determined the following non-compliant concerns with the TPV.</p> <p>For both the electric and gas accounts the TPV stated that the co. will send the Welcome Packet w/in 3-5 business days.</p> <p>*Rule violation for elect: O.A.C.4901:1-21-06(D)(2)(a)(vii) The company must with on business day, send the customer a written contract that details the terms and conditions that were summarized in the telephone call.</p> <p>*Rule violation for gas: O.A.C.4901:1-29-06(E)(1)(g) The company must within one business day, send the customer a written contract that details the terms and conditions that were summarized in the telephone call.</p> <p>For both the electric and gas accounts the TPV stated that the customer has 7 calendar days to cancel once notified by the utility. The is not accurate for the gas enrollment.</p> <p>*Rule violation for gas: O.A.C.4901:1-29-06(E)(1)(h)(ii) The company must advise the customer that they are allowed seven-business-day period from the confirmation notice postmark date to rescind the enrollment.</p> <p>Please re-rate the customer for each account. Please forward a spreadsheet with each month the customer billed with the company, the consumption, rate charged, the utilities rate and the total reimbursement amount.</p> <p>Additionally, I would like to point out that your sales agent advised [REDACTED] that he'd receive a \$200.00 rebate on his gas however, there wasn't any details provided to him about this and nothing was mentioned during the TPV. This too, is deceptive and misleading for the customer.</p> <p>Cleveland Illuminating Company and the gas account is with Dominion East Ohio. Caller states that he billed two mths w/the co. Gas billed one mth.- Feb</p> <p>The Cost-Analysis calculations completed for the Electric account for service period of 2/5/2019 – 3/5/2019 for \$29.09 back to the utility's rate. ---The adjustment was applied on the account to reflect on [REDACTED] upcoming invoice. At this time ---Verde is awaiting for the final invoice for service period of 3/5/2019 – 4/3/2019 to generated so that we may complete the adjustment.</p> <p>The cost-analysis calculations completed for the Gas account for the service period 1/25/2019 – 2/28/2019 for \$64.72 back to the utility's rate. ---An additional request was submitted to have the amount of \$64.72 issued to [REDACTED] in form of a refund check and he can expect to receive it within 21 business days from today.</p> <p>*****</p> <p>The cost-analysis for the electric account has been completed for the final invoice. Attached you will find the cost-analysis from 2/5/2019 – 4/3/2019 for a total of \$58.23. As mentioned the amount of \$29.09 was applied on the account to reflect on his invoice. At this time Verde is awaiting payment for the final invoice to issue out a refund check for the remaining amount.</p>
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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: Cindi Mack
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: 3/11/2019 8:47:55 AM

Email Text Version:

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

CASE ID: 00257677
COMPANY:
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] South Euclid, Ohio 44121
SERVICE ADDRESS: [REDACTED]
South Euclid, Ohio 44121
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:

Sincerely,

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

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

Email Created Date: 3/13/2019 6:29:23 PM

Email Text Version:

Good afternoon,

Attached is the TPV recording for PUCO Complaint No. 00257677. As such, Verde will provide a final response by the end of business on 3/20/2019.

Thank you,

From: Cindi Mack <contactthepuco@puc.state.oh.us>
Sent: Monday, March 11, 2019 7:48 AM
To: Regulatory <regulatory@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257677 [ref:_00Dt0GzXt._500t0FNSnU:ref]

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

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

CASE ID: 00257677

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] South Euclid, Ohio 44121

Case Number: 00257677

SERVICE ADDRESS: [REDACTED] South Euclid, Ohio 44121
AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER:
NIQ: 216-297-0011

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!

This is regarding the enrollment for the gas and electric accounts for [REDACTED]. He states that he was contacted about enrolling in a government aggregation program. He admits that he processed a TPV, but it was with the understanding the company was to send him the information and then he'd make a decision.

When and how did the company acquire both the electric and gas accounts?
If this was a telephonic sales call, please forward the recorded phone conversation for review.
Please forward a copy of the TPV for review.
When did he contact the company after the enrollment took place?
During that phone conversation, what was discussed?
Did he advise the sales agent and the TPV that he wanted the information sent to him first, and then he'd make a decision?
When did each account begin billing with the company?
Please forward a copy of the terms and conditions for each account.
If there is any other information that I should know, it would be greatly appreciated. Thank you!

Sincerely,

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

www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Ca9874ecda0c745100b5b08d6a803540e%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636881129591954179&sdata=UYD0gdyLgQK4FVjkCPo2QvsJL7JGQ%2F1nVTPaJ8KlcNE%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=018t0000003iiGT]

ref:_00Dt0GzXt._500t0FNSnU:ref

Email Created Date: 3/19/2019 5:59:15 PM

Email Text Version:

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00257677.

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 states that he was to receive the Welcome Packet prior to the account being enrolled.

- * When and how did the company acquire both the electric and gas accounts?
 - * On 12/28/2018, [REDACTED] enrolled the electric and gas accounts via Outbound Telemarketing agent, Dany Golden with Hound Energy LLC.
 - * If this was a telephonic sales call, please forward the recorded phone conversation for review.
 - * The Sales Call and TPV Attached.
 - * When did he contact the company after the enrollment took place?
 - * On 1/4/2019, [REDACTED] first contacted Verde after receiving a notice from his local utility advising him of the enrollment to Verde. The agent was unable to access an account with the information he provided, but based on [REDACTED] he just wanted to receive the Welcome Packet from Verde in which the agent advised he would receive.
 - * On 1/11/2019, [REDACTED] contacted Verde regarding another notice he received from his utility. The agent advised of both enrollments, the rates and start dates. [REDACTED] in this call requested to cancel the accounts. The agent submitted a cancellation request on the electric and the gas account.

- * Did he advise the sales agent and the TPV that he wanted the information sent to him first, and then he'd make a decision?
- * No, this information was not mentioned on neither the Sales Call or the TPV.
- * When did each account begin billing with the company?
 - * The electric account became active on 2/5/2019.
 - * The gas account became active on 1/25/2019.
- * Please forward a copy of the terms and conditions for each account.
 - * The Welcome packets for both the gas and the electric accounts are attached.
- * If there is any other information that I should know, it would be greatly appreciated.
 - * The electric account will terminate with Verde effective 4/3/2019.
 - * The gas account terminated with Verde effective 2/28/2019.

Outcome:

Verde would like to confirm that per the attached Sales Call and TPV completed on 12/28/2018, that [REDACTED] authorized the enrollment with Verde. Additionally, [REDACTED] did not state in the TPV call that he did not want to process the enrollment unless he got the Welcome Packet.

However, upon review of the TPV, we determined that the TPV was not in compliance with O.A.C. 4901:1-29-06(E)(1)(f)(iv) and O.A.C. 4901:1-29-06(E)(1)(h)(ii). As such, the enrollment has been deemed as a "No Sale". For this reason, Verde has submitted a request to adjust both the electric and gas accounts back to the utility's rate. Once the cost-analysis are completed and if a refund is deemed as due, [REDACTED] will be refunded accordingly.

Lastly, please note that the termination date of 2/28/2019 for the gas and 4/3/2019 for the electric, were 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,
Xiomara Mendoza

From: Customer Concerns <customerconcerns@sparkenergy.com>

Sent: Wednesday, March 13, 2019 5:29 PM

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

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257677 [ref:_00Dt0GzXt._500t0FNSnU:ref]

Good afternoon,

Attached is the TPV recording for PUCO Complaint No. 00257677. As such, Verde will provide a final response by the end of business on 3/20/2019.

Thank you,

From: Cindi Mack

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

Sent: Monday, March 11, 2019 7:48 AM

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

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257677 [ref:_00Dt0GzXt._500t0FNSnU:ref]

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

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

CASE ID: 00257677

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] South Euclid, Ohio 44121

SERVICE ADDRESS: [REDACTED] South Euclid, Ohio 44121

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ: 216-297-0011

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!

This is regarding the enrollment for the gas and electric accounts for [REDACTED]. He states that he was contacted about enrolling in a government aggregation program. He admits that he processed a TPV, but it was with the understanding the company was to send him the information and then he'd make a decision.

When and how did the company acquire both the electric and gas accounts?

If this was a telephonic sales call, please forward the recorded phone conversation for review. Please forward a copy of the TPV for review.

When did he contact the company after the enrollment took place?
During that phone conversation, what was discussed?
Did he advise the sales agent and the TPV that he wanted the information sent to him first, and then he'd make a decision?
When did each account begin billing with the company?
Please forward a copy of the terms and conditions for each account.
If there is any other information that I should know, it would be greatly appreciated. Thank you!

Sincerely,

Cindi Mack
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Lead Investigator
(800) 686-PUCO (7826)
[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cc3830662538c40aea4ae08d6acb5e035%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C636886295268241690&sdata=%2FyflUo%2BXqYbTyLs28AceiXX%2BxWbmmlmY4VkOjsuRmLg%3D&reserved=0>](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cc3830662538c40aea4ae08d6acb5e035%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C636886295268241690&sdata=%2FyflUo%2BXqYbTyLs28AceiXX%2BxWbmmlmY4VkOjsuRmLg%3D&reserved=0)

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[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003iiGT>]

ref: _00Dt0GzXt._500t0FNSnU:ref
Email Created Date: 3/23/2019 9:35:34 AM

Email Text Version:
PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00257677

Case Number: 00257677

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] South Euclid, Ohio 44121

SERVICE ADDRESS: [REDACTED] !Case.Service_Address_City__c}, Ohio 44121

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Sincerely,

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

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

Email Created Date: 3/23/2019 9:57:58 AM

Email Text Version:

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

From: Cindi Mack [contactthepuco@puc.state.oh.us]

Sent: 3/23/2019 9:35 AM

To: regulatory@sparkenergy.com

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257677 [ref:_00Dt0GzXt._500t0FNsnU:ref]

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

Case Number: 00257677

CASE ID: 00257677

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] South Euclid, Ohio 44121

SERVICE ADDRESS: [REDACTED] !Case.Service_Address_City__c}, Ohio 44121

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Sincerely,

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

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

Email Created Date: 3/29/2019 8:48:29 AM

Email Text Version:

96

Normal

0

false
false
false

EN-US
X-NONE
X-NONE

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

96

Normal
0

false
false
false

EN-US
X-NONE
X-NONE

Please Respond Within 3 Days

CASE ID:

00257677

CUSTOMER: [REDACTED] ADDRESS: [REDACTED] South Euclid, Ohio
44121

SERVICE ADDRESS: [REDACTED] South Euclid,
Ohio 44121AIQ:

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

DESCRIPTION OF ISSUE:

96

Normal

0

false

false

false

EN-US

X-NONE

X-NONE

I sent
to you a follow up on March 23. Please review the concerns and respond within three business
days.
Good
morning! I have
reviewed the TPV and sales call. I have determined the following
non-compliant concerns with the TPV. For both the electric

and gas accounts the TPV stated that the co. will send the Welcome Packet w/in 3-5 business days. *Rule violation for
elect: O.A.C.4901:1-21-06(D)(2)(a)(vii) The
company must within one business day, send the customer a written contract that details the terms and conditions that were summarized in the telephone call. *Rule violation for
gas: O.A.C.4901:1-29-06(E)(1)(g) The
company must within one business day, send the customer a written contract that details the terms and conditions that were summarized in the telephone call. For both the electric
and gas accounts the TPV stated that the customer has 7 calendar days to cancel once notified by the utility. The is not accurate for the gas
enrollment. *Rule violation for
gas: O.A.C.4901:1-29-06(E)(1)(h)(ii) The
company must advise the customer that they are allowed seven-business-day period from the confirmation notice postmark date to rescind the enrollment. Please
re-rate the customer for each account. Please forward a spreadsheet with each month the customer billed with the company, the consumption, rate charged, the utilities rate and the total reimbursement amount.

Sincerely, Cindi Mack Public Utilities Commission of
OhioService Monitoring and
Enforcement DepartmentCustomer Service Lead Investigator (800) 686-PUCO
(7826)www.PUCO.ohio.gov

96

Normal
0

false
false
false

EN-US
X-NONE
X-NONE

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._500t0FNSnU:ref

Email Created Date: 4/2/2019 5:37:27 PM

Email Text Version:

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

CASE ID: 00257677

Case Number: 00257677

COMPANY:
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] South Euclid, Ohio 44121
SERVICE ADDRESS: [REDACTED]
South Euclid, Ohio 44121
AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER:
NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

An initial complaint was sent to you on . A second request for information was sent on . Please refer to the details contained in the original submission of the complaint and respond within 48 hours.

Sincerely,

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

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

Email Created Date: 4/3/2019 11:23:41 AM

Email Text Version:

Good morning,

We are in response to PUCO Complaint No. 00257677.

Per our initial response sent on 3/19/2019, we indicated that the TPV was not in compliance with certain Ohio Administrative Codes and listed two of them. Thank you for providing the additional out of compliance codes in the TPV, they have all been noted and forwarded to Verde's Compliance Manager-Vendor & Quality Assurance to have the scripts properly updated.

We also indicated that because the TPV was not in compliance, [REDACTED] electric and gas accounts would both be properly adjusted from inception until the final date of service back to the utility's rate.

Attached you will find the Cost-Analysis calculations completed for the Electric account for service period of 2/5/2019 – 3/5/2019 for \$29.09 back to the utility's rate. The adjustment was applied on the account to reflect on [REDACTED] upcoming invoice. At this time, Verde is awaiting for the final invoice for service period of 3/5/2019 – 4/3/2019 to generated so that we may complete the adjustment.

Lastly, attached is the cost-analysis calculations completed for the Gas account for the service period 1/25/2019 – 2/28/2019 for \$64.72 back to the utility's rate. An additional request was submitted to have the amount of \$64.72 issued to [REDACTED] in form of a refund check and he can expect to receive it within 21 business days from today.

We hope that all the concerns have been addressed. Please advise if there is anything else we may assist you with.

Kind regards,

Xiomara Mendoza

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

Sent: Tuesday, April 02, 2019 4:37 PM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257677 [ref:_00Dt0GzXt._500t0FNSnU:ref]

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

PUBLIC UTILITIES COMMISSION OF OHIO

Third Request for Information

for Electric and Gas

Please Respond Within 48 Hours

CASE ID: 00257677

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] South Euclid, Ohio 44121

SERVICE ADDRESS: [REDACTED] South Euclid, Ohio 44121

AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER:
NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

A follow up was sent to you on March 23. A second request for follow up information was sent on March 29. Please refer to the details contained in the original submission of the complaint and respond within 48 hours.

Sincerely,

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

[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C7bdd595d6e1c4e2f095208d6b84814e4%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636899018179994354&sdata=aKZtU2wf0q2Sb%2FLdBFNSeeaZGL5wo%2BhstSg5clalOJA%3D&reserved=0](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C7bdd595d6e1c4e2f095208d6b84814e4%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636899018179994354&sdata=aKZtU2wf0q2Sb%2FLdBFNSeeaZGL5wo%2BhstSg5clalOJA%3D&reserved=0)

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[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004NAPk>]

ref:_00Dt0GzXt._500t0FNSnU:ref
Email Created Date: 4/15/2019 9:49:37 AM

Email Text Version:

Good morning!

Please advise the names of the distribution companies that [REDACTED] is with for both the electric and the gas.

Thank you,
Cindi

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 4/3/2019 11:21 AM

To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257677 [ref:_00Dt0GzXt._500t0FNSnU:ref]

Good morning,

We are in response to PUCO Complaint No. 00257677.

Per our initial response sent on 3/19/2019, we indicated that the TPV was not in compliance with certain Ohio Administrative Codes and listed two of them. Thank you for providing the additional out of compliance codes in the TPV, they have all been noted and forwarded to Verde's Compliance Manager-Vendor & Quality Assurance to have the scripts properly updated.

We also indicated that because the TPV was not in compliance, [REDACTED] electric and gas accounts would both be properly adjusted from inception until the final date of service back to the utility's rate.

Attached you will find the Cost-Analysis calculations completed for the Electric account for service period of 2/5/2019 – 3/5/2019 for \$29.09 back to the utility's rate. The adjustment was applied on the account to reflect on [REDACTED] upcoming invoice. At this time, Verde is awaiting for the final invoice for service period of 3/5/2019 – 4/3/2019 to generated so that we may complete the adjustment.

Lastly, attached is the cost-analysis calculations completed for the Gas account for the service period 1/25/2019 – 2/28/2019 for \$64.72 back to the utility's rate. An additional request was submitted to have the amount of \$64.72 issued to [REDACTED] in form of a refund check and he can expect to receive it within 21 business days from today.

We hope that all the concerns have been addressed. Please advise if there is anything else we may assist you with.

Kind regards,

Xiomara Mendoza

From: Cindi Mack <contactthepuco@puc.state.oh.us>
Sent: Tuesday, April 02, 2019 4:37 PM
To: Regulatory <regulatory@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257677 [ref:_00Dt0GzXt._500t0FNSnU:ref]

PUBLIC UTILITIES COMMISSION OF OHIO

Third Request for Information

for Electric and Gas

Please Respond Within 48 Hours

CASE ID: 00257677

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] South Euclid, Ohio 44121

SERVICE ADDRESS: [REDACTED] South Euclid, Ohio 44121

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

A follow up was sent to you on March 23. A second request for follow up information was sent on March 29. Please refer to the details contained in the original submission of the complaint and respond within 48 hours.

Sincerely,

Cindi Mack

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Lead Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FNSnU:ref

Email Created Date: 4/16/2019 11:29:29 AM

Email Text Version:

Good morning Cindi,

██████████ electric account is with Cleveland Illuminating Company and the gas account is with Dominion East Ohio.

Lastly, we would like to advise that the cost-analysis for the electric account has been completed for the final invoice. Attached you will find the cost-analysis from 2/5/2019 – 4/3/2019 for a total of \$58.23. As mentioned the amount of \$29.09 was applied on the account to reflect on his invoice. At this time Verde is awaiting payment for the final invoice to issue out a refund check for the remaining amount.

Thank you,

Xiomara Mendoza

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Monday, April 15, 2019 8:50 AM
To: Customer Concerns <customerconcerns@sparkenergy.com>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257677 [ref:_00Dt0GzXt._500t0FNSnU:ref]

Good morning!

Please advise the names of the distribution companies that [REDACTED] is with for both the electric and the gas.

Thank you,
Cindi

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

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 4/3/2019 11:21 AM
To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257677 [ref:_00Dt0GzXt._500t0FNSnU:ref]

Good morning,

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Lastly, attached is the cost-analysis calculations completed for the Gas account for the service period 1/25/2019 – 2/28/2019 for \$64.72 back to the utility's rate. An additional request was submitted to have the amount of \$64.72 issued to [REDACTED] in form of a refund check and he can expect to receive it within 21 business days from today.

We hope that all the concerns have been addressed. Please advise if there is anything else we may assist you with.

Kind regards,

Xiomara Mendoza

From: Cindi Mack

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

Sent: Tuesday, April 02, 2019 4:37 PM

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

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257677 [ref:_00Dt0GzXt._500t0FNSnU:ref]

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

PUBLIC UTILITIES COMMISSION OF OHIO

Third Request for Information

for Electric and Gas

Please Respond Within 48 Hours

CASE ID: 00257677

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] South Euclid, Ohio 44121

SERVICE ADDRESS: [REDACTED] South Euclid, Ohio 44121

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

A follow up was sent to you on March 23. A second request for follow up information was sent on March 29. Please refer to the details contained in the original submission of the complaint and respond within 48 hours.

Sincerely,

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

[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C23f47ecac0de4e4aa68f08d6c2800a92%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C636910253629347383&sdata=ECz%2FqLSCctHW6DPnu5uWoxvo7Q0WRMYUXBeAPILTC%2Fc%3D&reserved=0>](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C23f47ecac0de4e4aa68f08d6c2800a92%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C636910253629347383&sdata=ECz%2FqLSCctHW6DPnu5uWoxvo7Q0WRMYUXBeAPILTC%2Fc%3D&reserved=0)

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[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004NAPk>]

ref:_00Dt0GzXt._500t0FNSnU:ref

[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004NODX>]

Email Created Date: 4/29/2019 10:36:44 AM

Email Text Version:

Initial Submission of a Consumer Complaint
Please Respond Within 10 Business Days

CASE ID: 00257677

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: , ,

SERVICE ADDRESS: [REDACTED]

South Euclid, Ohio 44121

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Sincerely,

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

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

Email Created Date: 4/29/2019 10:59:13 AM

Email Text Version:

Cindi,

There is only 1 billing statement to provide.

Thanks

Angie

From: Cindi Mack [mailto:contactthepuco@puc.state.oh.us]
Sent: Monday, April 29, 2019 10:38 AM
To: Dominion Customer Relations
Subject: [External] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257677 [ref:_00Dt0GzXt._500t0FNSnU:ref]

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

Initial Submission of a Consumer Complaint
Please Respond Within 10 Business Days

CASE ID: 00257677

CUSTOMER: [REDACTED]

SERVICE ADDRESS: [REDACTED] South Euclid, Ohio 44121
AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER:
NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Good morning!

This complaint is with a supplier, Verde Energy. Could you please forward bill copies from the time Verde Energy took over his supply, approximately January 2019, until the company dropped from the account.

Sincerely,

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

www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C8386e0e74b3e41b5455308d6ccb31583%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636921467421371356&sdata=WmIAQzKh7Yn%2FKZxfPx4AvlNdbiOpzdrbzzVVxbK8Jco%3D&reserved=0>

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[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004NgtT]

ref:_00Dt0GzXt._500t0FNSnU:ref

CONFIDENTIALITY NOTICE: This electronic message contains information which may be legally confidential and or privileged and does not in any case represent a firm ENERGY COMMODITY bid or offer relating thereto which binds the sender without an additional express written confirmation to that effect. The information is intended solely for the individual or entity named above and access by anyone else is unauthorized. If you are not the intended recipient, any disclosure, copying, distribution, or use of the contents of this information is prohibited and may be unlawful. If you have received this electronic transmission in error, please reply immediately to the sender that you have received the message in error, and delete it. Thank you.

Case Images

Created Date	Images
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Verde Energy USA
100% Renewable Energy

Welcome to the Verde Energy Family!



1/11/2019

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.

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

Warm Regards,

Nathan Kroeker
CEO & President

[REDACTED]									
Account Number									
[REDACTED]									
Plan									
[REDACTED]									
Rate									
[REDACTED]									
Term									
[REDACTED]									
Monthly Fee									
\$ [REDACTED]									
Early Termination Fee									
\$ [REDACTED]									

[REDACTED]

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

[REDACTED]



VE_WELCOME_10.17.18_English



Customer Relocation: If the Customer relocates to a new location, the Customer shall notify the Company in writing of the new location within 30 days of the relocation. If the Customer fails to notify the Company of the new location, the Company shall not be responsible for any loss or damage to the Customer's equipment or data.

Changes to Agreement: The Company reserves the right to modify or amend this Agreement from time to time. The Company will post any changes to this Agreement on its website. The Company's website shall be the sole source of the most current version of this Agreement. The Company's website shall be the sole source of the most current version of this Agreement.

Assignment: The Customer shall not assign, transfer, or otherwise dispose of its rights or obligations under this Agreement without the prior written consent of the Company. The Company shall not be bound by any assignment, transfer, or other disposition of the Customer's rights or obligations under this Agreement without the prior written consent of the Company.

Notice: All notices shall be in writing and shall be sent to the Customer at the address listed on the Customer's account. The Company shall not be responsible for any notice sent to the Customer at an address other than the address listed on the Customer's account.

Disputes Any dispute arising out of or in connection with this Agreement shall be governed by the laws of the State of California. Any dispute arising out of or in connection with this Agreement shall be governed by the laws of the State of California. Any dispute arising out of or in connection with this Agreement shall be governed by the laws of the State of California.

Warranty Disclaimer The Company warrants that the equipment and services provided by the Company shall conform to the specifications set forth in the Company's product literature. The Company warrants that the equipment and services provided by the Company shall conform to the specifications set forth in the Company's product literature.

LIMITATION OF LIABILITY The Company shall not be liable for any indirect, special, or consequential damages, including lost profits, arising out of or in connection with this Agreement. The Company shall not be liable for any indirect, special, or consequential damages, including lost profits, arising out of or in connection with this Agreement.

Force Majeure The Company shall not be responsible for any delay or failure to perform its obligations under this Agreement if such delay or failure is caused by a force majeure event. The Company shall not be responsible for any delay or failure to perform its obligations under this Agreement if such delay or failure is caused by a force majeure event.

The Company shall not be responsible for any delay or failure to perform its obligations under this Agreement if such delay or failure is caused by a force majeure event.

Entire Agreement: This Agreement constitutes the entire agreement between the Customer and the Company. This Agreement constitutes the entire agreement between the Customer and the Company. This Agreement constitutes the entire agreement between the Customer and the Company.

Governing Law: This Agreement shall be governed by the laws of the State of California. This Agreement shall be governed by the laws of the State of California. This Agreement shall be governed by the laws of the State of California.

Agreement For Mandatory Arbitration & Class Action Waiver (the "Arbitration Agreement"):

The Customer agrees to arbitrate any dispute arising out of or in connection with this Agreement. The Customer agrees to arbitrate any dispute arising out of or in connection with this Agreement. The Customer agrees to arbitrate any dispute arising out of or in connection with this Agreement.





[illegible]

Dear [REDACTED]

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.

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

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

N/C

Nathan Kroeker
CEO & President

Account Number

Plan

Rate

Term

Monthly Fee

\$

Early Termination Fee

\$

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



VE WELCOME 10.17.18 English



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

2019年12月10日，在“2019年中国网络法治论坛”上，中国网络法治研究会会长、中国政法大学教授、博士生导师王利明表示，网络法治建设是法治中国建设的重要组成部分，也是国家治理体系和治理能力现代化的重要标志。网络法治建设要坚持党的领导、人民当家作主、依法治国有机统一，坚持法治国家、法治政府、法治社会一体建设，坚持依法治国和以德治国相结合，坚持法治建设和德治建设相统一，坚持法治建设和德治建设相促进，坚持法治建设和德治建设相协调，坚持法治建设和德治建设相衔接，坚持法治建设和德治建设相贯通，坚持法治建设和德治建设相融合，坚持法治建设和德治建设相统一，坚持法治建设和德治建设相协调，坚持法治建设和德治建设相衔接，坚持法治建设和德治建设相贯通，坚持法治建设和德治建设相融合，坚持法治建设和德治建设相统一。

[illegible][illegible]

Right of Rescission & Termination: The Seller hereby warrants that the Seller has the right to sell the Property and that the Seller is not in breach of any contract or agreement with any third party that would prevent the Seller from selling the Property. The Seller also warrants that the Seller is not aware of any liens, judgments, or other encumbrances on the Property that are not disclosed in the Seller's disclosure statement. The Seller further warrants that the Seller is not aware of any other facts or circumstances that would materially affect the value of the Property or the Seller's ability to sell the Property. The Seller's obligations under this contract shall terminate upon the completion of the sale of the Property to the Buyer.

[illegible]

Emergency: _____

[illegible][illegible]

Changes to Agreement: On or about January 1, 2018, the parties agreed to amend the Agreement to add the following:



Do not delete highlighted formulas in Grey

Utility	Service Period	Usage	Total invoice
CLNDI	02/05/2019 - 03/05/2019	510.00	\$47.3800

[illegible]

[illegible]

[illegible]

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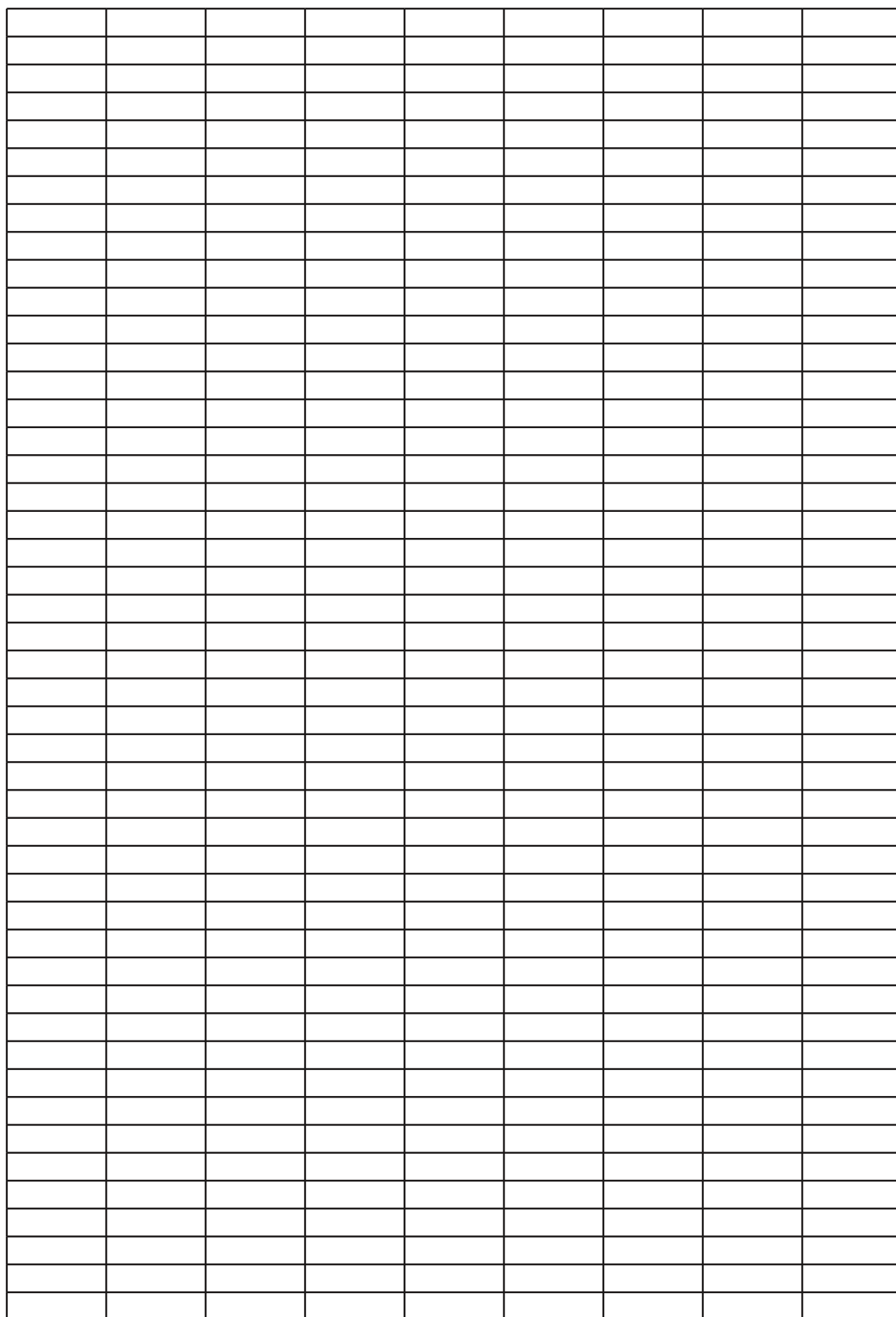
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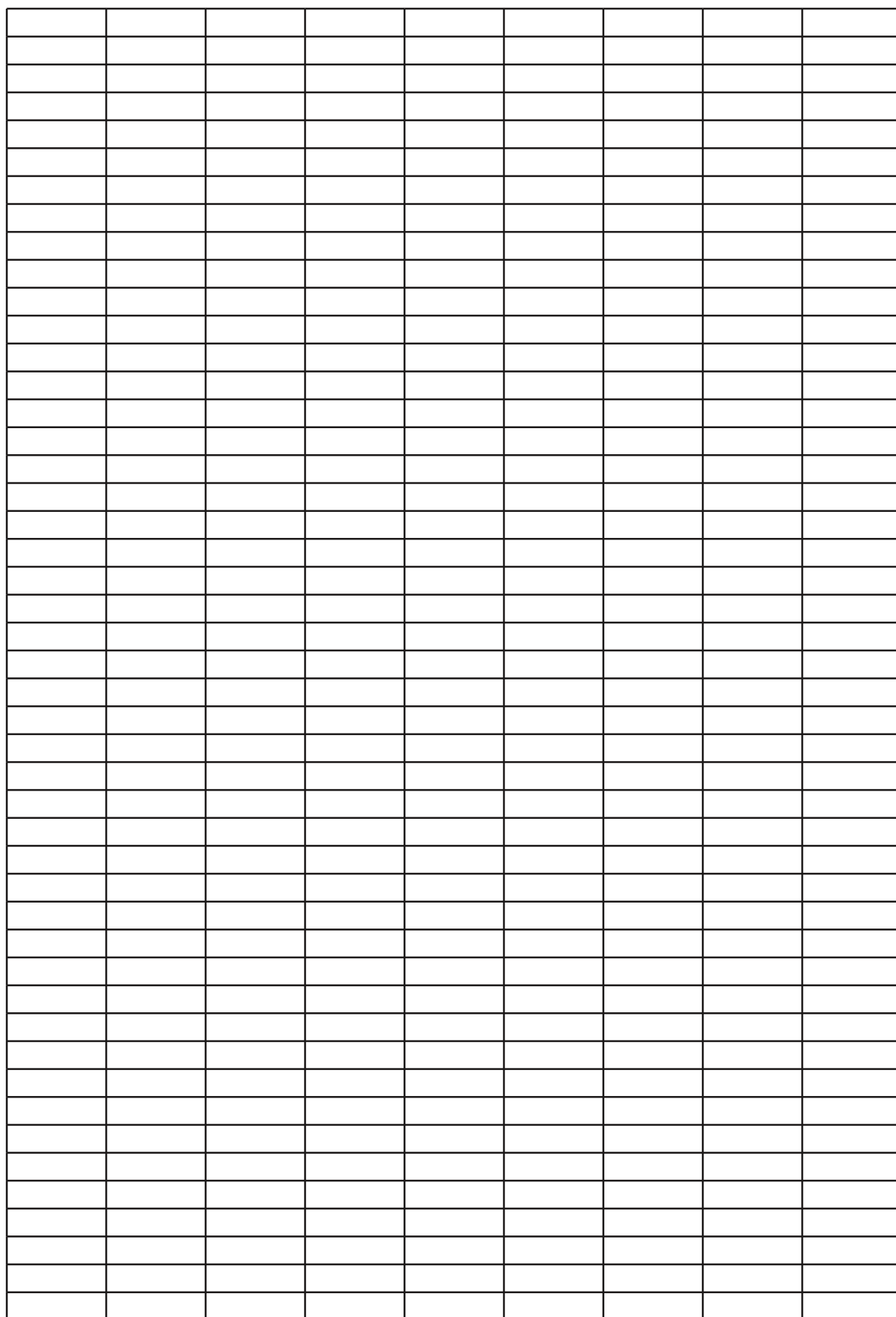
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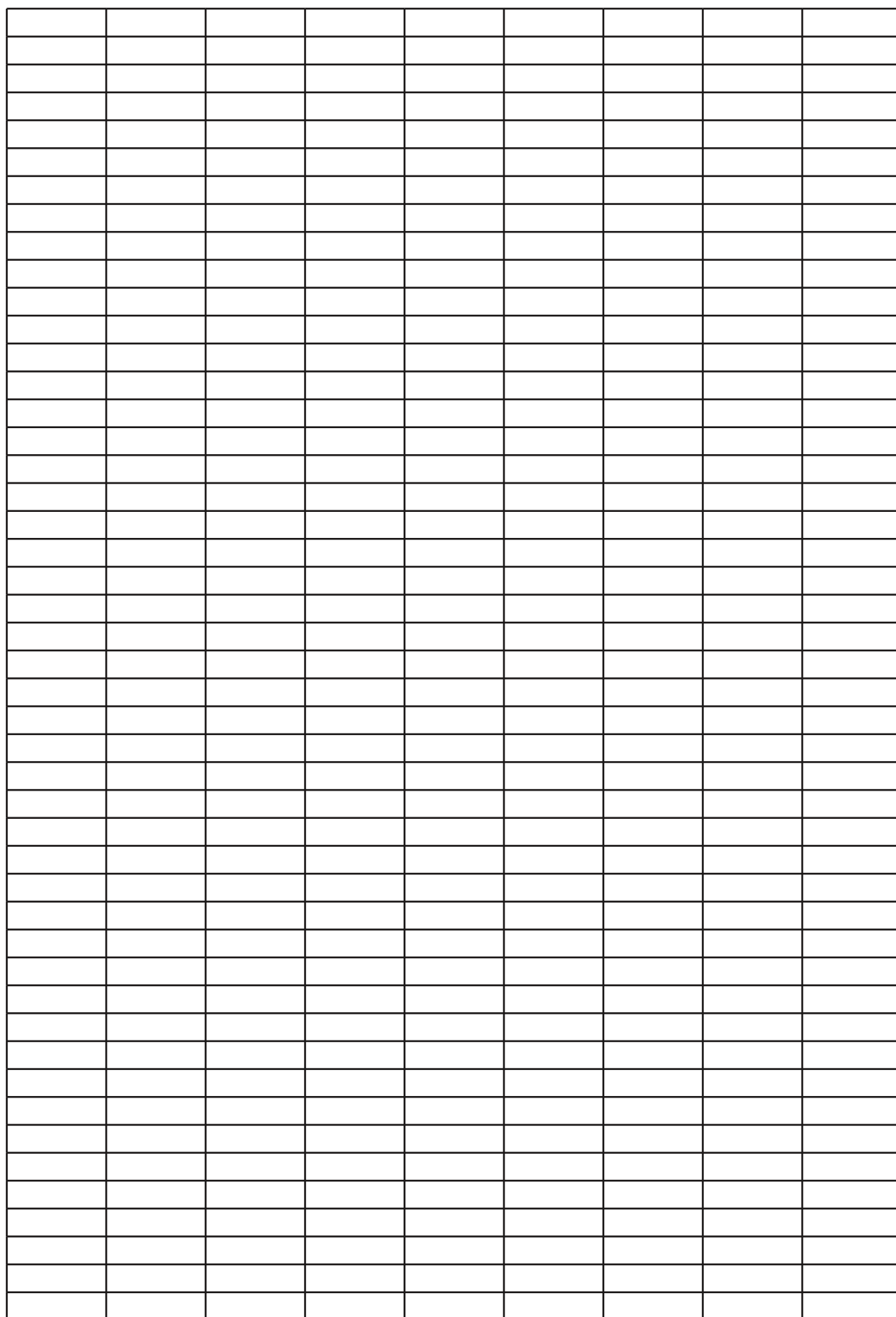
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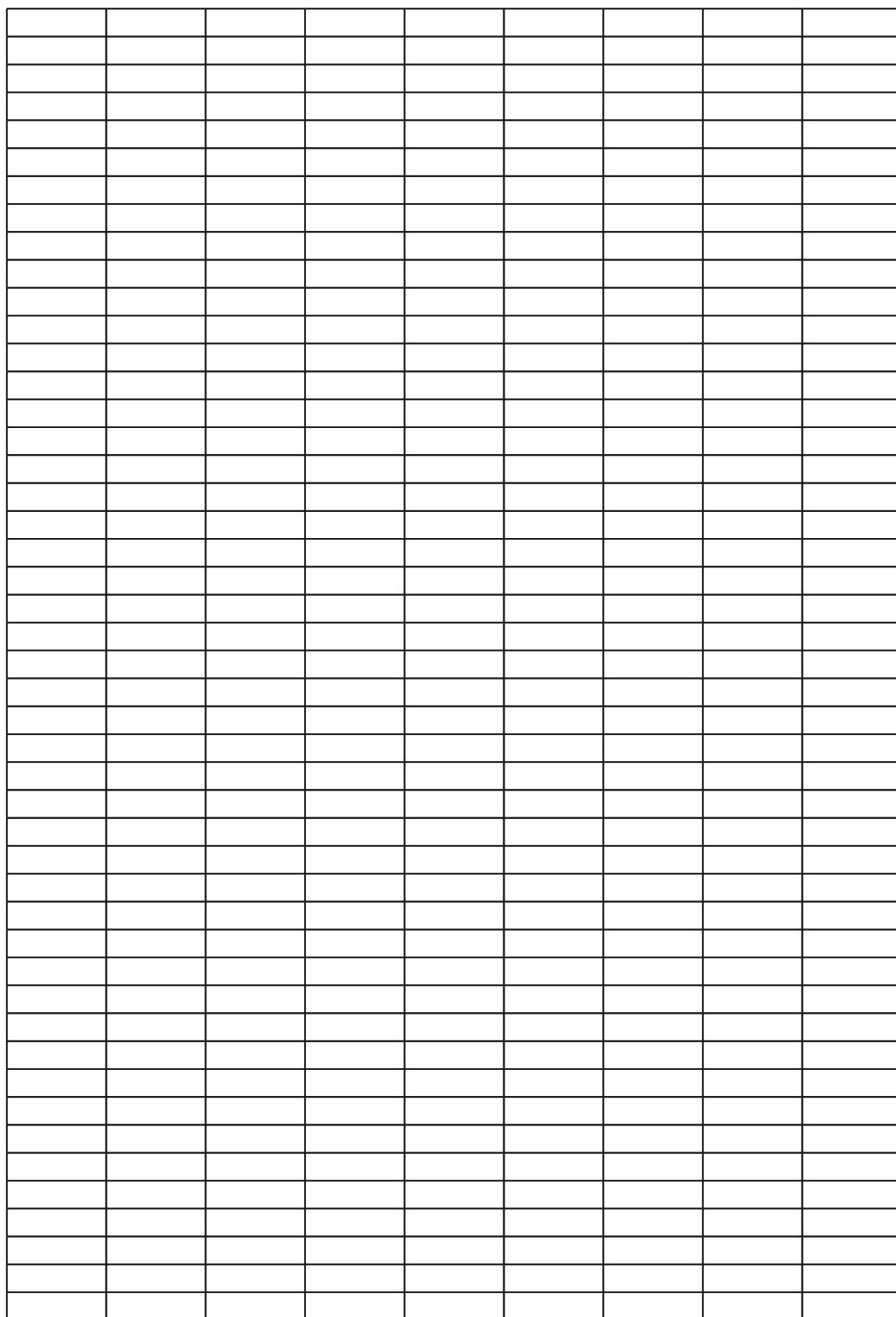
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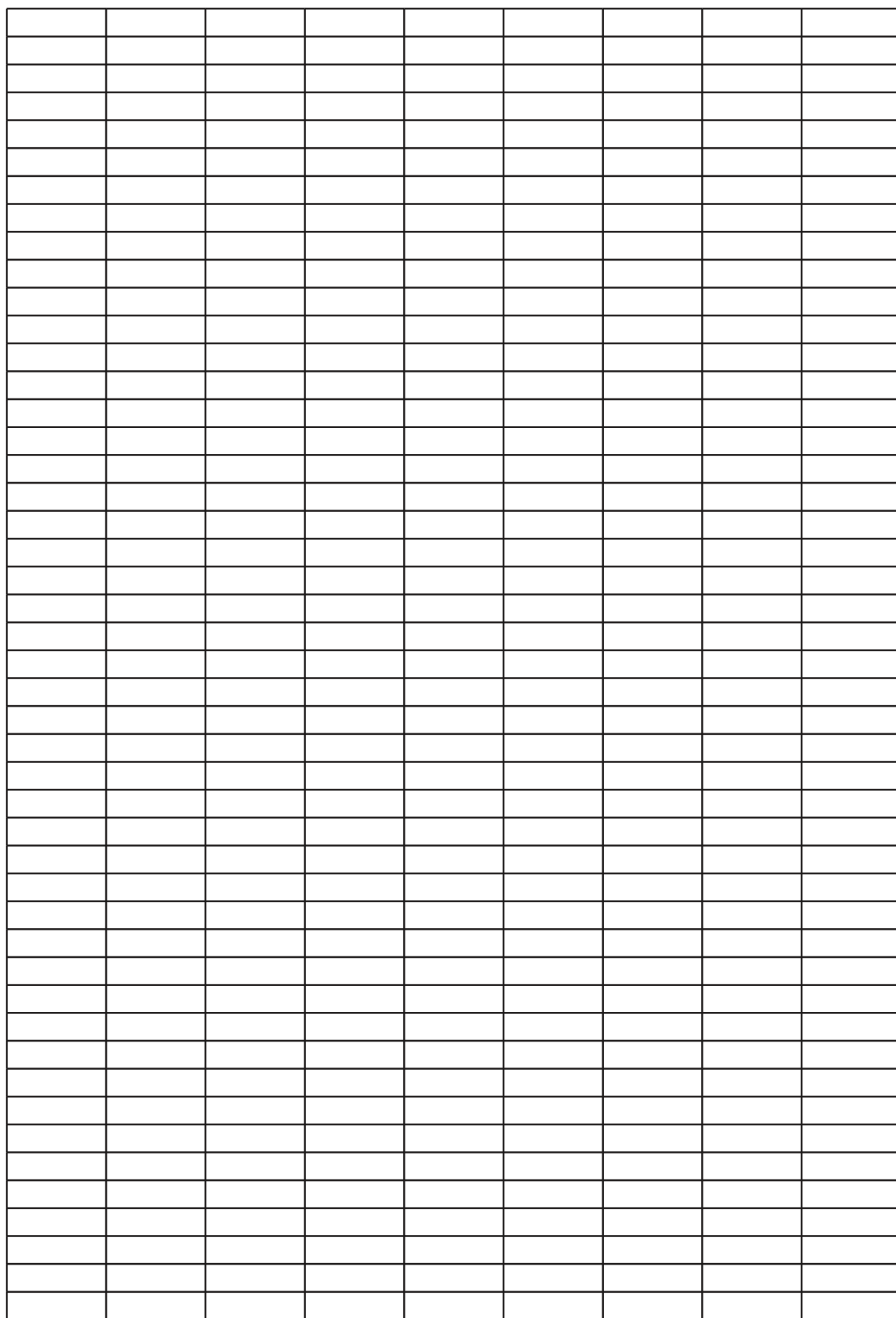


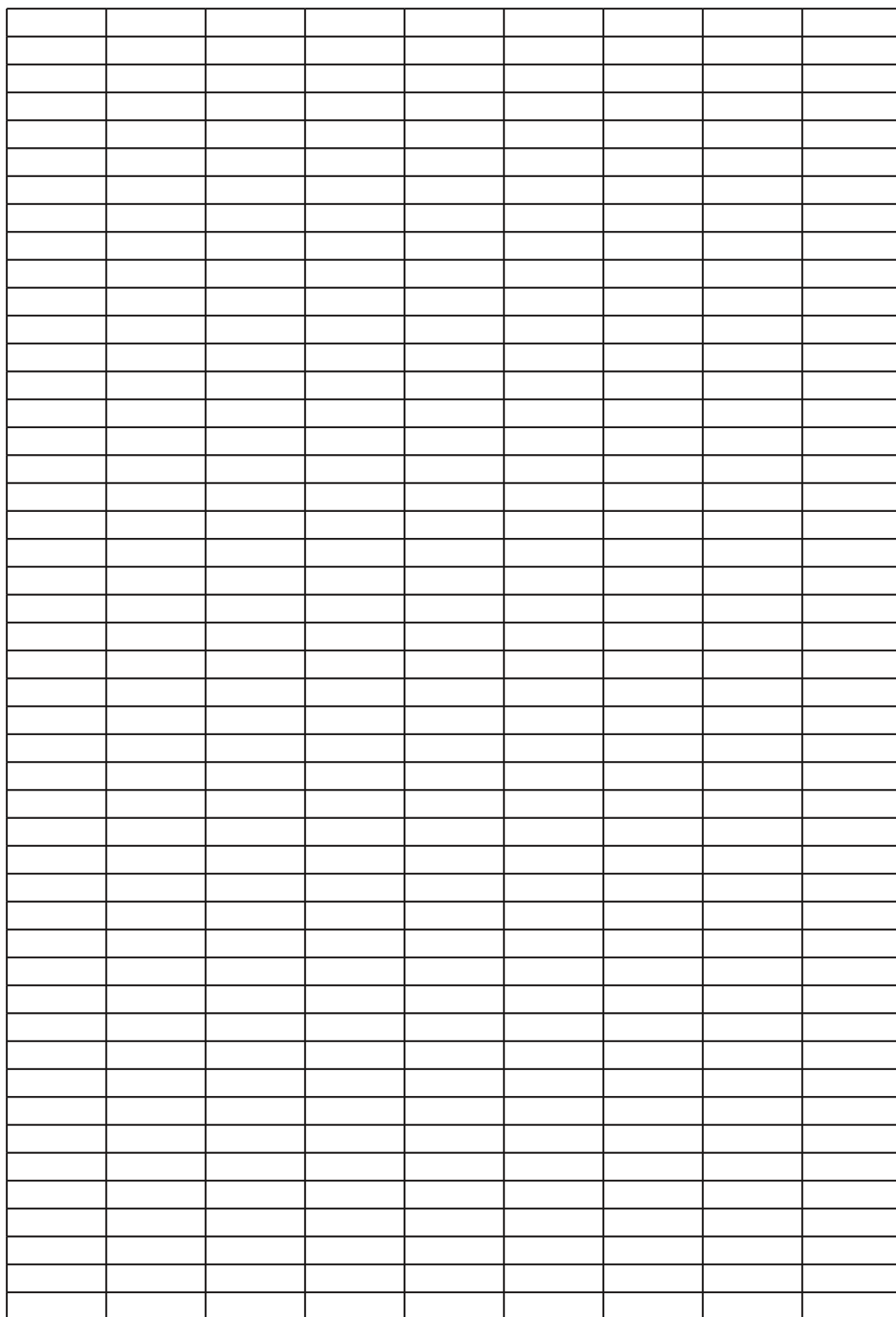


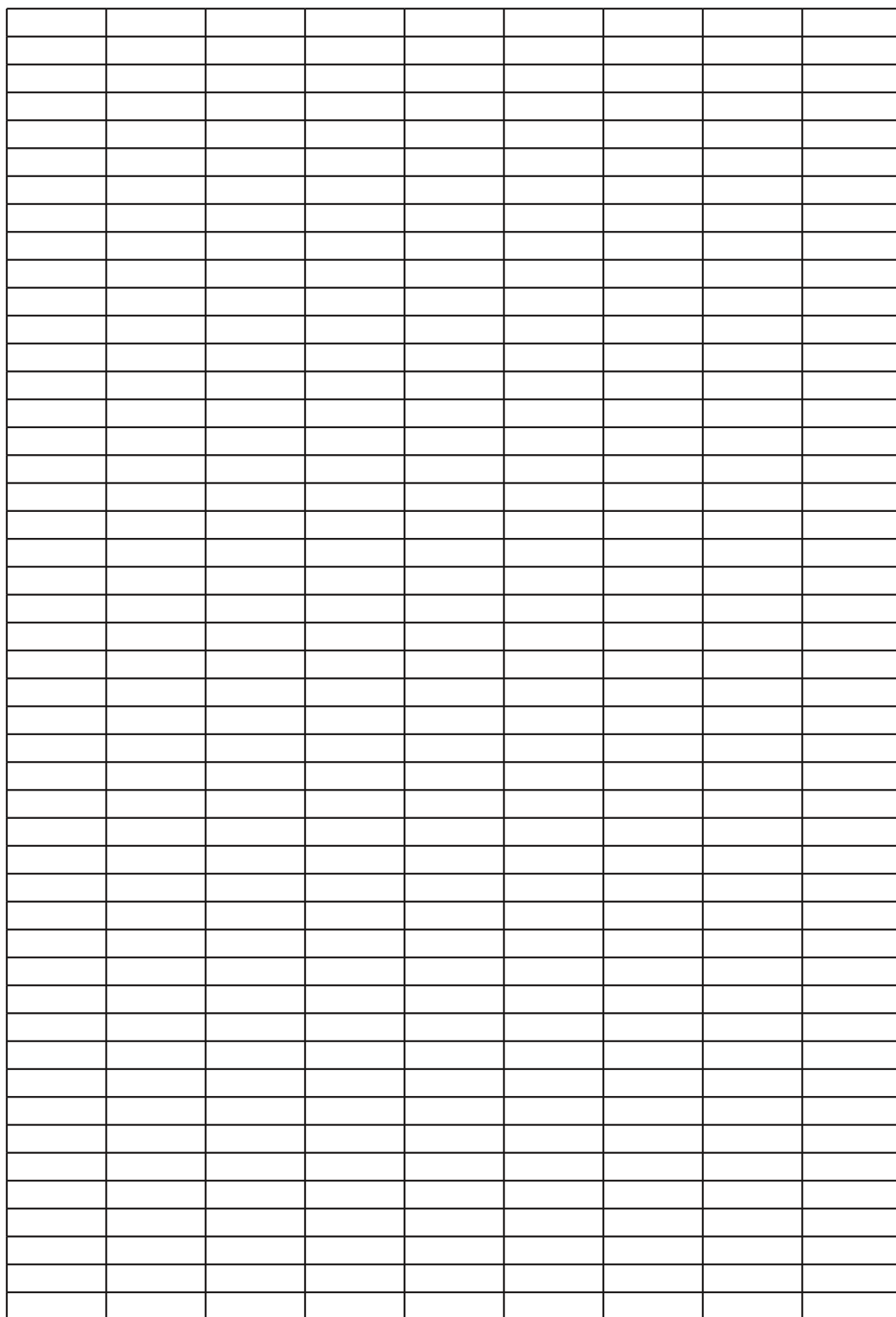
[illegible]

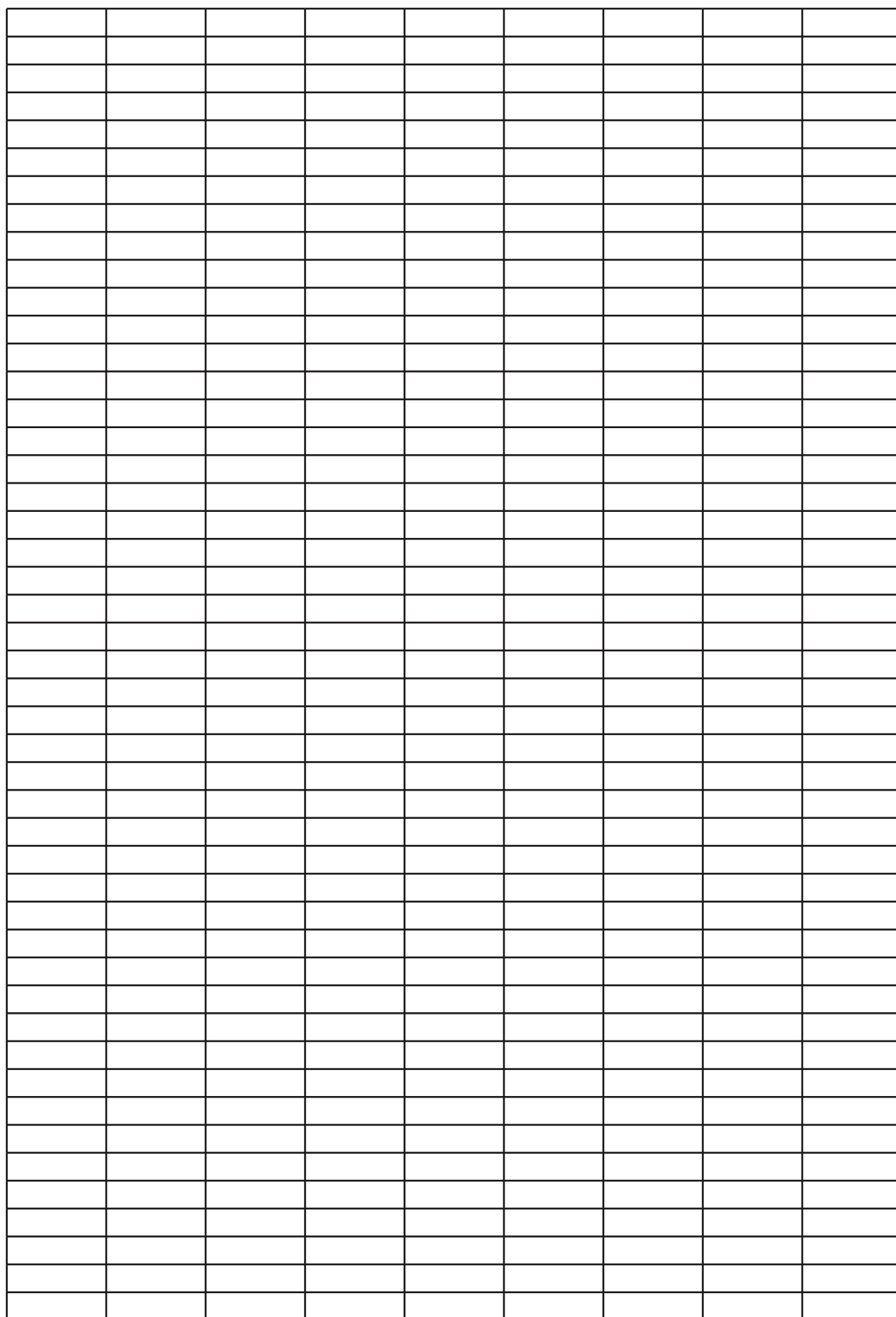


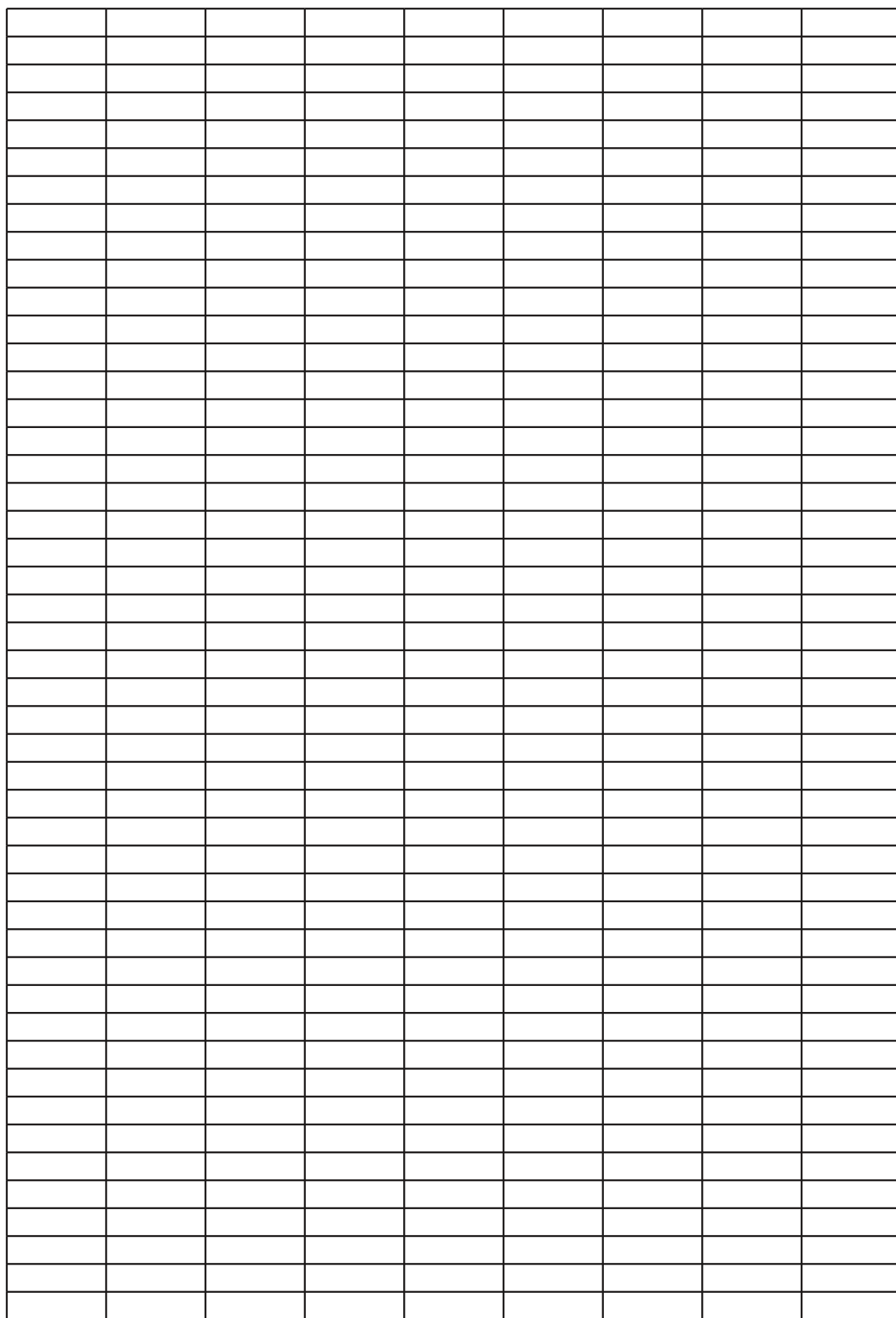




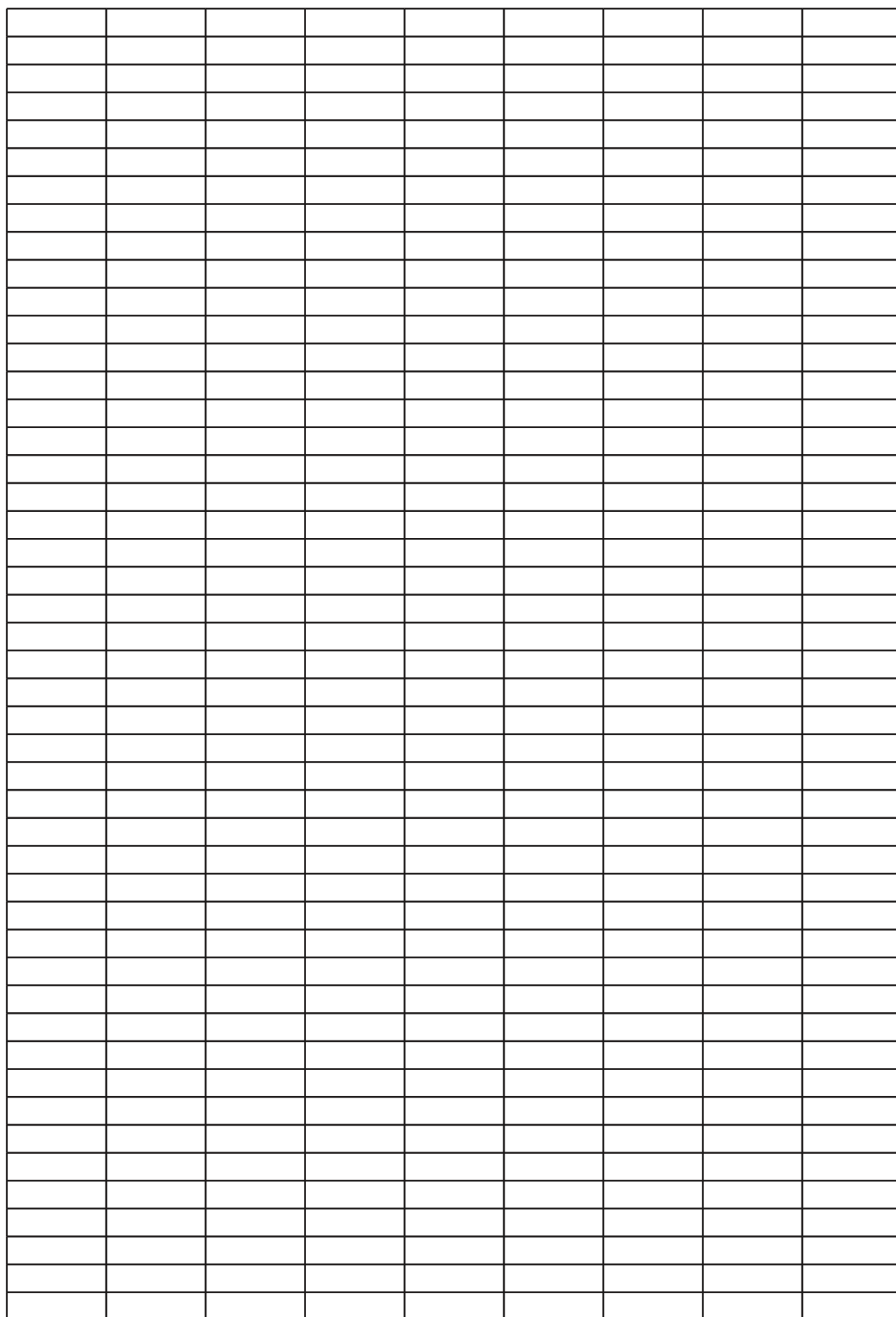




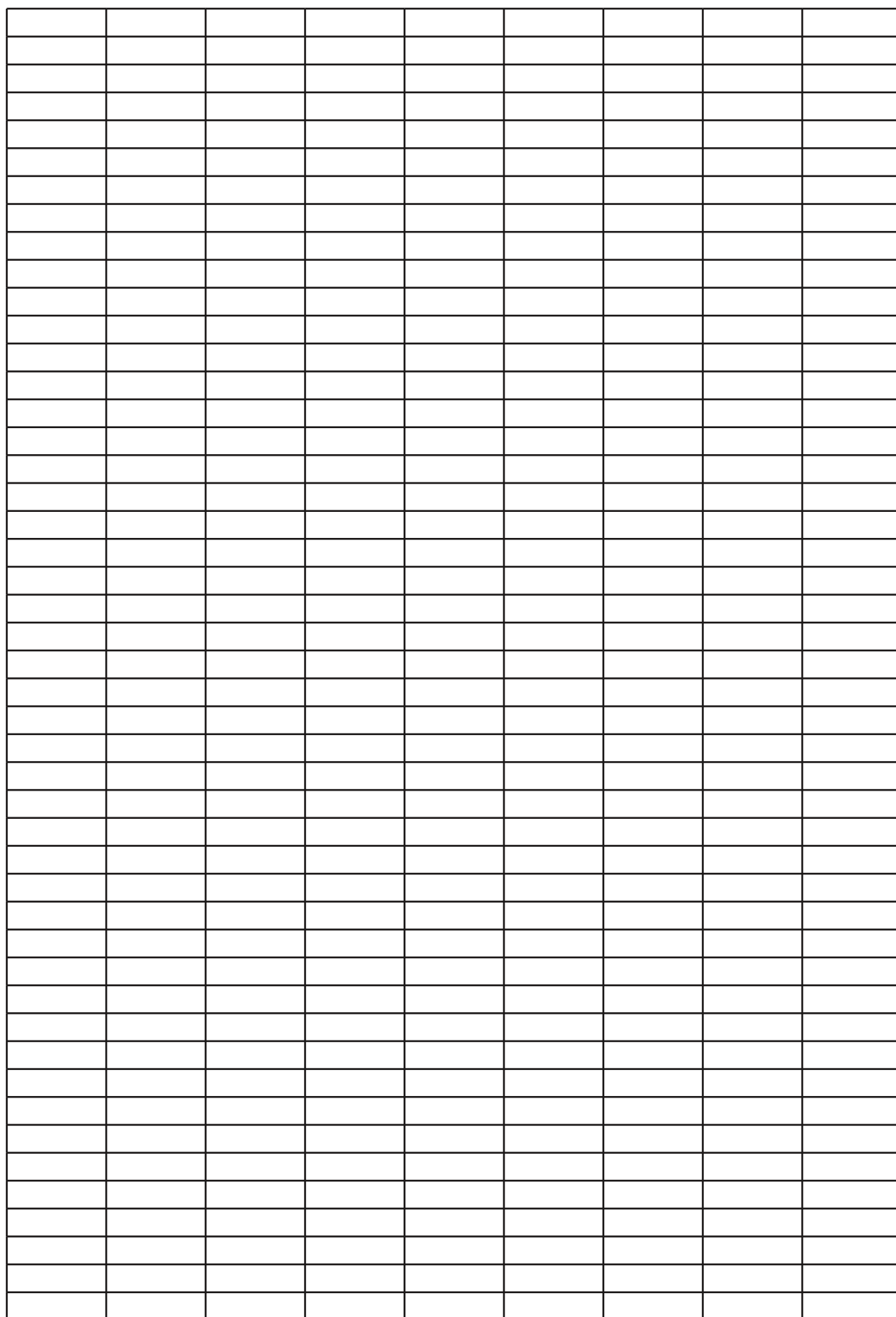




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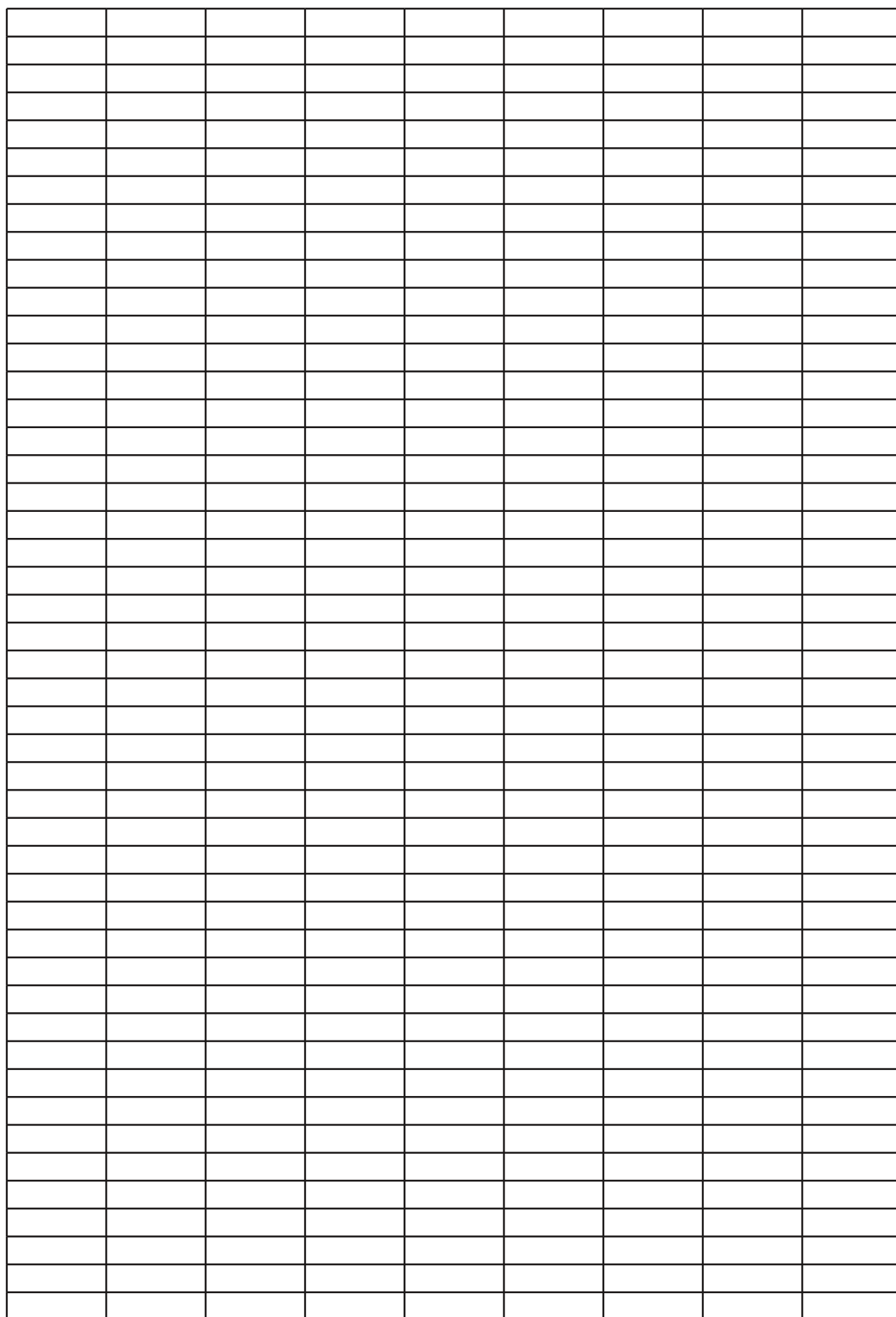


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Do not delete highlighted formulas in Grey

Utility	Service Period	Usage	Total invoice
DEO	01/25/2019 - 02/25/2019	255.00	\$159.3800

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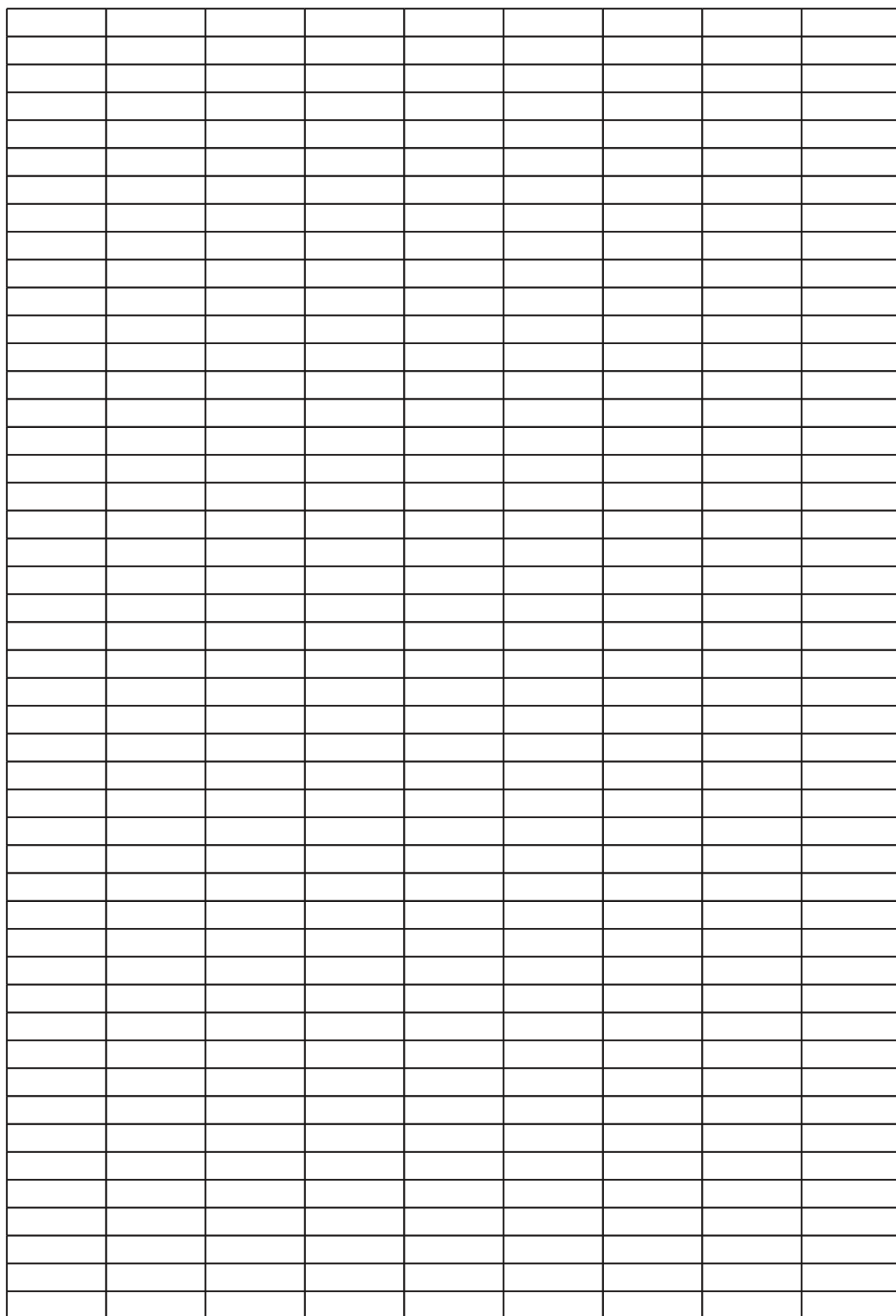
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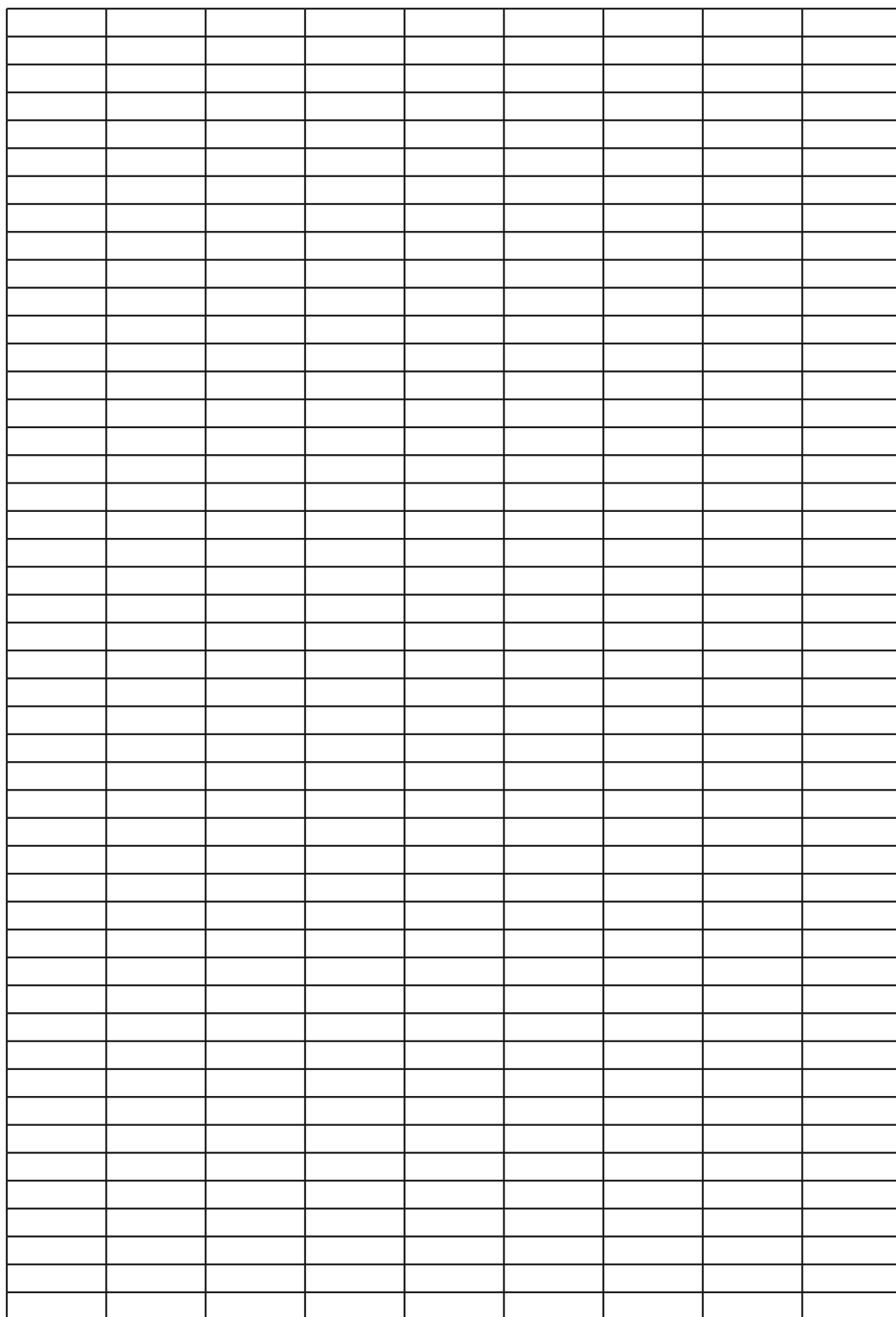
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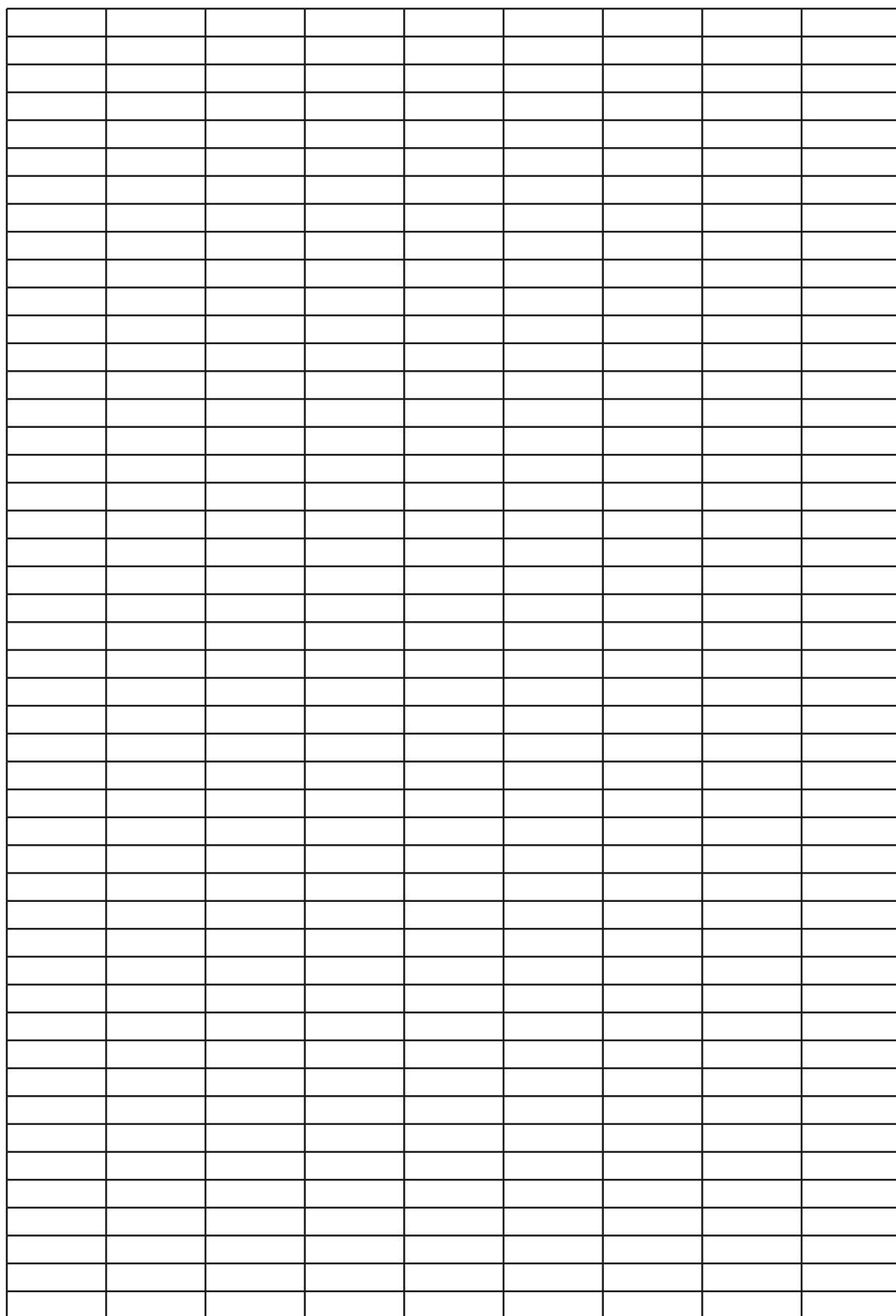
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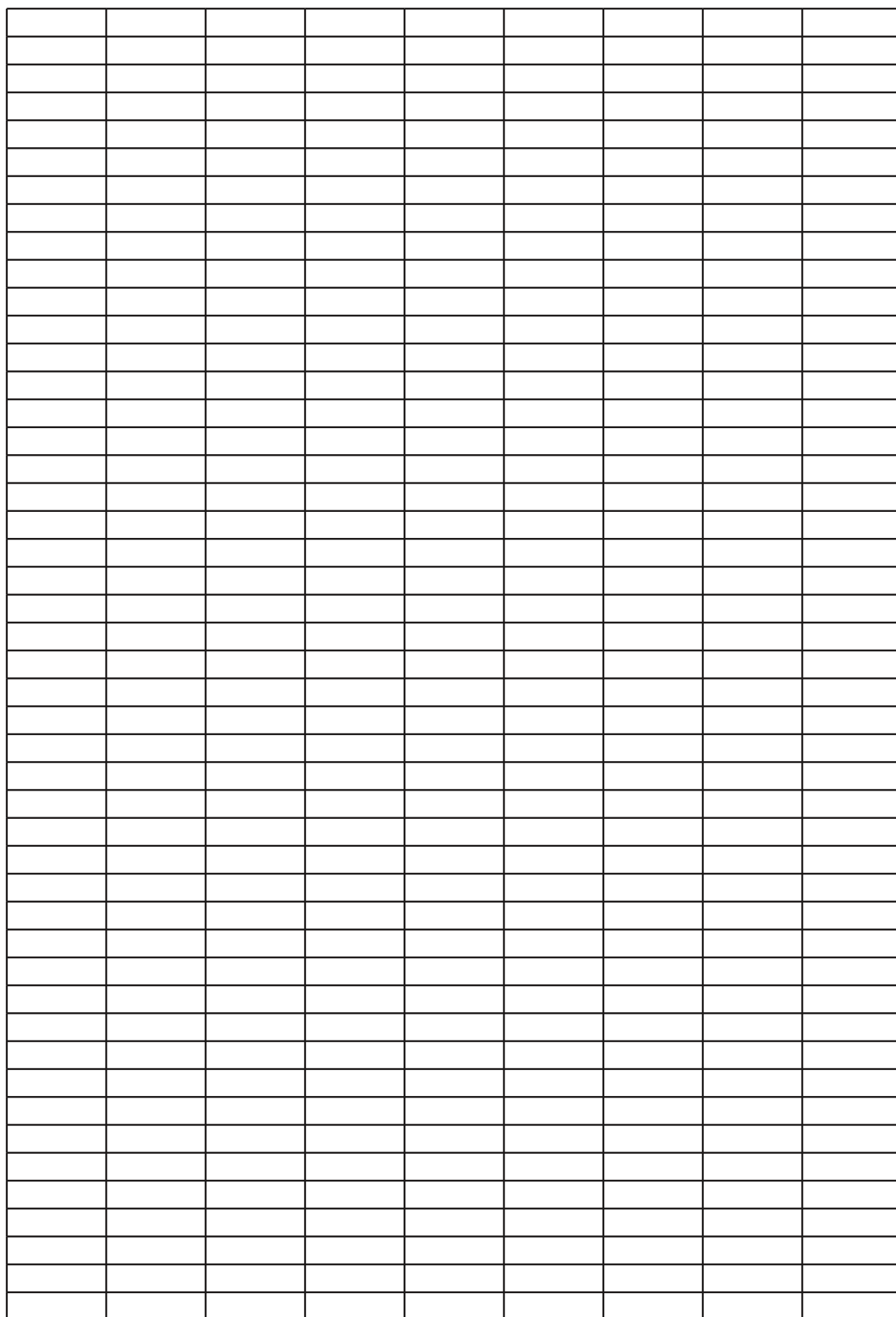
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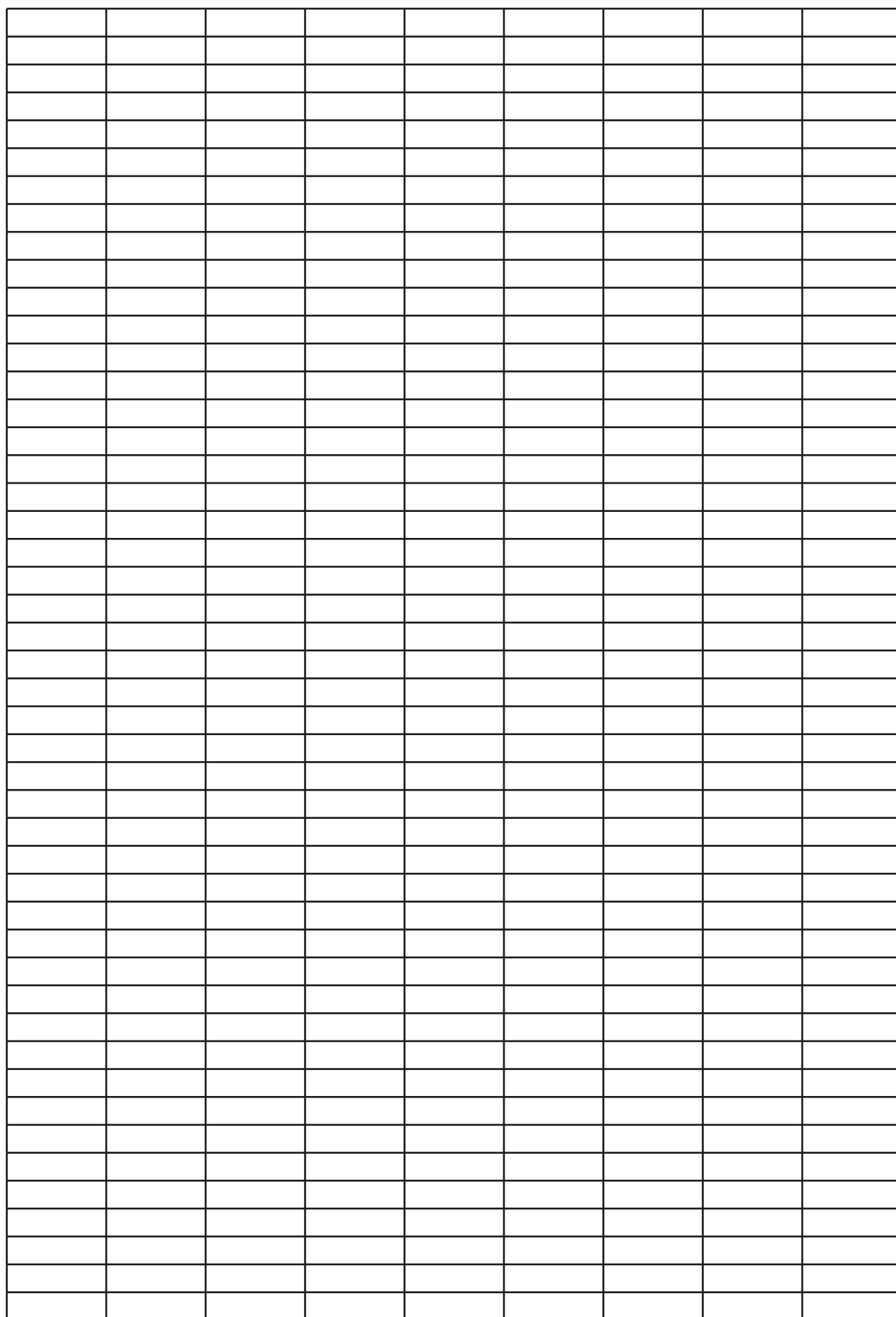
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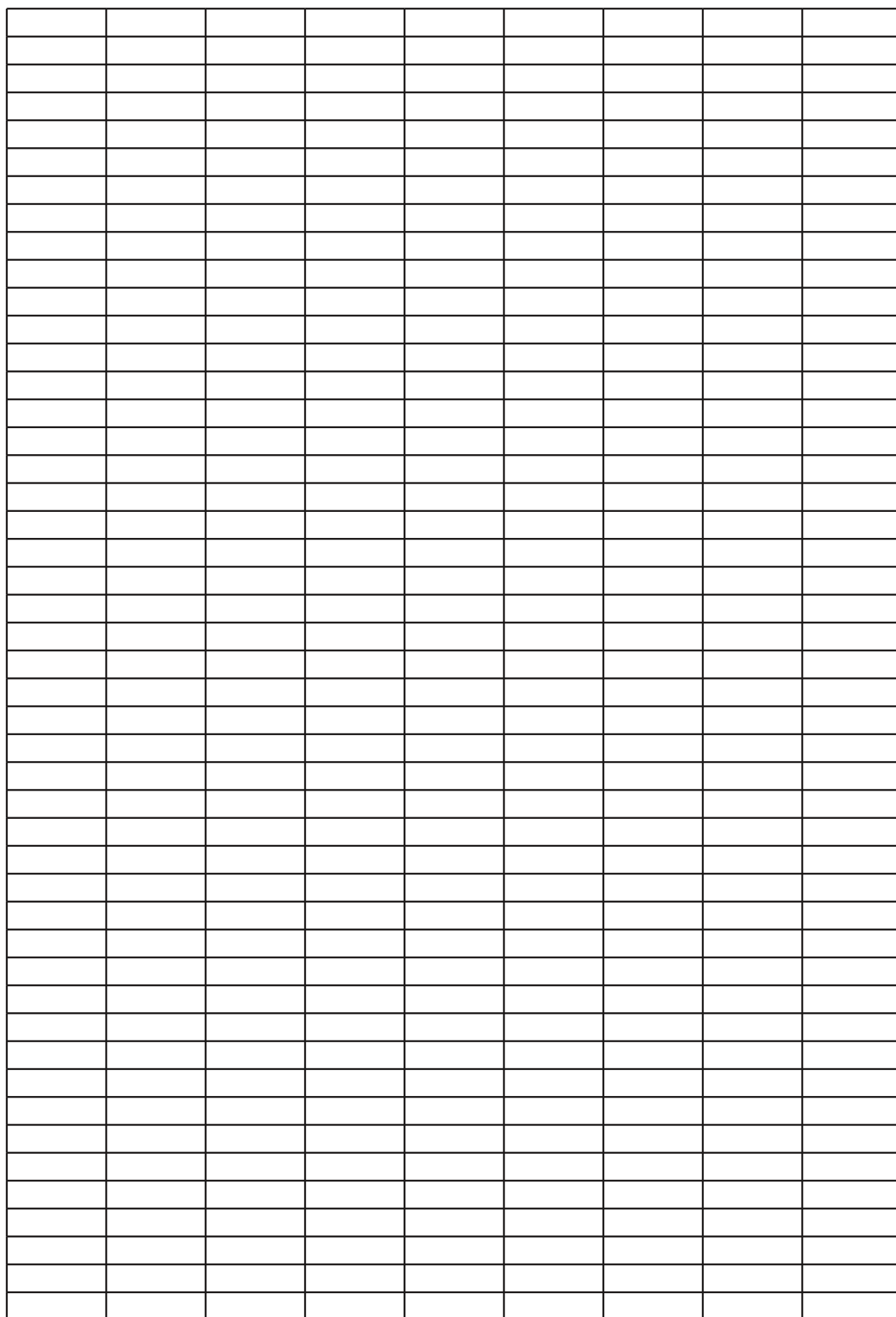






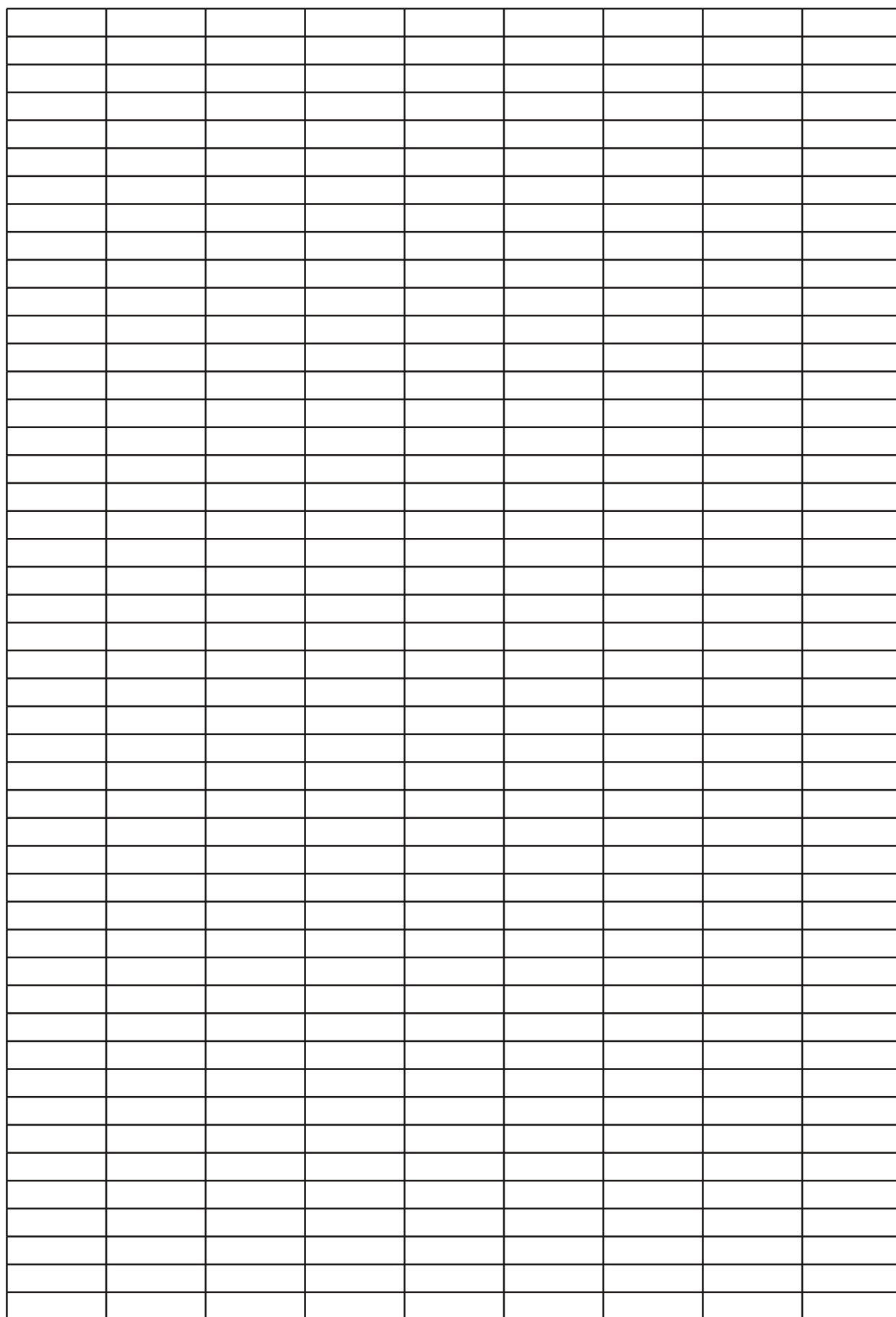




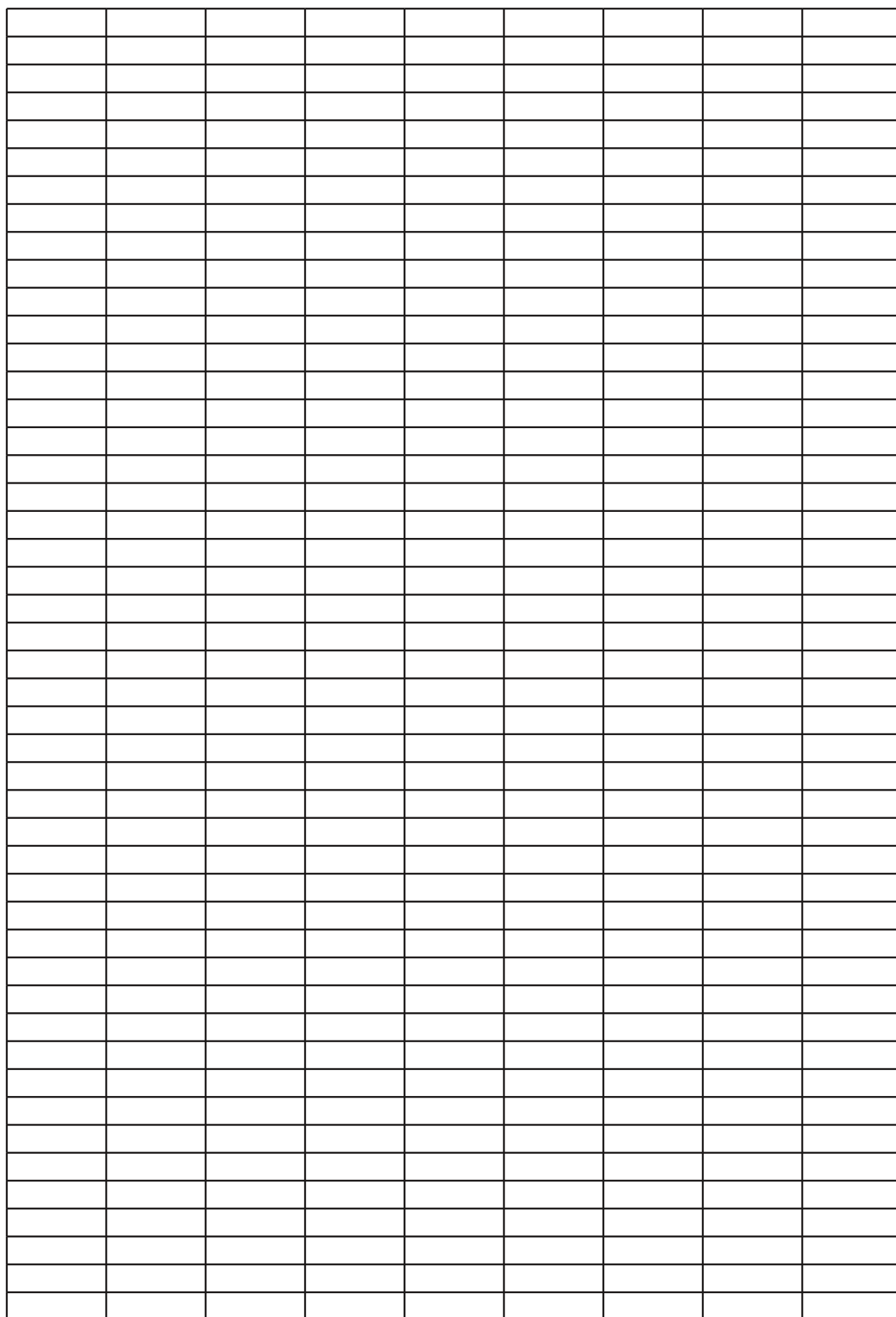


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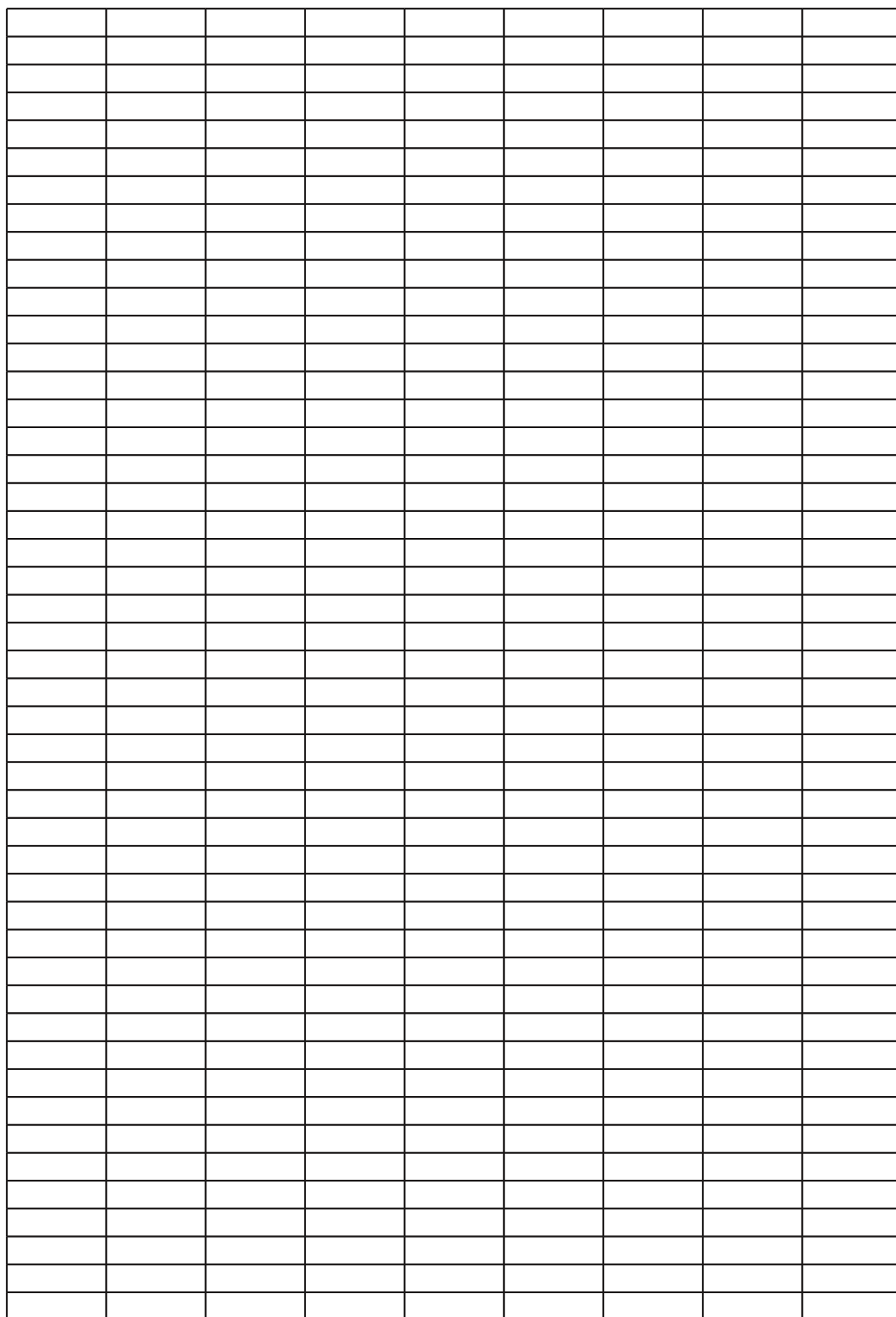
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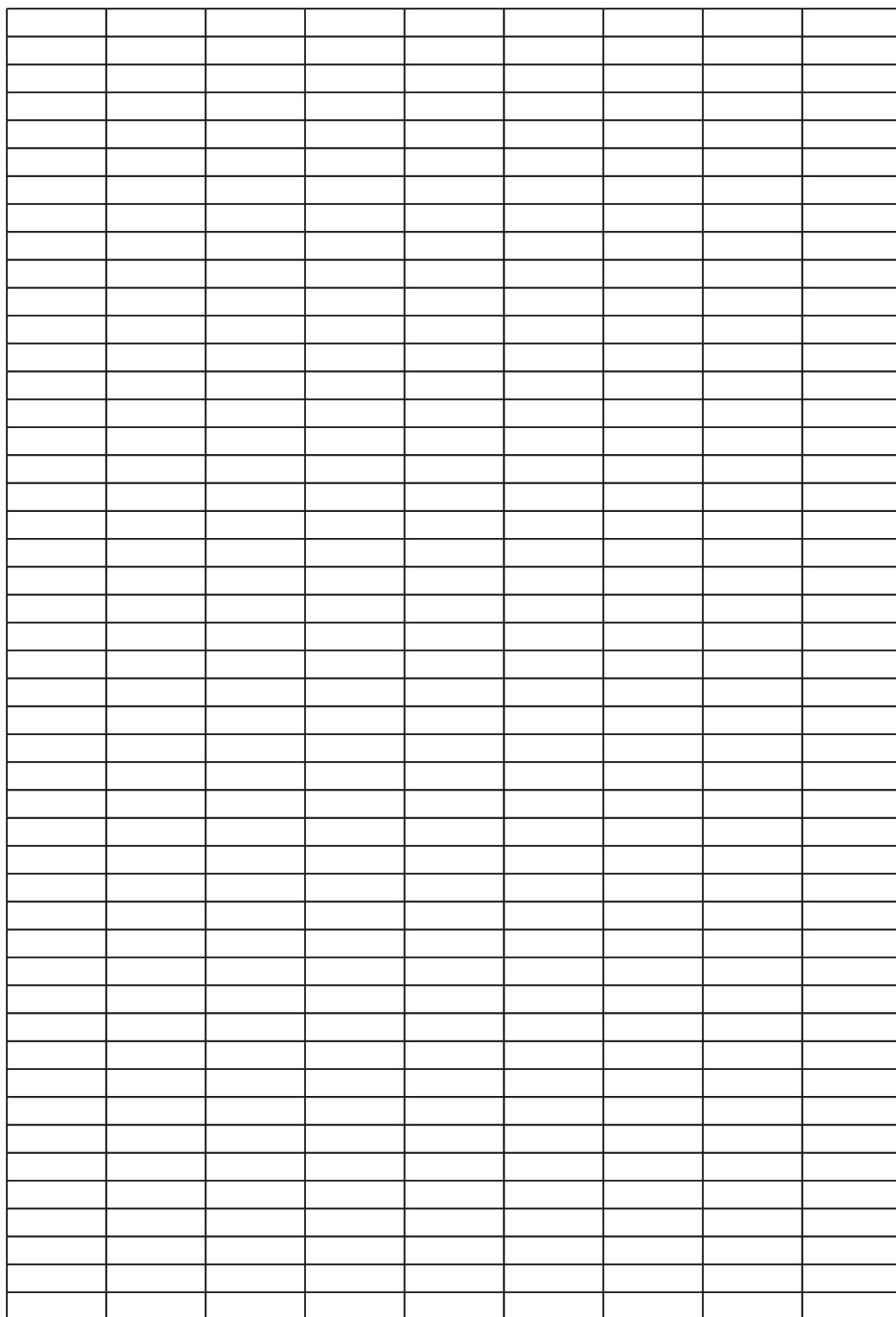
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Utility	Service Period	Usage	Total invoice
CLNDI	02/05/2019 - 03/05/2019	510.00	\$47.3800
CLNDI	03/06/2019- 04/03/2019	511.00	\$47.4700

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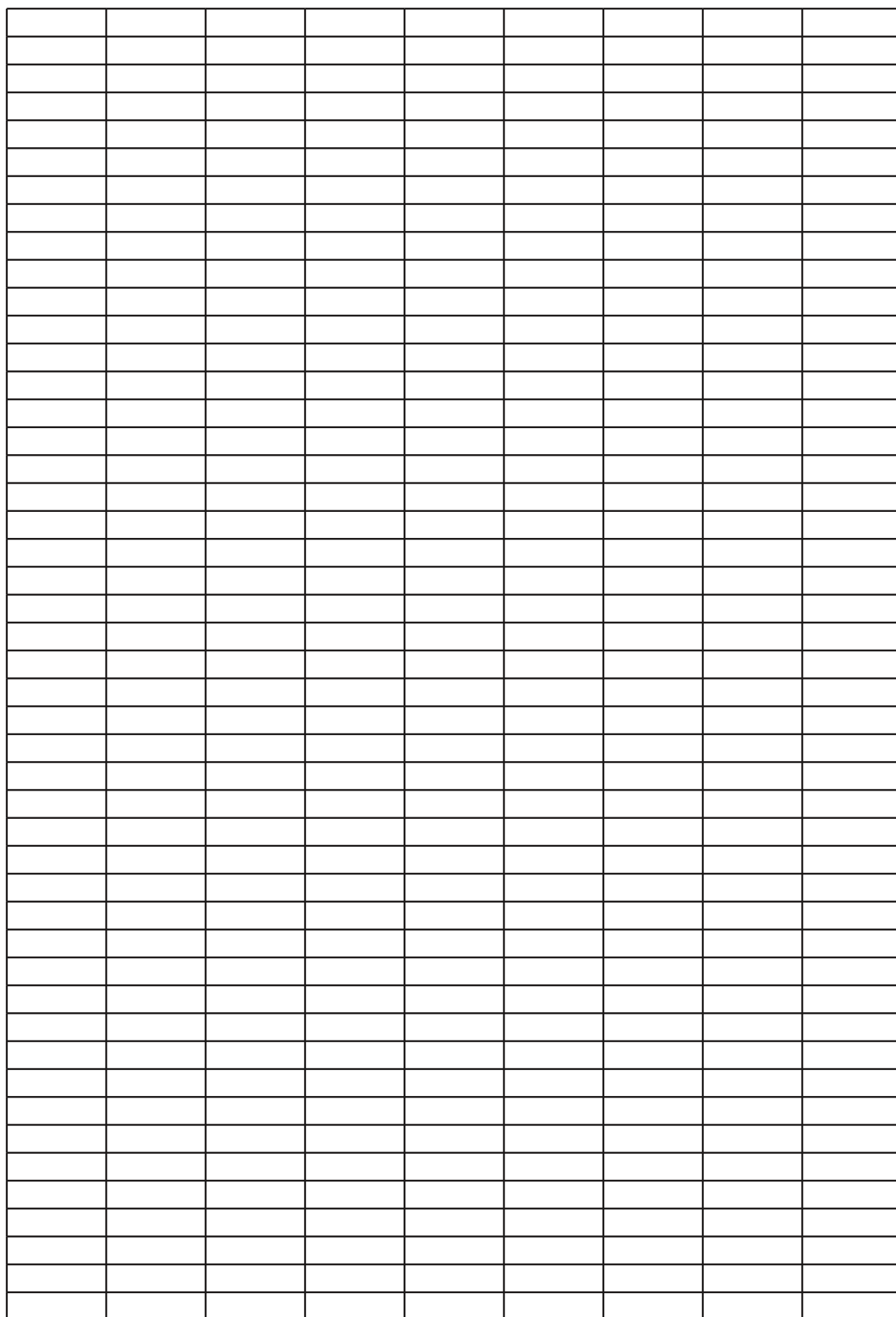
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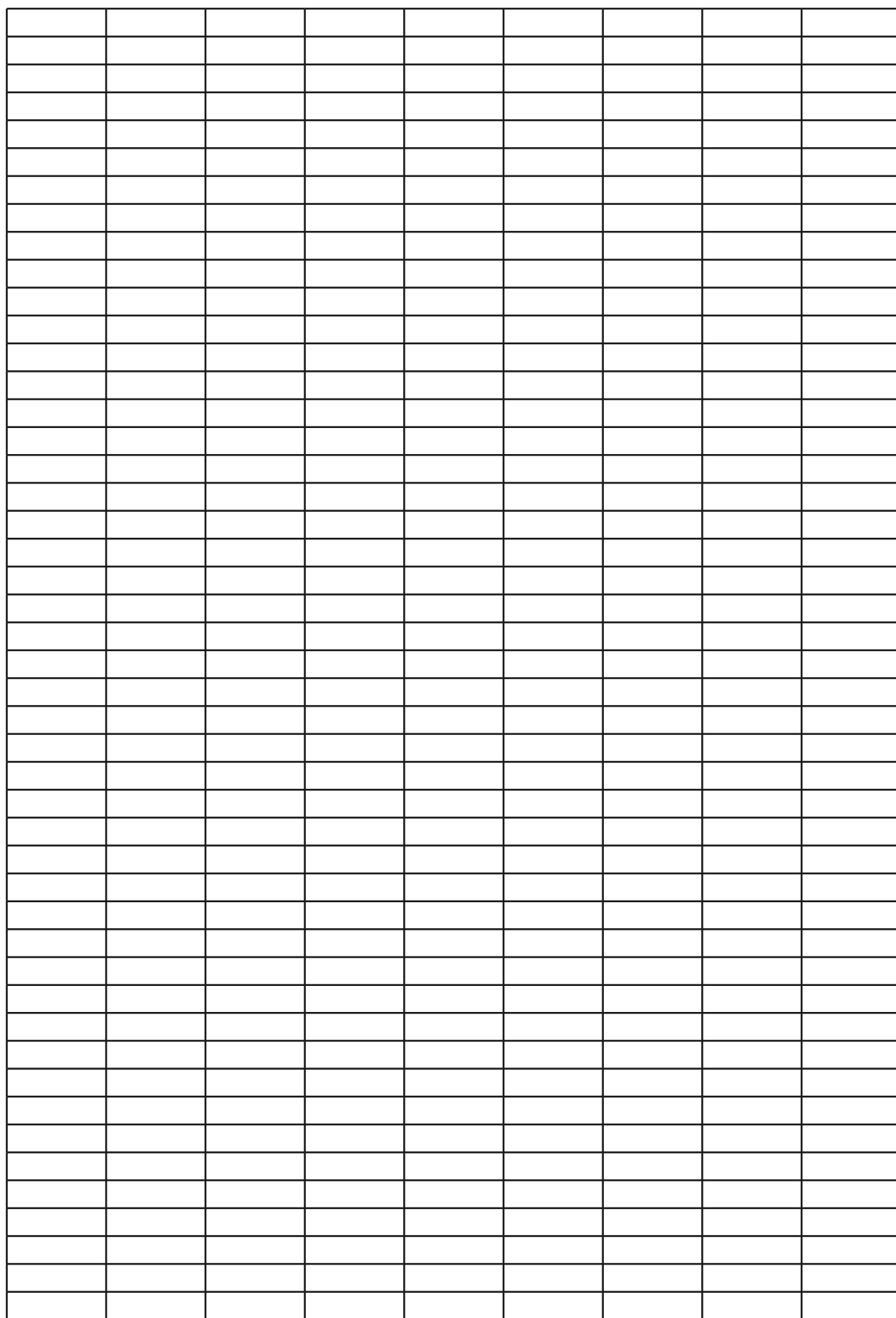
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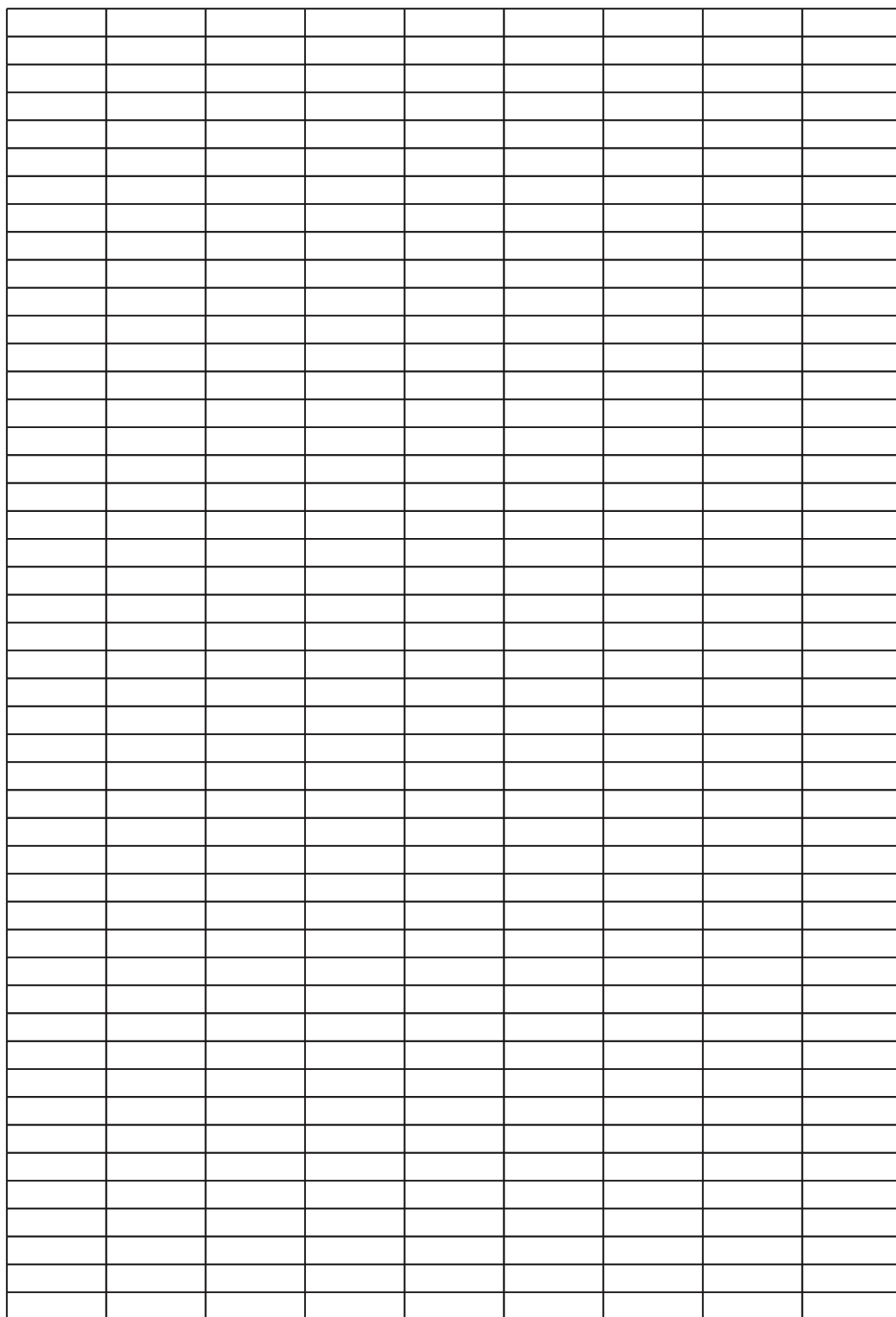
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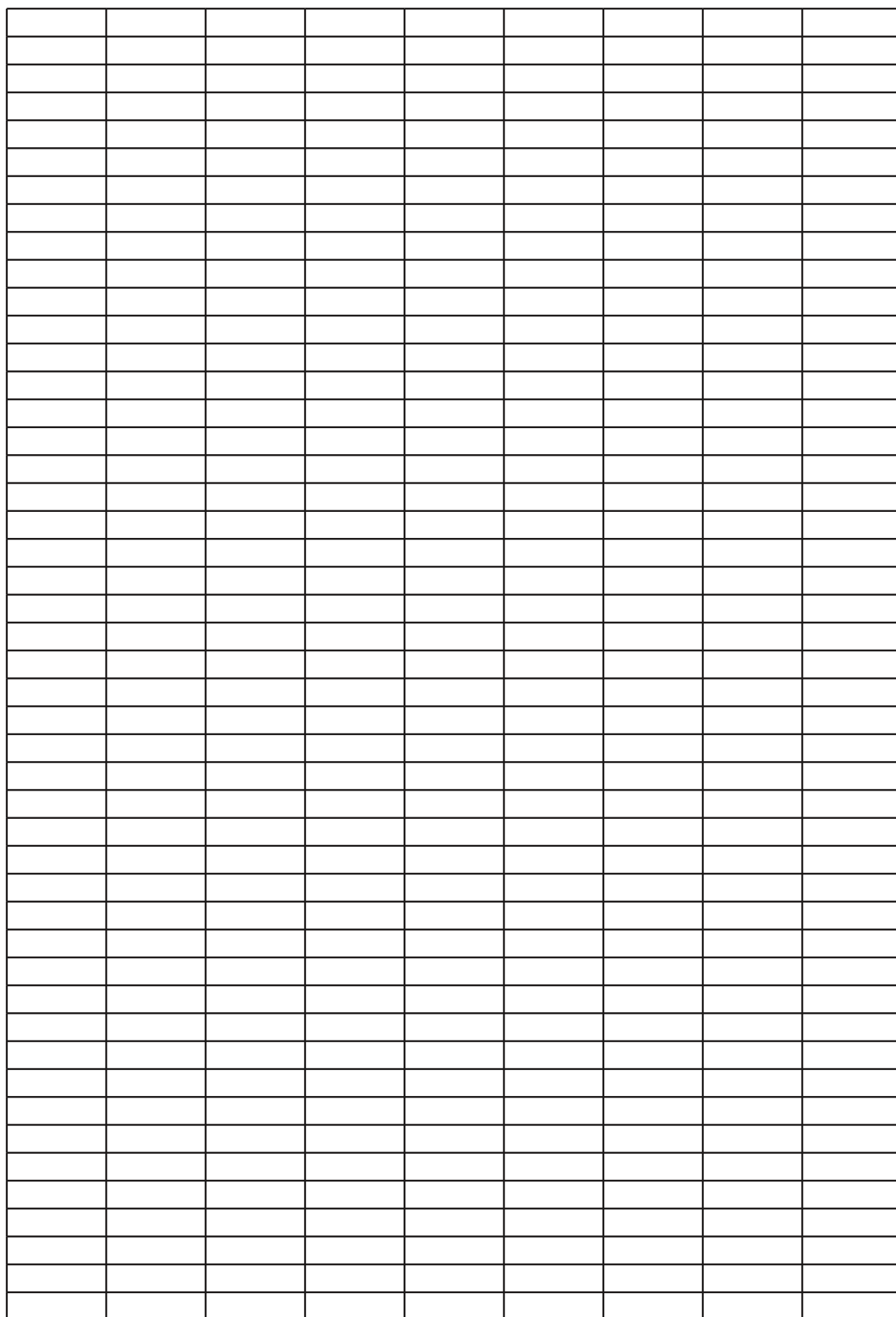
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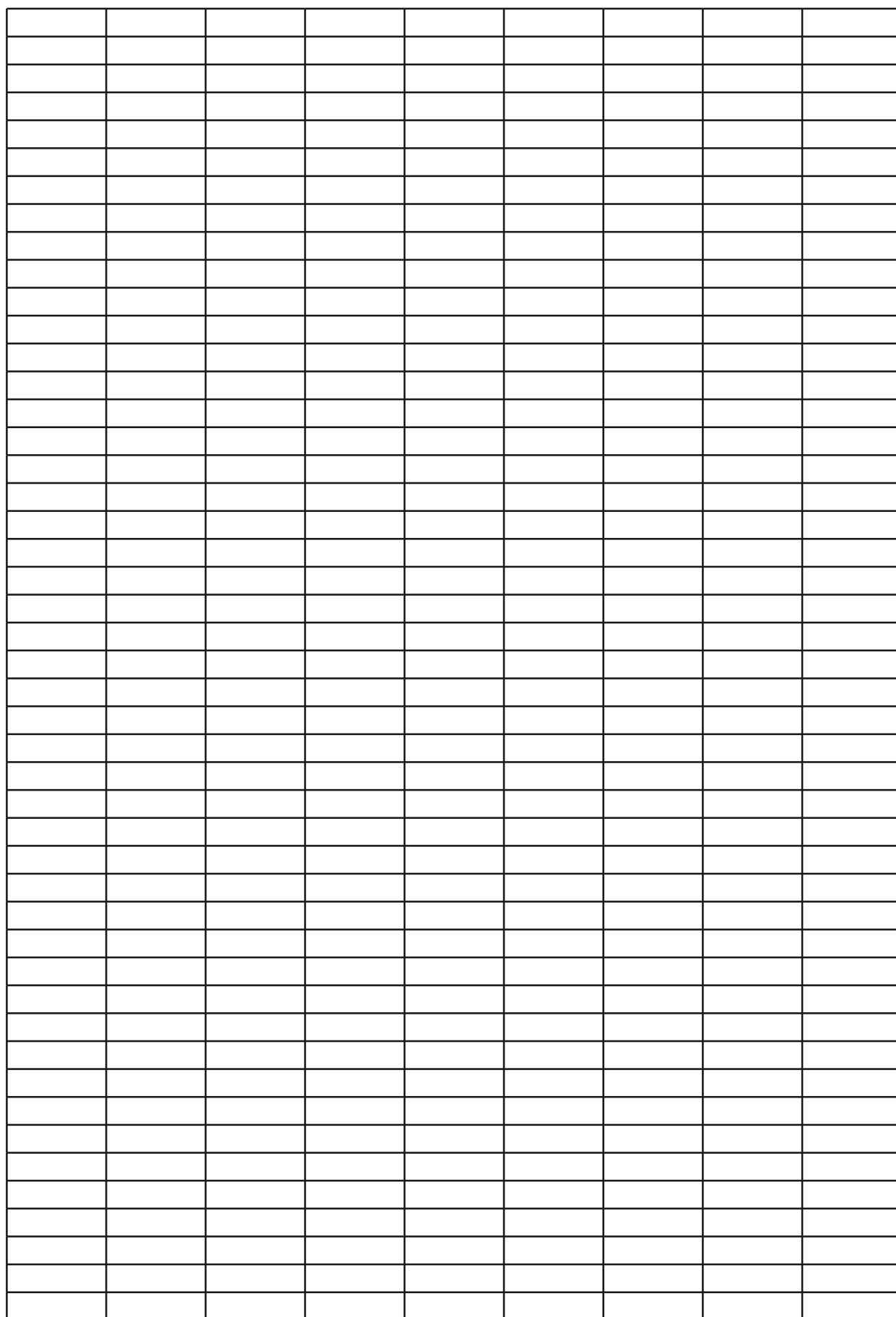


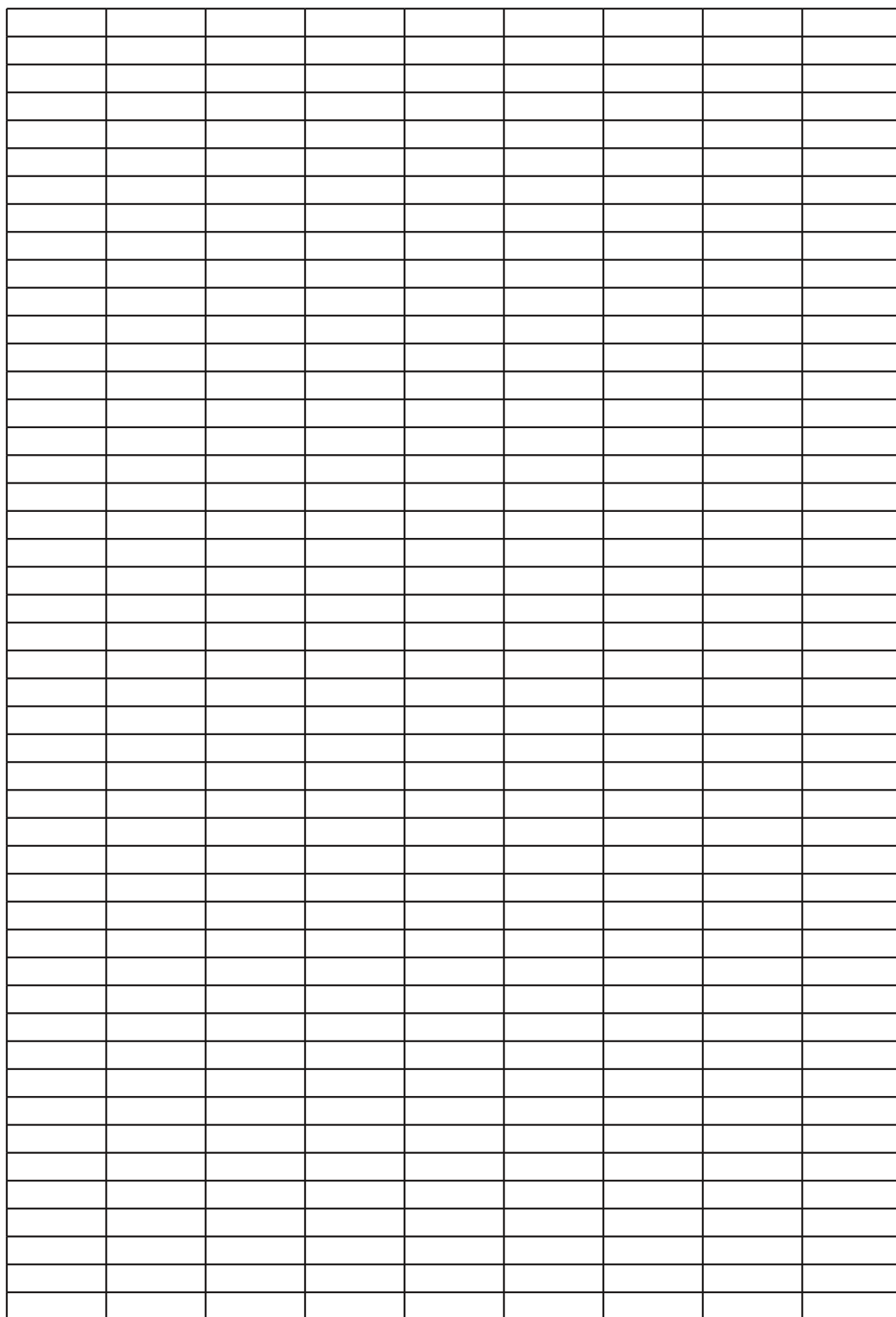


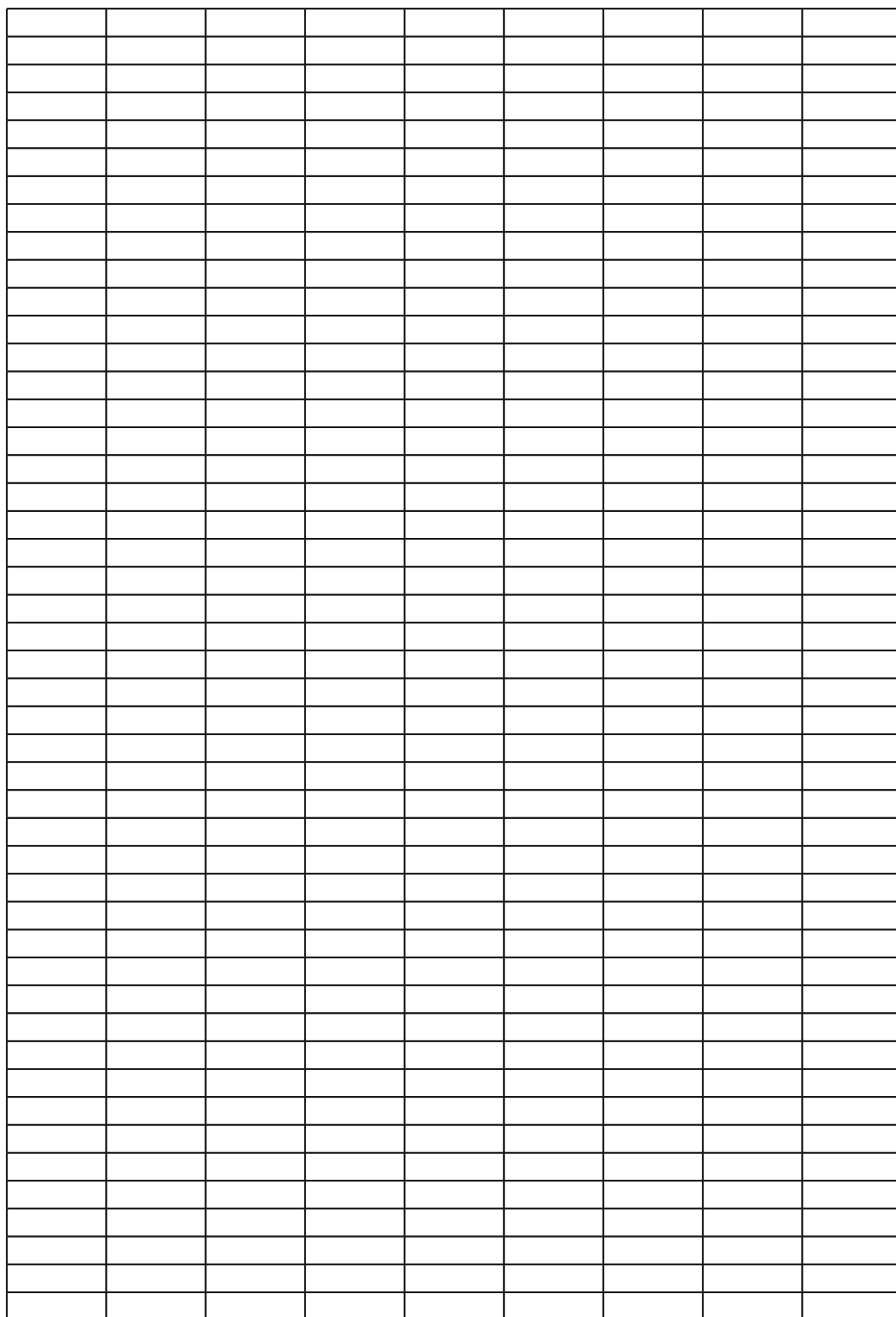
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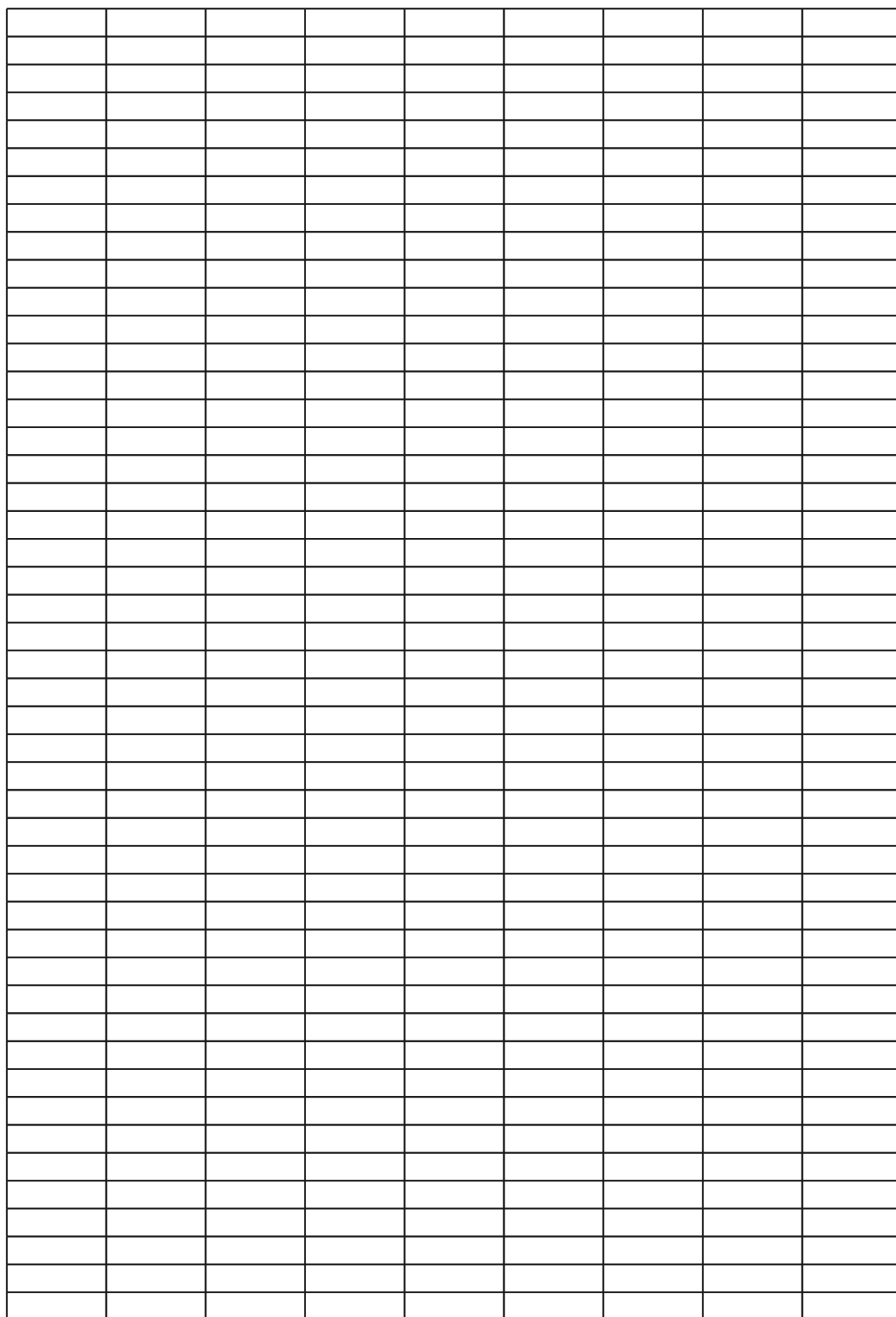






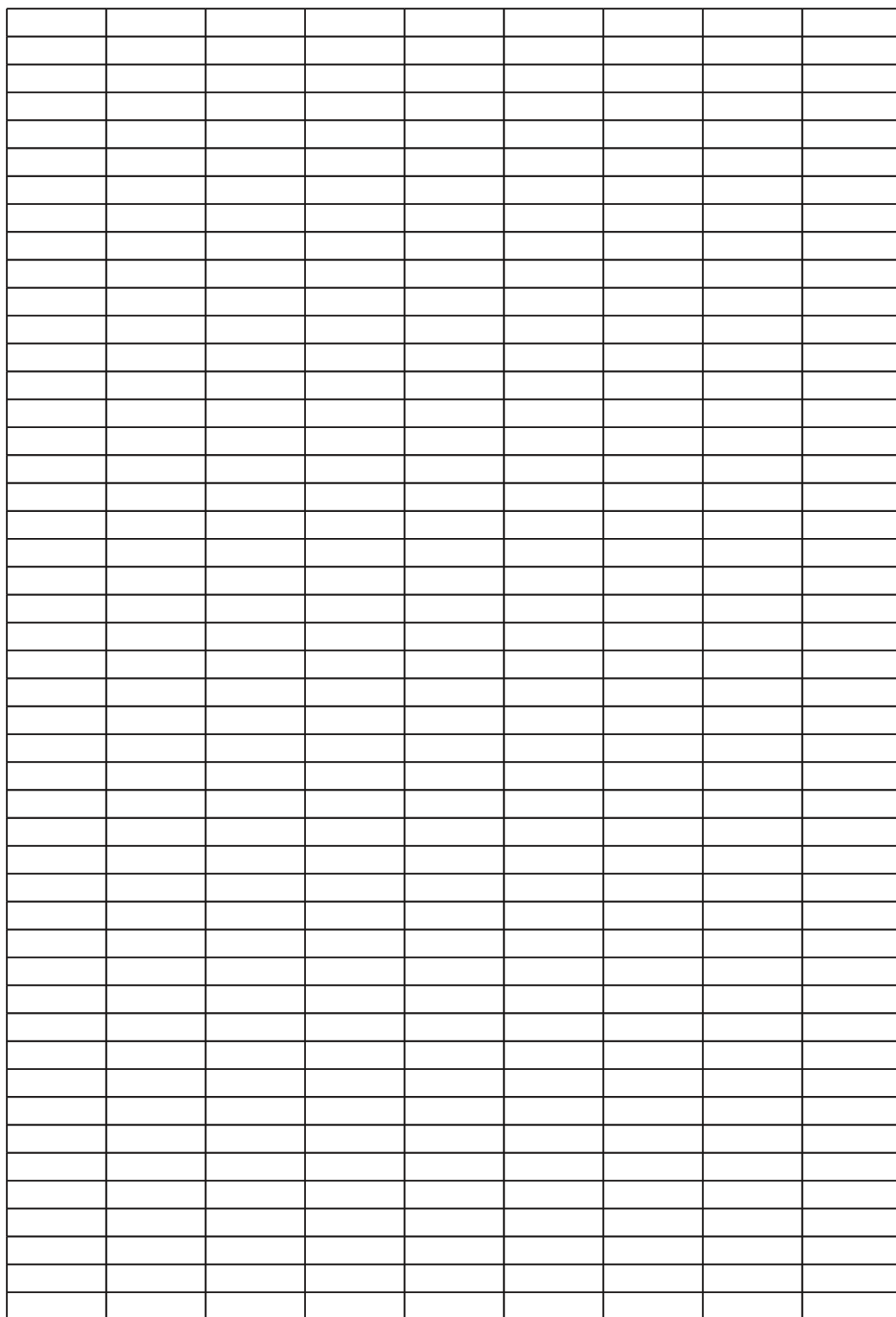




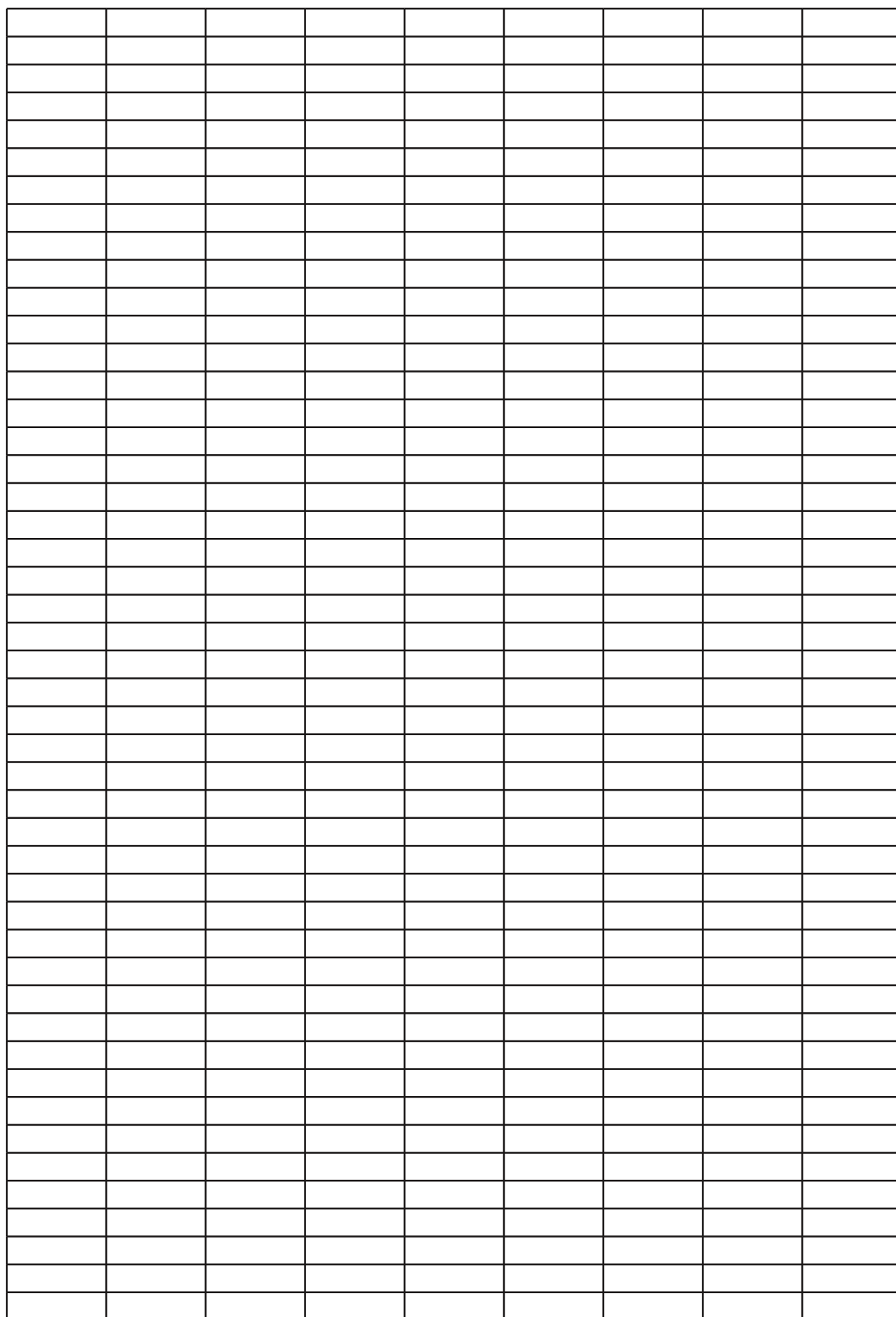


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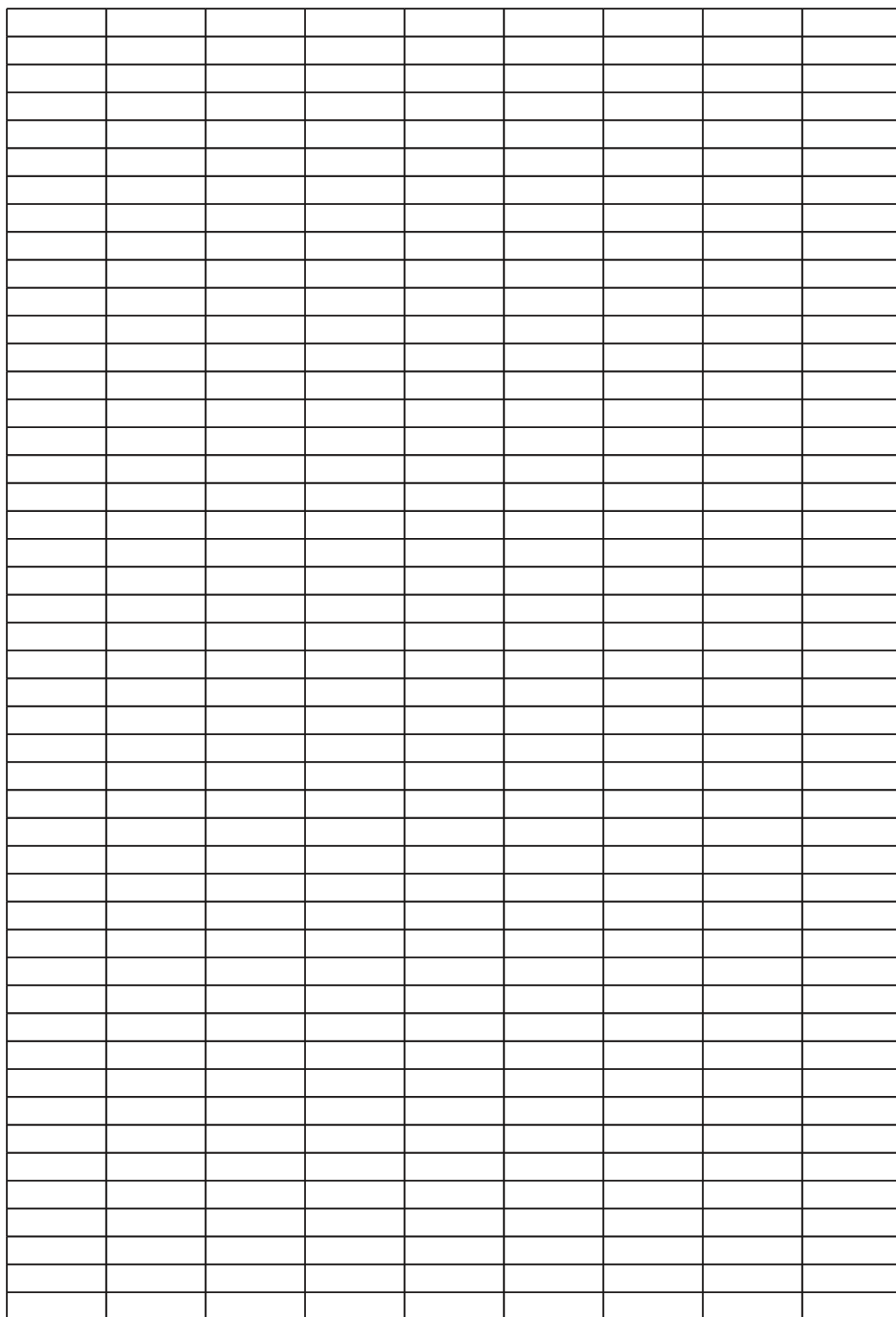
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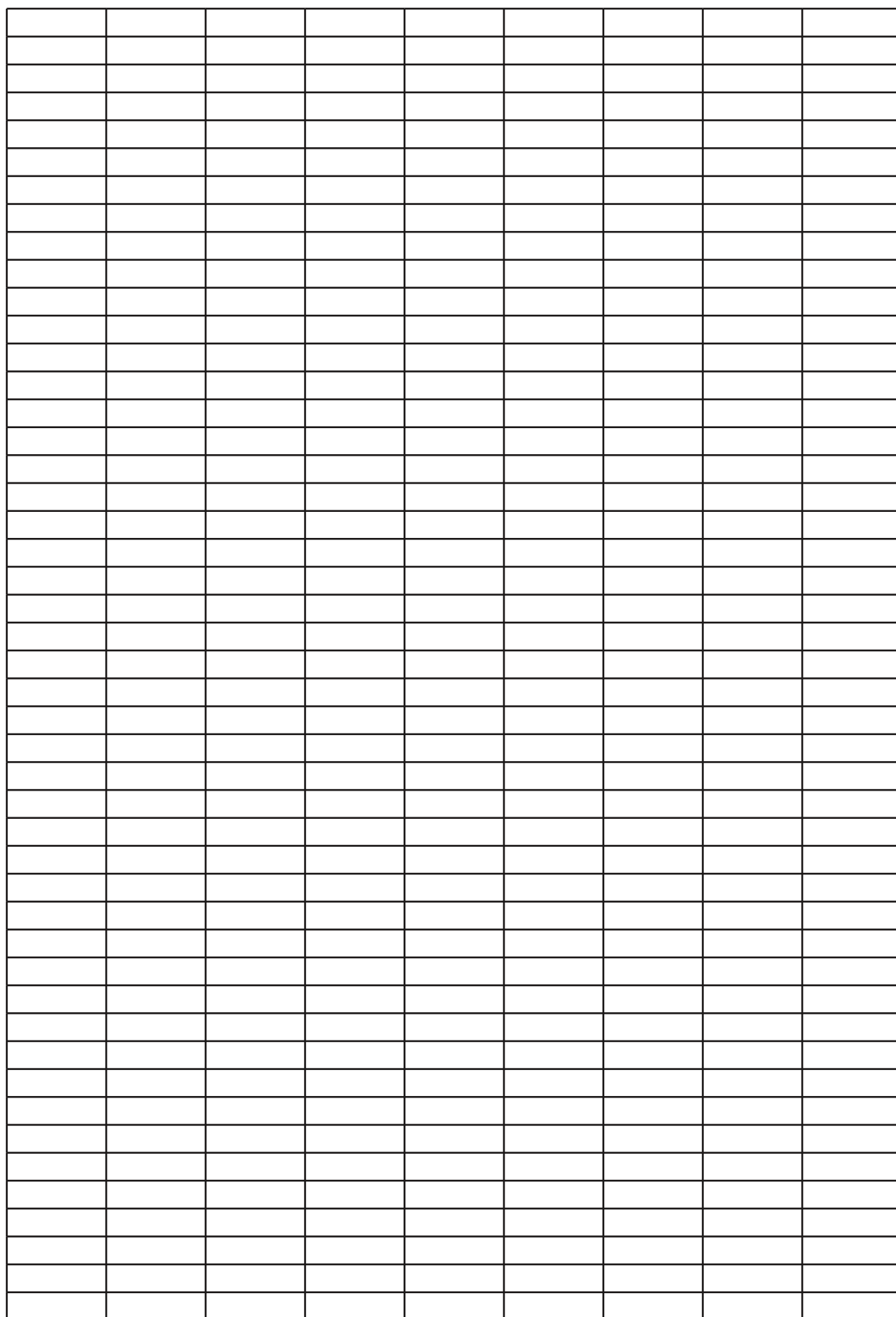
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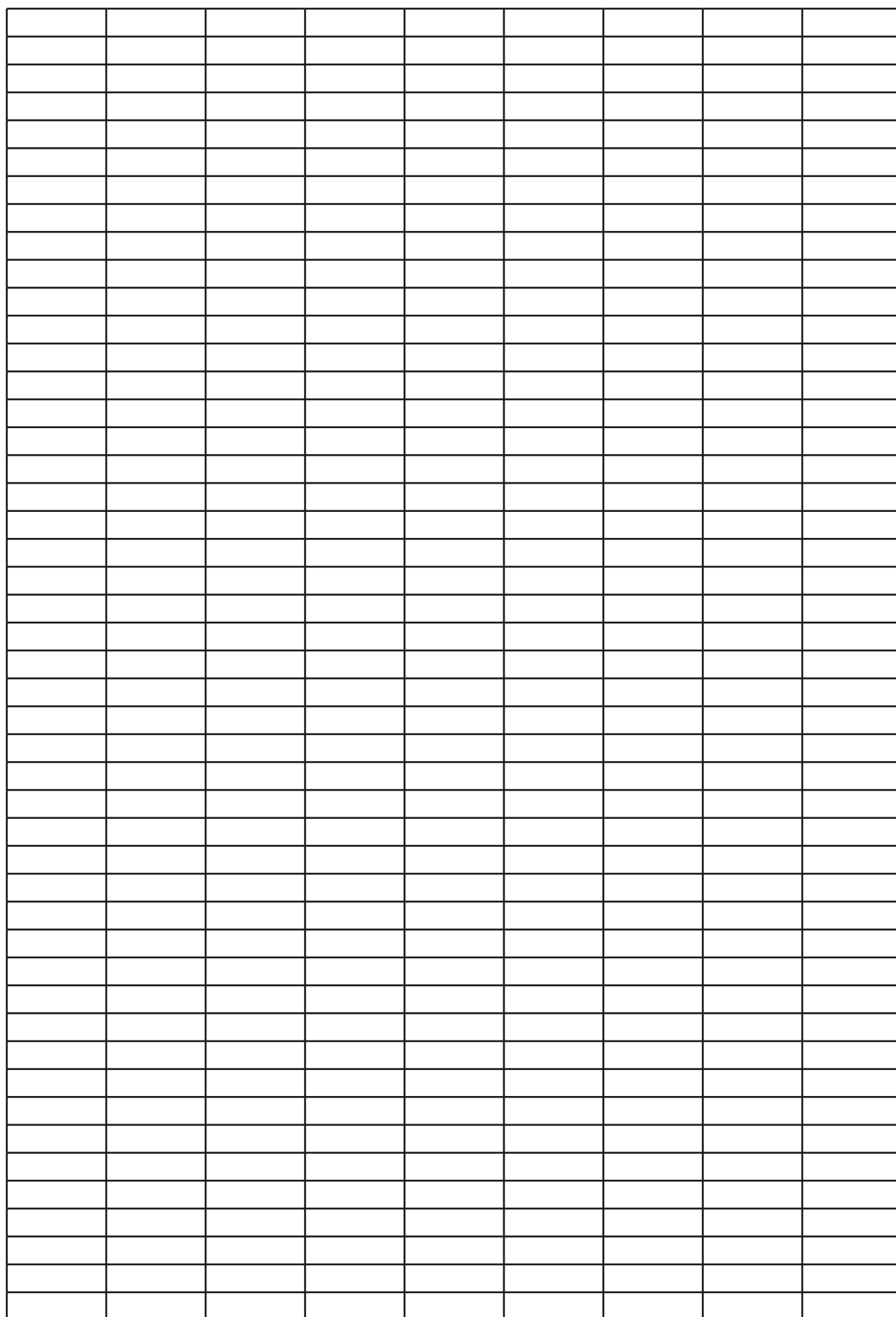


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Account Number [REDACTED] Date Prepared February 26, 2019 Next Meter Reading 03/25 - 03/28/2019

Cycle 13

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

Summary of Payment Due

Current Gas Amount	200.75
Products and Services Charge	14.90
Total Payment Due by March 15, 2019	\$215.65

(See Next Page for Usage Comparison and Meter Readings)

PLEASE PAY Account Balance of \$215.65 by Mar 15, 2019 to Avoid Late Payment Charge of 1.5% per month.

A Message About the Energy Choice Program

Thank you for participating in the Energy Choice Program. This will be your last bill for gas supplied to you by your current supplier. Your next month's bill will reflect charges for gas supplied by the new natural gas supplier that you selected. Dominion Energy Ohio will continue to deliver the gas and provide customer service. If you have any questions, please call us at the number at the top of this bill.

To participate in the Energy Choice program, you must pay the amount due on time each month.

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

PLEASE PAY BY	Mar 15, 2019	Account No.	[REDACTED]
<div style="border: 1px solid black; padding: 5px; text-align: center;"> \$215.65 </div>		<div style="border: 1px solid black; height: 20px; width: 100%;"></div>	
Account Balance		Amount Enclosed	

13



DOMINION ENERGY OHIO
PO BOX 26785
RICHMOND VA 23261-6785

Account Number **Date Prepared** **Next Meter Reading**
 February 26, 2019 03/25 - 03/28/2019

Cycle 13

For questions about **Dominion Energy Ohio** charges call **1-800-362-7557****Credits and Charges Since Your Last Bill**

Balance From Last Bill \$103.79
 Payment on Feb 11, 2019 - Thank You 103.79 CR
Balance **\$0.00**

Current Charges**Dominion Energy Ohio Distribution Charges**

Basic Service Charge \$28.14
 Usage-Based Charges
 25.5 MCF @ \$4.474 11.41
 Gross Receipts Tax (4.6044%) 1.82
Total Dominion Energy Ohio Charges **\$41.37**

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

Verde Energy Usa Ohio, Llc Charges

Gas Cost 25.5 McF @ \$6.25 \$159.38
Total VERDE ENERGY USA OHIO, LLC
Charges **\$159.38**

For questions about gas supply costs, contact VERDE ENERGY USA OHIO,
 LLC (acct# 003727967) at 1-800-388-3862 or 12140 Wickchester Lane
 Houston, TX 77079 Suite 100 or www.verdeenergy.com.

Total Current Gas Charges **\$200.75**

Total Gas Charges Balance **\$200.75**

Products & Services Credits and Charges

Balance From Last Bill \$14.90
 Payment on Feb 11, 2019 - Thank You 14.90 CR
Balance **0.00**

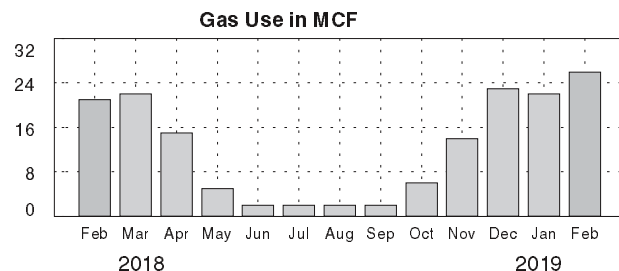
Current Charges**Products & Services Charges**

Homeserve-water Htr Plan \$7.95
 Homeserve-cooling Plan 6.95
Products & Services Account Balance **\$14.90**

If you have questions regarding your Products & Services, please contact
 the administrator, HomeServe, at 1-833-808-6712 or go to
 www.myhomeserveusa.com.

Monthly Usage Comparison

Average Daily Temperature 2018 2019
 For This Billing Period 33°F 29°F



Avg Monthly Use: 11.6 MCF.
 Total Annual Use: 139.3 MCF.

Billing Period and Meter Readings

<u>Date</u>	<u>Read Type</u>	<u>Reading</u>	<u>Difference</u>
Meter Number 13200120			
Feb 25, 2019	Actual	761.7	
Jan 25, 2019	Actual	736.2	25.5
MCF Used in 31 Days			25.5



Account Number

Date Prepared

Next Meter Reading

[Redacted]

February 26, 2019

03/25 - 03/28/2019

Cycle 13

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

Total Current Charges	\$215.65
Total Account Balance	\$215.65

Rate Schedule: Energy Choice Transportation Service - Residential

Payment Programs for Eligible Customers

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

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

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

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

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

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

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

Explanation of Billing Terms

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

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

CR - Credit

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

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

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

Gross Receipts Tax - Ohio tax levied on public utilities.

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

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

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

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

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

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

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

Reset Read - Adjusted meter reading that establishes the point from which you are responsible for gas use.

Returned Payment Fee - Fee for each returned item tendered or authorized as payment on the customer's account and returned for any reason.

Security Deposit Installment - One-third of the total security deposit required. Security deposits are billed to customers in three equal monthly installments. A 3% rate of interest is paid if the full deposit is held for 180 days or longer. Deposits are refunded with interest to residential and small commercial accounts if required payments are made for 12 consecutive months and were not late more than two months during that time, you are not delinquent, or an account is closed for 10 days or longer. Deposits for large commercial and industrial accounts are reviewed every 24 months.

Service Charge - This charge includes fixed costs for delivering gas.

Standard Choice Offer (SCO) - Cost of acquiring default natural gas for sale to Energy Choice-eligible residential customers by a participating supplier assigned by Dominion Energy Ohio to provide gas supply at the regulated rate.

Standard Service Offer (SSO) - Cost of acquiring natural gas for sale to customers who purchase gas from Dominion Energy Ohio.

Transportation Charges / Usage-Based Charges - Cover costs associated with delivering gas to the meter, including all applicable riders and taxes. All customers are required to pay these charges regardless if they choose an alternate supplier through the Energy Choice or other transport programs. These charges do not include the cost of the gas.



Paying Your Bill

All bills may be paid from your bank account for free by registering in "Manage Your Account" as described below, or it may be paid at any authorized payment center. A convenience fee may be charged by the authorized payment center, which must be paid in cash. Be sure to bring the entire bill when paying in person. For the location of a payment center near you, please visit www.DominionEnergy.com or call 1-800-362-7557. Also, pay online anytime at www.DominionEnergy.com via debit/credit card or electronic check or call BillMatrix Corporation, toll free at 1-800-573-1153. **Service fee applies.** For your own protection, do not send cash through the mail. Allow six days for payments to be applied to your account. Please record your account number on your check or money order and mail to Dominion Energy Ohio, PO Box 26785, Richmond, VA 23261-6785. Do not include correspondence with your payment.

AUTO PAY - Sign up for Bank Draft and have your bill automatically deducted from your checking or savings account. Enroll online at www.DominionEnergy.com, "Manage Your Account."

ELECTRONIC CHECK CONVERSION - Paying by check authorizes us to use the information from your check to make a one-time electronic fund transfer from your account. The funds may be withdrawn as early as the date we receive your payment, and you will not receive your check back from your financial institution.

MANAGE YOUR ACCOUNT - Register for free at www.DominionEnergy.com. Make payments, get eBills, update your contact information, start, stop or transfer service, and view billing and usage history 365 days a year!

Billing, Service Inquiries or Concerns

If you have a billing or service problem, please call Dominion Energy Ohio first at 1-800-362-7557 between 7 a.m. and 7 p.m. weekdays. If your complaint is not resolved after you have called Dominion Energy Ohio or your Energy Choice supplier or governmental aggregator at the number listed on the front of your bill, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll-free) from 8 a.m. to 5 p.m. weekdays or www.puco.ohio.gov. Hearing or speech impaired customers may contact PUCO via 7-1-1 (Ohio Relay Service). The Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from 8 a.m. to 5 p.m. weekdays or at www.pickocc.org. The PUCO address is 180 E. Broad St. Columbus, Ohio 43215.

EMERGENCY SERVICE - We consider it an emergency when you smell a gas odor or when none of your gas appliances are working. Call toll free 1-877-542-2630. Our 24-hour emergency personnel will take your call.

CALL BEFORE YOU DIG - Call the Ohio Utilities Protection Service at 811 at least two working days before digging.

FOR HELP WITH YOUR BILL - There are several programs available that could help you with your winter heating bills. For more information, call us at 1-800-362-7557.

Medical Certification - Delays a shutoff when it would be especially dangerous to the health of a permanent member of your household. It allows you time to get financial help. It does not reduce the amount you owe. You can request a medical certification form by calling 1-800-362-7557. A licensed medical professional must sign the form. If gas service is off, return the signed form within 21 days of the shut-off date to restore service.

Energy Choice - This program provides eligible customers the ability to purchase gas from a supplier. To obtain an "Apples to Apples" comparison of available competitive natural gas supplier offers, visit the PUCO's Energy Choice Ohio website at www.energychoice.ohio.gov or call 1-800-686-PUCO (7826). Another resource for information is www.DominionGasChoice.com

Removing Yourself from Customer Listing - We are required to include your name, address and usage information on a list of eligible customers that is made available to other retail natural gas suppliers or governmental aggregators. If you do not wish to be included on this list, please let us know: Call us at 1-800-362-7557, say "Energy Choice" and follow the prompts, write us at P.O. Box 5759, Cleveland, OH 44101-0759, sign in or register your account at www.DominionEnergy.com and select "Opt-in/Opt-out of Supplier Lists" from Edit Account Settings, or choose the "Email Us" option on the Contact Us page. However, this does not prevent a supplier from getting your information from another source or using information from a previous list.

HOW TO REACH US -

By Internet - Visit us online at www.DominionEnergy.com to 'Manage Your Account' 365 days a year!

By Phone - Call us at 1-800-362-7557. Our office hours are 7 a.m. to 7 p.m. Monday through Friday. The best days to call are Tuesdays through Fridays. Mondays and days after a holiday are typically the busiest.

For Hearing/Speech-Impaired Customers - Customers with a Telecommunications Device for the Deaf can dial 711.

By Mail - Write to Dominion Energy Ohio, PO Box 5759, Cleveland, OH 44101. Please do not include payment with your correspondence.

NOTE - For mailing address changes, visit Manage Your Account on www.DominionEnergy.com.



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: 00258331	Owner: Andrea Smith
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: 03-12-2019
Case Age in Business Days: 36

Date Closed: 05-01-2019

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: Cleveland	Service Address Zip:
Service Address Country: United States	Service Address Phone: [REDACTED]

Industry Information

AIQ Industry: Gas	Territory Account: 001t0000008OFYQAA4
AIQ Sub-Industry: Competitive Retail Natural Gas Service Provider	General Code: Marketing -- Gas
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

Description:

Resolution:

t:

I called the customer back and explained the company gave her the rate in CCF's instead of MCF. The company should have given the information in MCF which the 62.50 cents per CCF is converts to \$6.25 in MCF. I am not able to make the company credit her as it did not change the billing (it was converted correctly). Going forward if she gets any calls form any other companies and they give her the rate in CCF's she should ask then to give it to her MCF as that is how DEO bills. left call back info if she has any other questions. close case.

Case Comments

Created Date	Comment
3/12/2019 3:19:13 PM	Verde Energy / customer states that last month 2 girls came to her home. They were tlling how she could switch to DES to them. She state she has been paying 3.25 per mcf and the girls told her if she switched to them she would only pay 0.62 cents per mcf and the girl wrote 0.62 cents on her bill . She got the bill today and it had switched to Verde and she is being charged \$6.25. she states she called DES and they are going switch her back to them and the rate she did have. she states that in the mean time she is stuck with this bill. I told her that is true. I told her I can take as investigation and see what I can find out. I told her it would depend on what she agreed to. I asked if she did a TPV and she state she did. I told her in the mean time she would need to DEO if she needs to, to make payment arrangements. I explained the company has 10 business days to respond and once I get that back I will call her back. I can not guarantee her any credits at this time. she thanked for help. acct # [REDACTED]
4/11/2019 3:28:25 PM	I reviewed the company response and TPV. According to the TPV and company response she was given the rate in ccf and she is with DEO and the measure and bill in mcf's. I explained so the rate they gave her of 62.5 cents ccf is actually \$6.25 in mcf. I will check with NR in RSAD before calling customer to close.
4/11/2019 3:28:56 PM	I did call the customer and explained I was waiting on some additional information and once I get that I will contact her back.
4/11/2019 3:29:21 PM	I received response from NR and I will close with the customer.
4/11/2019 3:40:57 PM	I called the customer back and explained the company gave her the rate in CCF's instead of MCF. The company should have given the information in MCF which the 62.50 cents per CCF is converts to \$6.25 in MCF. I am not able to make the company credit her as it did not change the billing (it was converted correctly). Going forward if she gets any calls form any other companies and they give her the rate in CCF's she should ask then to give it to her MCF as that is how DEO bills. left call back info if she has any other questions. close case.

4/11/2019 3:41:42 PM	t: I called the customer back and explained the company gave her the rate in CCF's instead of MCF. The company should have given the information in MCF which the 62.50 cents per CCF is converts to \$6.25 in MCF. I am not able to make the company credit her as it did not change the billing (it was converted correctly). Going forward if she gets any calls form any other companies and they give her the rate in CCF's she should ask then to give it to her MCF as that is how DEO bills. left call back info if she has any other questions. close case.
4/16/2019 2:47:23 PM	cust calling back about this case wants to speak with A.S.
4/18/2019 8:38:19 AM	I called and left message for customer. I explained I was returning her phone call. Left call back info.
4/24/2019 3:23:34 PM	I sent something back over to the company about not providing the rate in mcf's to see what they have to say. This does not change the outcome for the customer. Just making the company aware.
5/1/2019 10:59:29 AM	Company responded at they are working with their vendors to correct the issue of providing the rate in ccf's instead of mcf's. as for the customer I did return her phone call and she has not called back. I am closing the case. I will re-open if the customer calls back. close case.

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: Andrea Smith
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: 3/13/2019 8:37:53 AM

Email Text Version:

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

CASE ID: 00258331
COMPANY:
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Cleveland, Ohio 44105
SERVICE ADDRESS: [REDACTED]
Cleveland, Ohio 44105
AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER: [REDACTED]
NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Sincerely,

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

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

Email Created Date: 3/18/2019 6:35:15 PM

Email Text Version:

Good Afternoon,

Per O.A.C. 4901:1-21-06(D)(1)(h)(v), attached you will find the TPV for PUCO Complaint No. 00258331.

Please be aware that Verde will provide a final response by 03/27/2019

Best 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>>

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: Andrea Smith <contactthepuco@puc.state.oh.us>
Sent: Wednesday, March 13, 2019 7:38 AM
To: Regulatory <regulatory@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258331 [ref:_00Dt0GzXt._500t0FmvC3:ref]

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

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

CASE ID: 00258331
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Cleveland, Ohio 44105
SERVICE ADDRESS: [REDACTED] Cleveland, Ohio 44105
AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER: [REDACTED]
NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE: Ms. [REDACTED] states two girls from Verde came to her home last month. They were telling her how she could switch from Dominion Energy Solutions to Verde. She was

paying \$3.25 per mcf and they told her that she would be paying \$0.62 cents per mcf if she signed up with them. The girl even wrote \$0.62 cents on her paperwork. She signed up with them. She just received her bill and she is being charged \$6.25 per mcf. She called Dominion Energy Solutions and they are going to switch her back, but now she is left with a high bill. She does not think this is right.

1. Do you have record of customer?
2. If so, when and how was the customer signed up?
3. Please send copy of signed contract, TPV and sales call.
4. Why would the representatives tell the customer she would be paying \$0.62 cents per mcf?
4. The customer would like to cancel the contract and not be charged any early termination fees.
5. Any additional information you could provide would be greatly appreciated.

Sincerely,

Andrea Smith

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C4833c7cf6b4541f4c36d08d6abf1f857%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636885453110529093&sdata=ov9r8HkMK3xFtxFg6MMtFniNi6zEqGUtDdrgDxmHi7Y%3D&reserved=0>](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C4833c7cf6b4541f4c36d08d6abf1f857%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636885453110529093&sdata=ov9r8HkMK3xFtxFg6MMtFniNi6zEqGUtDdrgDxmHi7Y%3D&reserved=0)

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[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004Mbfl>]

ref:_00Dt0GzXt._500t0FmvC3:ref

Email Created Date: 3/19/2019 4:54:49 PM

Email Text Version:

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00258331.

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

[REDACTED] [REDACTED] has filed a complaint with the Public Utility Commission of Ohio ("PUCO") because she states that she was told she would pay \$0.062 cents/ MCF; however, she is being charged \$6.25 cents/MCF.

Investigative Results:

- On 02/04/2019, [REDACTED] [REDACTED] authorized the gas enrollment to Verde via Door to Door representative associated with Energy Group Consultants LLC into a 12 month fixed rate of \$0.6250 cents/CCF. (TPV Attached)
- On 02/13/2019, Verde generated and sent a Welcome Letter. (Letter Attached)
- On 02/05/2019, the gas account became active with Verde.
- On 03/13/2019, Verde was in receipt of PUCO Complaint No. 00258331.

Outcome:

We'd like to confirm that per the attached TPV completed on 02/04/2018, [REDACTED] [REDACTED] authorized the gas enrollment to Verde into a 12 month fixed rate of \$0.6250 cents/CCF without objections. As such, Ms. [REDACTED] gas account has been billed correctly and no credits or adjustments are warranted.

Lastly, as it stands, Ms. [REDACTED] gas account has a pending termination date with Verde on 04/09/2019, a date 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,

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>>

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: Customer Concerns
<customerconcerns@sparkenergy.com<mailto:customerconcerns@sparkenergy.com>>
Sent: Monday, March 18, 2019 5:35 PM
To: 'Andrea Smith'
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258331 [ref:_00Dt0GzXt._500t0FmvC3:ref]

Good Afternoon,

Per O.A.C. 4901:1-21-06(D)(1)(h)(v), attached you will find the TPV for PUCO Complaint No. 00258331.

Please be aware that Verde will provide a final response by 03/27/2019

Best 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>

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: Andrea Smith
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>
Sent: Wednesday, March 13, 2019 7:38 AM
To: Regulatory <regulatory@sparkenergy.com<mailto:regulatory@sparkenergy.com>>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258331 [ref:_00Dt0GzXt._500t0FmvC3:ref]

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

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

CASE ID: 00258331

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Cleveland, Ohio 44105

SERVICE ADDRESS: [REDACTED] Cleveland, Ohio 44105

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE: Ms. [REDACTED] states two girls from Verde came to her home last month. They were telling her how she could switch from Dominion Energy Solutions to Verde. She was paying \$3.25 per mcf and they told her that she would be paying \$0.62 cents per mcf if she signed up with them. The girl even wrote \$0.62 cents on her paperwork. She signed up with them. She just received her bill and she is being charged \$6.25 per mcf. She called Dominion Energy Solutions and they are going to switch her back, but now she is left with a high bill. She does not think this is right.

1. Do you have record of customer?
2. If so, when and how was the customer signed up?
3. Please send copy of signed contract, TPV and sales call.
4. Why would the representatives tell the customer she would be paying \$0.62 cents per mcf?
4. The customer would like to cancel the contract and not be charged any early termination fees.
5. Any additional information you could provide would be greatly appreciated.

Sincerely,
Andrea Smith
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
[www.puco.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7Ccontactthepuco%40puco.ohio.gov%7Ca6358676602](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7Ccontactthepuco%40puco.ohio.gov%7Ca6358676602)

c4f813aae08d6acad12d3%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636886256777478595&sdata=v7EyXUzPFUy0MGvloL%2FiZRxOMaXDOW5ZQGQVkiBBqUc%3D&reserved=0
>

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Email Created Date: 4/24/2019 3:22:21 PM

Email Text Version:

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00258331

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Cleveland, Ohio 44105

SERVICE ADDRESS: [REDACTED] !Case.Service_Address_City__c}, Ohio 44105

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Sincerely,

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

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

Email Created Date: 4/24/2019 6:43:11 PM

Email Text Version:

Good Afternoon Ms. Smith,

Thank you for allowing me to address your additional concerns.

Please be aware that Verde is working diligently with our vendors to ensure this information is updated.

Best Regards,

Edwin Quinonez

From: Andrea Smith <contactthepuco@puc.state.oh.us>
Sent: Wednesday, April 24, 2019 2:22 PM
To: Regulatory <regulatory@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258331 [ref:_00Dt0GzXt._500t0FmvC3:ref]

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

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00258331
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Cleveland, Ohio 44105
SERVICE ADDRESS: [REDACTED] Cleveland, Ohio 44105
AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER: [REDACTED]
NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE: Thanks for the previous response. However, according to rule O.A.C. 4901:1-29-05:(A)(1)(a), the company is required to provide the cost in Ccf or Mcf, whichever is consistent with the incumbent natural gas company's billing format.

A) Each retail natural gas supplier and governmental aggregator that offers competitive retail natural gas service to customers shall provide, in marketing materials that include or accompany a service contract, sufficient information for customers to make informed cost comparisons.

(1) For fixed-rate offers, such information shall, at minimum, include:

(a) The cost per Ccf or Mcf, whichever is consistent with the incumbent natural gas company's billing format, for natural gas supply, if the product is based on a per-unit price or, for flat-monthly rate offers, a specific listing of the rate to be charged per month for the duration of the contract.

1. Why was the customer given rate in rate in Ccf instead of Mcf?
2. Going forward is the company going to give the rate information according to the incumbent natural gas company's billing format?
3. If not, why?
4. Any additional information you could provide would be greatly appreciated.

Sincerely,
Andrea Smith
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C9d26e7f306304be47a4708d6c90636f8%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636917425885272841&sdata=REOBsHSK6JmaWL7%2F0l4yLJSiaMNKOK5NO5Xr0FMEhYU%3D&reserved=0](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C9d26e7f306304be47a4708d6c90636f8%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636917425885272841&sdata=REOBsHSK6JmaWL7%2F0l4yLJSiaMNKOK5NO5Xr0FMEhYU%3D&reserved=0)
>

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Case Images

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

Welcome to the Verde Energy Family!

>000820 00893 014 P51121



Cleveland, OH 44105-
[REDACTED]

My Plan Details

Account Number

[REDACTED]

Plan

Price Lock 12

Rate

62.50 Cents/CCF

Term

12 Months

Monthly Fee

\$0

Early Termination Fee

\$0

2/13/2019

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.

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

Warm Regards,

Nathan Kroeker
CEO & President

Start Earning Money Today!

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

Use your refer-a-friend ID [REDACTED] 5



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 62.50 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 (CO₂) 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 CO₂ emissions associated with Customer’s energy consumption, but helps offset the release of the applicable number of metric tons of CO₂ 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), 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. 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.

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. **Rewards, Bonuses and/or Incentives Program Terms.** Rewards, Bonuses and/or Incentives are subject to the following terms and conditions.

For purposes of receiving any rewards, bonuses and/or incentives, active accounts are defined as those (i) that are billing more than \$0 and (ii) for which we have not received a request to discontinue (drop) service or change programs and (iii) are in good standing (no past-due balance owed) during the minimum required number of days stated in the offer.

Rewards, bonuses, and/or incentives are also subject to the rewards, bonuses, and/or incentives' terms and conditions stated in the offer and as may be located on our website(s) and those terms and conditions in the Terms of Service between Verde Energy and you, including, but not limited to, all terms related to dispute resolution, **in addition to the terms and conditions set forth herein**. More information on the terms and conditions of any reward, bonus, and/or incentive programs are available by calling 1-800-388-3862. Verde Energy reserves the right to disqualify any account holder from participation in rewards, bonuses and/or incentives' programs.

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 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, 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; email us at 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: 00258526

Account Name: [REDACTED]

Type:

Status: Reply Received

Preferred Contact Method: No Preference

Owner: Tara Jones

Account in Question: Verde Energy USA
Ohio LLC

Account Holder:

Priority: Standard

Service Type: Residential

CASE DATES:

Date Opened: 03-13-2019

Case Age in Business Days: 38

Date Closed:

Contact Information

Contact: [REDACTED]

Preferred Contact Method: No Preference

Phone: [REDACTED]

Mobile:

Preferred Contact Time:

Email:

Service Address Information

Service Account Number: [REDACTED]

Service Address County: Licking

Service Address Street: [REDACTED]

Service Address State: Ohio

West

Service Address City: Heath

Service Address Zip:

Service Address Country: United States

Service Address Phone: [REDACTED]

Industry Information

AIQ Industry: Electric

Territory Account: 001t0000008OFZLAA4

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

Crossing ID:
Railroad:
Railroad Street Name:

Description Information

Description:

Resolution:

Case Comments

Created Date	Comment
3/13/2019 3:19:45 PM	<p>Caller states that Verde has been calling his home over the past several weeks. He advised them that he was not interested in switching. On 2/19, a rep from Verde called his house and spoke to his wife. Rep told his wife that they have been ignoring their previous contact attempts and that their service will be turned off the next day if they do not do something. Wife did not want the service to be turned off so she went thru the process to switch. She later told her husband what happened. Husband called AEP and was told that was not true so they decided to call Verde to cancel after discussing situation with AEP rep. They called Verde back in about 3 hours after completing the switch request and cancelled. They were given a cancellation number of [REDACTED]. Today they get a bill in the mail from Verde showing a zero balance and the bill message advised that they would be switched over with the next meter reading. They also got other paperwork which sounds like the T&C. He stated that all of this was dated 2/27/19 but they just received it today on 3/13/19. They called AEP today and AEP advised them to call Verde to cancel and to call PUCO to file a complaint. He stated that on today, 3/13/19, they cancelled with Verde and was given a confirmation number of [REDACTED]. Asked if he received switch letter from AEP and he stated that he did not. Was confused with how the customer was describing the bill with the zero balance and was curious if he had actually switched over. Put him on hold and spoke with Emily at the hotline. She states the rescission letter was sent out on 2/21 and he had to respond by 3/1 and no response was received. He is scheduled to change on 3/26 with the next meter reading. Asked customer for more info regarding the paperwork he had from Verde. He was able to find the rate offer. It states that customer will pay 9.25 per KWH for 12 months and then roll over to the MVR. Advised customer that we can follow-up to see why they did not cancel with the first telephone call and ask why the rep told his wife that they were be disconnected if they did not sign-up with Verde since that is not true. Gave case info and advised of the investigation process.</p>
5/1/2019 1:29:40 PM	<p>Called and spoke to [REDACTED] who confirmed that their bill was never switched to Verde. However, she says that they are still getting calls from Verde trying to switch them. Advs that I would ask Verde to her off of their marketing list.</p>

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: Tara Jones
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: 3/14/2019 9:56:40 AM

Email Text Version:

96

Normal
0

false
false
false

EN-US
X-NONE
X-NONE

Initial Submission of a Consumer Complaint

Provider of ElectricPlease Respond Within 3 Business Days

CASE ID:

00258526CUSTOMER: [REDACTED] ADDRESS: [REDACTED], Heath, Ohio

43056AIQ:

Verde Energy USA Ohio LLCSERVICE ACCOUNT NUMBER: [REDACTED]

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

DESCRIPTION OF ISSUE: [REDACTED] filed a complaint against Verde regarding their sales tactics. He expressed concern over receiving many calls over the past several weeks which all resulted in him declining all product offerings from the company. His wife then received a call in which an agent said she had to sign up or face disconnection of the utility. This resulted in an enrollment. The husband rescinded the offer but then got a confirmation of the switch from Verde.

Please list all dates and times for calls made to [REDACTED] in 2019. Please provide all sales calls, TPV's, T&C's, etc. Please explain the situation regarding the utility being disconnected. Please confirm the switch was affirmatively canceled. If not, please drop the

customer and re-rate back to the PTC for all months served. Please provide re-rate calculations if applicable. Sincerely, Drake Riley Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Supervisor - Electric (800) 686-PUCO (7826)
www.PUCO.ohio.gov

96

Normal
0

false
false
false

EN-US
X-NONE
X-NONE

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._500t0Fn1l2:ref

Email Created Date: 3/18/2019 2:50:27 PM

Email Text Version:

Good Afternoon,

Per O.A.C. 4901:1-21-06(D)(1)(h)(v), attached you will find the TPV for PUCO Complaint No. 00258526.

Please be aware that Verde will provide a final response by 03/27/2019

Best 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: Drake Riley <contactthepuco@puc.state.oh.us>
Sent: Thursday, March 14, 2019 8:57 AM
To: Regulatory <regulatory@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258526 [ref:_00Dt0GzXt._500t0Fn1l2: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: 00258526
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED], Heath, Ohio 43056
AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER: [REDACTED]
NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

[REDACTED] filed a complaint against Verde regarding their sales tactics. He expressed concern over receiving many calls over the past several weeks which all resulted in him declining all product offerings from the company. His wife then received a call in which an agent said she had to sign up or face disconnection of the utility. This resulted in an enrollment. The husband rescinded the offer but then got a confirmation of the switch from Verde.

Please list all dates and times for calls made to [REDACTED] in 2019.

Please provide all sales calls, TPV's, T&C's, etc.
Please explain the situation regarding the utility being disconnected.
Please confirm the switch was affirmatively canceled.
If not, please drop the customer and re-rate back to the PTC for all months served.
Please provide re-rate calculations if applicable.

Sincerely,

Drake Riley
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Supervisor - Electric
(800) 686-PUCO (7826)
[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cd13db8c7fed34e33372608d6abd29364%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636885318238026013&sdata=0LRk3u9%2BFkhkGevu9FJf2n1cRluQq7SzhpFndyDTDpc%3D&reserved=0>](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cd13db8c7fed34e33372608d6abd29364%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636885318238026013&sdata=0LRk3u9%2BFkhkGevu9FJf2n1cRluQq7SzhpFndyDTDpc%3D&reserved=0)

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[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004MfY6>]

ref:_00Dt0GzXt._500t0Fn1l2:ref

Email Created Date: 3/25/2019 9:05:27 PM

Email Text Version:

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00258526.

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") disputing the sales tactics used by the agent who contacted them. They state that [REDACTED] enrolled the account with Verde under the threats of being disconnected from the utility if she did not enroll.

Investigative Results:

- * On 2/19/2019, [REDACTED] enrolled the electric account with Verde via outbound telemarketing agent Alex Watson with KAA Energy INC. (Sales Call and TPV Attached)
- * On 2/20/2019, the utility accepted the enrollment with the start date of 3/26/2019.
- * On 2/26/2019, Verde generated and sent the Welcome Letter. (Letter Attached)
- * On 3/13/2019, [REDACTED] contacted Verde stating he had already cancelled the account, but still received the Welcome Packet. The agent submitted a cancellation request to the utility.
- * On this same day, the utility responded and accepted the cancellation request with the termination date of 3/26/2019.
- * On 3/14/2019, Verde received PUCO Complaint No. 00258526.

Outcome:

Verde would like to confirm that per the attached Sales Call and TPV completed on 2/19/2019 by [REDACTED], that she willingly enrolled the electric account with Verde and nowhere in the call was she advised that her services would be disconnected if the account was not enrolled. However, due to the TPV not being in compliance, the enrollment was deemed as a "No Sale".

Lastly, please note that with the cancellation request submitted on 3/13/2019, the enrollment that was scheduled to initiate on 3/26/2019 was cancelled, so the services will not become active with Verde.

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

Kindest Regards,

Xiomara Mendoza

From: Customer Concerns <customerconcerns@sparkenergy.com>

Sent: Monday, March 18, 2019 1:50 PM

To: 'Drake Riley' <contactthepuco@puc.state.oh.us>

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258526 [ref:_00Dt0GzXt._500t0Fn1l2:ref]

Good Afternoon,

Per O.A.C. 4901:1-21-06(D)(1)(h)(v), attached you will find the TPV for PUCO Complaint No. 00258526.

Please be aware that Verde will provide a final response by 03/27/2019

Best 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: Drake Riley
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>
Sent: Thursday, March 14, 2019 8:57 AM
To: Regulatory <regulatory@sparkenergy.com<mailto:regulatory@sparkenergy.com>>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258526 [ref:_00Dt0GzXt._500t0Fn1l2: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: 00258526
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED], Heath, Ohio 43056
AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER: [REDACTED]
NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

[REDACTED] filed a complaint against Verde regarding their sales tactics. He expressed concern over receiving many calls over the past several weeks which all resulted in him declining all product offerings from the company. His wife then received a call in which an agent said she had to sign up or face disconnection of the utility. This resulted in an enrollment. The husband rescinded the offer but then got a confirmation of the switch from Verde.

Please list all dates and times for calls made to [REDACTED] in 2019.
Please provide all sales calls, TPV's, T&C's, etc.
Please explain the situation regarding the utility being disconnected.
Please confirm the switch was affirmatively canceled.
If not, please drop the customer and re-rate back to the PTC for all months served.
Please provide re-rate calculations if applicable.

Sincerely,

Drake Riley
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Supervisor - Electric
(800) 686-PUCO (7826)
[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cdf0e2c417a6e47e2ec3708d6b186e5f1%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636891590983052715&sdata=b2ECpQFwjlhrygYskyAwxllXRI7S8D19vrBgpBvFwf4%3D&reserved=0>](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cdf0e2c417a6e47e2ec3708d6b186e5f1%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636891590983052715&sdata=b2ECpQFwjlhrygYskyAwxllXRI7S8D19vrBgpBvFwf4%3D&reserved=0)

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[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004Mfy6>]

ref:_00Dt0GzXt._500t0Fn1l2:ref

Email Created Date: 5/1/2019 1:31:49 PM

Email Text Version:

Thank you for your response to the previous issue. We spoke to the customer today, and they stated that they are still getting multiple sales calls from Verde. Could you please take them off of your internal marketing lists?

Thanks,

Militza Grady
Public Utilities Commission of Ohio

Service Monitoring & Enforcement Department
Public Utilities Administrator
(614) 466-0355

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

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 3/25/2019 9:03 PM
To: contactthepuco@puco.ohio.gov
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258526 [ref:_00Dt0GzXt._500t0Fn1l2:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00258526.

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") disputing the sales tactics used by the agent who contacted them. They state that [REDACTED] enrolled the account with Verde under the threats of being disconnected from the utility if she did not enroll.

Investigative Results:

On 2/19/2019, [REDACTED] enrolled the electric account with Verde via outbound telemarketing agent Alex Watson with KAA Energy INC. (Sales Call and TPV Attached)
On 2/20/2019, the utility accepted the enrollment with the start date of 3/26/2019.
On 2/26/2019, Verde generated and sent the Welcome Letter. (Letter Attached)
On 3/13/2019, [REDACTED] contacted Verde stating he had already cancelled the account, but still received the Welcome Packet. The agent submitted a cancellation request to the utility.

On this same day, the utility responded and accepted the cancellation request with the termination date of 3/26/2019.

On 3/14/2019, Verde received PUCO Complaint No. 00258526.

Outcome:

Verde would like to confirm that per the attached Sales Call and TPV completed on 2/19/2019 by [REDACTED], that she willingly enrolled the electric account with Verde and nowhere in the call was she advised that her services would be disconnected if the account was not enrolled. However, due to the TPV not being in compliance, the enrollment was deemed as a "No Sale".

Lastly, please note that with the cancellation request submitted on 3/13/2019, the enrollment that was scheduled to initiate on 3/26/2019 was cancelled, so the services will not become active with Verde.

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

Kindest Regards,

Xiomara Mendoza

From: Customer Concerns <customerconcerns@sparkenergy.com>
Sent: Monday, March 18, 2019 1:50 PM
To: 'Drake Riley' <contactthepuco@puc.state.oh.us>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258526 [ref:_00Dt0GzXt._500t0Fn1l2:ref]

Good Afternoon,

Per O.A.C. 4901:1-21-06(D)(1)(h)(v), attached you will find the TPV for PUCO Complaint No. 00258526.

Please be aware that Verde will provide a final response by 03/27/2019

Best Regards,

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

equinonez@verdeenergy.com

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From: Drake Riley <contactthepuco@puc.state.oh.us>
Sent: Thursday, March 14, 2019 8:57 AM
To: Regulatory <regulatory@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258526 [ref:_00Dt0GzXt._500t0Fn1l2:ref]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00258526

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Heath, Ohio 43056

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

██████████ filed a complaint against Verde regarding their sales tactics. He expressed concern over receiving many calls over the past several weeks which all resulted in him declining all product offerings from the company. His wife then received a call in which an agent said she had to sign up or face disconnection of the utility. This resulted in an enrollment. The husband rescinded the offer but then got a confirmation of the switch from Verde.

Please list all dates and times for calls made to ██████████ in 2019.

Please provide all sales calls, TPV's, T&C's, etc.

Please explain the situation regarding the utility being disconnected.

Please confirm the switch was affirmatively canceled.

If not, please drop the customer and re-rate back to the PTC for all months served.

Please provide re-rate calculations if applicable.

Sincerely,

Drake Riley

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Supervisor - Electric

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0Fn1l2:ref

Email Created Date: 5/1/2019 5:17:14 PM

Email Text Version:

Good afternoon,

Thank you for allowing us to address your additional concerns.

Please let this email serve as confirmation that [REDACTED] phone number of [REDACTED] has been added to our internal "DNC" and the address of [REDACTED] was added onto our internal "DNK" list.

Thank you,

Xiomara Mendoza

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

Sent: Wednesday, May 01, 2019 12:32 PM

To: Customer Concerns <customerconcerns@sparkenergy.com>

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258526 [ref:_00Dt0GzXt._500t0Fn1l2:ref]

Thank you for your response to the previous issue. We spoke to the customer today, and they stated that they are still getting multiple sales calls from Verde. Could you please take them off of your internal marketing lists?

Thanks,

Militza Grady

Public Utilities Commission of Ohio

Service Monitoring & Enforcement Department

Public Utilities Administrator

(614) 466-0355

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 3/25/2019 9:03 PM

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

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258526 [ref:_00Dt0GzXt._500t0Fn1l2:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00258526.

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") disputing the sales tactics used by the agent who contacted them. They state that [REDACTED] enrolled the account with Verde under the threats of being disconnected from the utility if she did not enroll.

Investigative Results:

- * On 2/19/2019, [REDACTED] enrolled the electric account with Verde via outbound telemarketing agent Alex Watson with KAA Energy INC. (Sales Call and TPV Attached)
- * On 2/20/2019, the utility accepted the enrollment with the start date of 3/26/2019.
- * On 2/26/2019, Verde generated and sent the Welcome Letter. (Letter Attached)
- * On 3/13/2019, [REDACTED] contacted Verde stating he had already cancelled the account, but still received the Welcome Packet. The agent submitted a cancellation request to the utility.

* On this same day, the utility responded and accepted the cancellation request with the termination date of 3/26/2019.

- * On 3/14/2019, Verde received PUCO Complaint No. 00258526.

Outcome:

Verde would like to confirm that per the attached Sales Call and TPV completed on 2/19/2019 by [REDACTED], that she willingly enrolled the electric account with Verde and nowhere in the call was she advised that her services would be disconnected if the account was not enrolled. However, due to the TPV not being in compliance, the enrollment was deemed as a "No Sale".

Lastly, please note that with the cancellation request submitted on 3/13/2019, the enrollment that was scheduled to initiate on 3/26/2019 was cancelled, so the services will not become active with Verde.

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

Kindest Regards,
Xiomara Mendoza

From: Customer Concerns

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

Sent: Monday, March 18, 2019 1:50 PM

To: 'Drake Riley' <contactthepuco@puc.state.oh.usmailto:contactthepuco@puc.state.oh.us>>

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258526 [ref:_00Dt0GzXt._500t0Fn1l2:ref]

Good Afternoon,

Per O.A.C. 4901:1-21-06(D)(1)(h)(v), attached you will find the TPV for PUCO Complaint No. 00258526.

Please be aware that Verde will provide a final response by 03/27/2019

Best 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>>

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: Drake Riley

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

Sent: Thursday, March 14, 2019 8:57 AM

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

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258526 [

ref:_00Dt0GzXt._500t0Fn1l2: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: 00258526

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Heath, Ohio 43056

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

██████████ filed a complaint against Verde regarding their sales tactics. He expressed concern over receiving many calls over the past several weeks which all resulted in him declining all product offerings from the company. His wife then received a call in which an agent said she had to sign up or face disconnection of the utility. This resulted in an enrollment. The husband rescinded the offer but then got a confirmation of the switch from Verde.

Please list all dates and times for calls made to ██████████ in 2019.
Please provide all sales calls, TPV's, T&C's, etc.
Please explain the situation regarding the utility being disconnected.
Please confirm the switch was affirmatively canceled.
If not, please drop the customer and re-rate back to the PTC for all months served.
Please provide re-rate calculations if applicable.

Sincerely,

Drake Riley
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Supervisor - Electric
(800) 686-PUCO (7826)
[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C460468cfb9974a1d405008d6ce7a5e50%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636923422301755379&sdata=ZSk5Et%2B4ip9b%2FOeLWsBMIJQVBZwRCgOfs%2FRC%2FWjhZUU%3D&reserved=0>](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C460468cfb9974a1d405008d6ce7a5e50%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636923422301755379&sdata=ZSk5Et%2B4ip9b%2FOeLWsBMIJQVBZwRCgOfs%2FRC%2FWjhZUU%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=018t0000004MfY6]

ref:_00Dt0GzXt._500t0Fn1l2:ref

[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004NmO6]

Case Images

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

Welcome to the Verde Energy Family



Heath, OH 43056-1131

2/27/2019

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.

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

9.25 Cents/KWH

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 **JDEME20190220062723**



VE_WELCOME_10.17.18_English



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 12140 Wickchester Ln, Ste 100, Houston TX 77079 (“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”), which includes an agreement to ARBITRATION for any and all disputes between Customer and Verde:

1. **Price:** During the first 12 Months. of service, Verde will supply electricity to Customer at a 100% renewable fixed generation rate of 9.25 Cents/KWH Plus \$0 per month. After the first 12 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 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:

Duke Energy Corporation	800-544-6900
The Dayton Power and Light Company	800-433-8500
Ohio Power Company	800-672-2231
Columbus Southern Power Company	800-672-2231
The Cleveland Electric Illuminating Company	800-589-3101
Ohio Edison	800-633-4766
Toledo Edison	800-447-3333
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), 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

11. -3862 Monday – Friday 8AM to 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 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. 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.

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

13. **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.

14. **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.

15. **Rewards, Bonuses and/or Incentives Program Terms.** Rewards, Bonuses and/or Incentives are subject to the following terms and conditions.

For purposes of receiving any rewards, bonuses and/or incentives, active accounts are defined as those (i) that are billing more than \$0 and (ii) for which we have not received a request to discontinue (drop) service or change programs and (iii) are in good standing (no past-due balance owed) during the minimum required number of days stated in the offer.

Rewards, bonuses, and/or incentives are also subject to the rewards, bonuses, and/or incentives' terms and conditions stated in the offer and as may be located on our website(s) and those terms and conditions in the Terms of Service between Verde Energy and you, including, but not limited to, all terms related to dispute resolution, **in addition to the terms and conditions set forth herein**. More information on the terms and conditions of any reward, bonus, and/or incentive programs are available by calling 1-800-388-3862. Verde Energy reserves the right to disqualify any account holder from participation in rewards, bonuses and/or incentives' programs.

16. **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.

17. **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.

18. **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 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, 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.”

19. **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; email us at 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 electric 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: 00258547

Account Name: [REDACTED]

Type:

Status: Closed

Preferred Contact Method: No Preference

Owner: Maureen Harbolt

Account in Question: Verde Energy USA
Ohio LLC

Account Holder:

Priority: Standard

Service Type: Residential

CASE DATES:

Date Opened: 03-13-2019

Date Closed: 03-27-2019

Case Age in Business Days: 11

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: Lucas

Service Address Street: [REDACTED]

Service Address State: Ohio

Service Address City: Sylvania

Service Address Zip:

Service Address Country: United States

Service Address Phone: [REDACTED]

Industry Information

AIQ Industry: Gas

Territory Account: 001t0000008OFY7AAO

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:

Called to close advised co not becoming active on account.

Case Comments

Created Date	Comment
3/13/2019 3:20:40 PM	cust stating she didn't give authorization for them to become her supplier the man kept calling here multiple times after she told him she wasn't interested cust called company to see how they became her supplier and they said she gave them authorization but she didnt cust is with quake and doesnt want Verde so she wants to make sure they are off of her account she also called cgo and they adv her to call puco adv cust of investigation process icb
3/27/2019 3:28:09 PM	Co response: Verde would like to confirm that per the attached Sales Call and TPV Completed on 2/19/2019 by [REDACTED] that she authorized the enrollment with Verde. However, due to the TPV not being in compliance, the enrollment was deemed as a "No Sale". At this time, we are awaiting for the utility to accept the cancellation request submitted on 3/26/2019 for the electric account. If the customer is billed from Verde, we will properly adjust the invoice back to the utility's rate. In addition, if a refund is deemed as due, [REDACTED] will be refunded accordingly. Lastly, please note that the cancellation request received on 3/14/2019 from the utility, cancelled the gas account with the start date of 2/22/2019, so the services will not become active with Verde.
3/27/2019 3:43:06 PM	Called to close advised co not becoming active on account.

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: Courtney Fleming
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: 3/14/2019 12:49:54 PM

Email Text Version:

Initial Submission of a Consumer Complaint

Provider of Gas

Please Respond Within 3 Business Days

CASE ID: 00258547

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Sylvania, Ohio 43560

SERVICE ADDRESS: [REDACTED] Sylvania, Ohio 43560

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Good afternoon,

██████████ contacted the PUCO regarding an enrollment with Verde. The customer states she told the representatives calling several times she was not interested. The customer states she was told she had authorized a switch.

When was this account enrolled, and how?

Please provide copies of:

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

Please provide any additional information that may assist in investigation.

Sincerely,

Maureen Harbolt

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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

ref:_00Dt0GzXt._500t0Fn2VO:ref

Email Created Date: 3/18/2019 2:49:01 PM

Email Text Version:

Good Afternoon,

Per O.A.C. 4901:1-21-06(D)(1)(h)(v), attached you will find the TPV for PUCO Complaint No. 00258547.

Please be aware that Verde will provide a final response by 03/27/2019

Best 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>>

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, March 14, 2019 11:53 AM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258547 [ref:_00Dt0GzXt._500t0Fn2VO:ref]

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

Initial Submission of a Consumer Complaint

Provider of Gas

Please Respond Within 3 Business Days

CASE ID: 00258547

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Sylvania, Ohio 43560

SERVICE ADDRESS: [REDACTED] Sylvania, Ohio 43560

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Good afternoon,

[REDACTED] contacted the PUCO regarding an enrollment with Verde. The customer states she told the representatives calling several times she was not interested. The customer states she was told she had authorized a switch.

When was this account enrolled, and how?

Please provide copies of:

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

Please provide any additional information that may assist in investigation.

Sincerely,

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

[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C143a9f9e837547e091c008d6abd25f5e%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636885317373399266&sdata=zBOZ70cSOhXyZBYKOant4T1jmzZQPThh1KYUnl3c%2Bqk%3D&reserved=0>](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C143a9f9e837547e091c008d6abd25f5e%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636885317373399266&sdata=zBOZ70cSOhXyZBYKOant4T1jmzZQPThh1KYUnl3c%2Bqk%3D&reserved=0)

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[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004MgVa>]

ref:_00Dt0GzXt._500t0Fn2VO:ref

Email Created Date: 3/26/2019 6:28:30 PM

Email Text Version:

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00258547.

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") disputing the enrollment with Verde. She states that she told the representative multiple times that she was not interested; however, the account was still enrolled.

Investigative Results:

- * On 2/19/2019, [REDACTED] enrolled the electric and gas account with Verde via Outbound telemarketing agent Steven Smith with KAA Energy, INC. (Sales Call and TPV Attached)

- * The electric account was enrolled onto a 12-month plan, which offered the fixed-rate of \$0.0929 cents/kWh.

- * The gas account was enrolled onto a 12-month plan, which offered the fixed-rate of \$69.9 cents/ccf.

- * On 2/20/2019, the utility accepted the enrollment transaction for the electric account with the start date of 3/15/2019.

- * On 2/27/2019, Verde generated and sent the gas Welcome letter. (Letter Attached)

- * On 3/14/2019, Verde received an incoming cancellation from the utility for the gas account with the termination date of 2/21/2019.

- * On this same day, Verde received PUCO complaint No. 00258547.

- * On 3/26/2019, Verde submitted a cancellation transaction to the utility for the electric account.

Outcome:

Verde would like to confirm that per the attached Sales Call and TPV Completed on 2/19/2019 by [REDACTED] that she authorized the enrollment with Verde. However, due to the TPV not being in compliance, the enrollment was deemed as a "No Sale".

At this time, we are awaiting for the utility to accept the cancellation request submitted on 3/26/2019 for the electric account. If the customer is billed from Verde, we will properly adjust the invoice back to the utility's rate. In addition, if a refund is deemed as due, [REDACTED] will be refunded accordingly.

Lastly, please note that the cancellation request received on 3/14/2019 from the utility, cancelled the gas account with the start date of 2/22/2019, so the services will not become active with Verde.

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

Kindest Regards,

Xiomara Mendoza

From: Customer Concerns <customerconcerns@sparkenergy.com>

Sent: Monday, March 18, 2019 1:49 PM

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

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258547 [ref:_00Dt0GzXt._500t0Fn2VO:ref]

Good Afternoon,

Per O.A.C. 4901:1-21-06(D)(1)(h)(v), attached you will find the TPV for PUCO Complaint No. 00258547.

Please be aware that Verde will provide a final response by 03/27/2019

Best 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>>

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<mailto:contactthepuco@puc.state.oh.us>>
Sent: Thursday, March 14, 2019 11:53 AM
To: Regulatory <regulatory@sparkenergy.com<mailto:regulatory@sparkenergy.com>>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258547 [
ref:_00Dt0GzXt._500t0Fn2VO:ref]

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

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

CASE ID: 00258547
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Sylvania, Ohio 43560
SERVICE ADDRESS: [REDACTED] Sylvania, Ohio 43560
AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER: [REDACTED]
NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Good afternoon,

[REDACTED] contacted the PUCO regarding an enrollment with Verde. The customer states she told the representatives calling several times she was not interested. The customer states she was told she had authorized a switch.

When was this account enrolled, and how?

Please provide copies of:

*The sales call to this customer

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

Please provide any additional information that may assist in investigation.

Sincerely,

Maureen Harbolt
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
[www.PUCO.ohio.gov](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cc6d0d634211a471b5e8908d6b23a36cc%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636892360961015799&sdata=UAM8g%2Fbr1DSaZJ76K7lnKaXcPoHZwH4ApJOzuZLvWlU%3D&reserved=0)<<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cc6d0d634211a471b5e8908d6b23a36cc%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636892360961015799&sdata=UAM8g%2Fbr1DSaZJ76K7lnKaXcPoHZwH4ApJOzuZLvWlU%3D&reserved=0>>

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[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004MgVa>]

ref: _00Dt0GzXt._500t0Fn2VO:ref
Email Created Date: 3/27/2019 3:42:39 PM

Email Text Version:

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

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 3/26/2019 6:27 PM
To: contactthepuco@puco.ohio.gov
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258547 [ref:_00Dt0GzXt._500t0Fn2VO:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00258547.

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") disputing the enrollment with Verde. She states that she told the representative multiple times that she was not interested; however, the account was still enrolled.

Investigative Results:

- * On 2/19/2019, [REDACTED] enrolled the electric and gas account with Verde via Outbound telemarketing agent Steven Smith with KAA Energy, INC. (Sales Call and TPV Attached)
- * The electric account was enrolled onto a 12-month plan, which offered the fixed-rate of \$0.0929 cents/kWh.
- * The gas account was enrolled onto a 12-month plan, which offered the fixed-rate of \$69.9 cents/ccf.
- * On 2/20/2019, the utility accepted the enrollment transaction for the electric account with the start date of 3/15/2019.
- * On 2/27/2019, Verde generated and sent the gas Welcome letter. (Letter Attached)
- * On 3/14/2019, Verde received an incoming cancellation from the utility for the gas account with the termination date of 2/21/2019.
- * On this same day, Verde received PUCO complaint No. 00258547.
- * On 3/26/2019, Verde submitted a cancellation transaction to the utility for the electric account.

Outcome:

Verde would like to confirm that per the attached Sales Call and TPV Completed on 2/19/2019 by [REDACTED] that she authorized the enrollment with Verde. However, due to the TPV not being in compliance, the enrollment was deemed as a "No Sale".

At this time, we are awaiting for the utility to accept the cancellation request submitted on 3/26/2019 for the electric account. If the customer is billed from Verde, we will properly adjust the invoice back to the utility's rate. In addition, if a refund is deemed as due, [REDACTED] will be refunded accordingly.

Lastly, please note that the cancellation request received on 3/14/2019 from the utility, cancelled the gas account with the start date of 2/22/2019, so the services will not become active with Verde.

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

Kindest Regards,
Xiomara Mendoza

From: Customer Concerns <customerconcerns@sparkenergy.com>
Sent: Monday, March 18, 2019 1:49 PM
To: 'PUCO Consumer Call Center' <contactthepuco@puc.state.oh.us>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258547 [ref:_00Dt0GzXt._500t0Fn2VO:ref]

Good Afternoon,

Per O.A.C. 4901:1-21-06(D)(1)(h)(v), attached you will find the TPV for PUCO Complaint No. 00258547.

Please be aware that Verde will provide a final response by 03/27/2019

Best 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>>

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<<mailto:contactthepuco@puc.state.oh.us>>>
Sent: Thursday, March 14, 2019 11:53 AM
To: Regulatory <regulatory@sparkenergy.com<<mailto:regulatory@sparkenergy.com>>>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258547 [ref:_00Dt0GzXt._500t0Fn2VO:ref]

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

Initial Submission of a Consumer Complaint

Provider of Gas
Please Respond Within 3 Business Days

CASE ID: 00258547

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Sylvania, Ohio 43560

SERVICE ADDRESS: [REDACTED] Sylvania, Ohio 43560

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Good afternoon,

[REDACTED] contacted the PUCO regarding an enrollment with Verde. The customer states she told the representatives calling several times she was not interested. The customer states she was told she had authorized a switch.

When was this account enrolled, and how?

Please provide copies of:

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

Please provide any additional information that may assist in investigation.

Sincerely,

Maureen Harbolt
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov<<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cc6d0d634211a471b5e8908d6b23a36cc%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636892360961015799&sdata=UAM8g%2Fbr1DSaZJ76K7lnKaXcPoHZwH4ApJOzuZLvWIU%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=018t0000004MgVa>]

ref:_00Dt0GzXt._500t0Fn2VO:ref

Case Images

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

Welcome to the Verde Energy Family!

[Redacted Address]
[Redacted Address]
[Redacted Address]



Sylvania, OH 43560-1639



2/27/2019

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.

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

69.90 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 **HWILL20190220062747**



VE_WELCOME_10.17.18_English





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: 00258570

Account Name: [REDACTED]

Type:

Status: Closed

Preferred Contact Method: No Preference

Owner: Michael Yonkura

Account in Question: Verde Energy USA
Ohio LLC

Account Holder:

Priority: Standard

Service Type: Residential

CASE DATES:

Date Opened: 03-13-2019

Case Age in Business Days: 1

Date Closed: 03-13-2019

Contact Information

Contact: [REDACTED]

Preferred Contact Method: No Preference

Phone: [REDACTED]

Mobile:

Preferred Contact Time:

Email:

Service Address Information

Service Account Number:

Service Address Street: [REDACTED]

Service Address City: Dayton

Service Address Country: United States

Service Address County: Montgomery

Service Address State: Ohio

Service Address Zip:

Service Address Phone:

Industry Information

AIQ Industry: Electric

AIQ Sub-Industry: Competitive Retail Electric Service
Provider

AIQ Sub-Sub-Industry:

Non-Jurisdictional Case: ☐

Territory Account: 001t0000008OFYIAA4

General Code: Marketing -- Electric

Specific Code: Misleading Information /
Materials

Additional Information

PUCO ID: 345478

Case Formal Complaint Specialist Approved:

Docketing Case Number:

Legacy Case ID:

Case Formal Complaint Supervisor Approved:

Transportation Information

Crossing ID:
Railroad:
Railroad Street Name:

Description Information

Description:

Resolution:

Call DP&L or IGS to go back to IGS

Case Comments

Created Date	Comment
3/13/2019 4:13:55 PM	Caller states that on 3/12 he received a call from Verde and was advised that they were taking over his current supplier, IGS. Caller did give account number and went through a TPV. Caller did contact DP&L, and IGS on 3/13 and were advised that he had not been enrolled. Advised caller of enrollment process and to contact either DP&L or IGS on 3/14 to re-sign with them. ICB
3/13/2019 4:14:20 PM	Call DP&L or IGS to go back to IGS

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: Michael Yonkura	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: 00258572	Owner: Andrea Smith
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: 03-13-2019

Date Closed: 04-24-2019

Case Age in Business Days: 30

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: Butler
Service Address Street: [REDACTED]	Service Address State: Ohio
Service Address City: Hamilton	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: Do Not Call List
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:

Read company response and called customer and left detailed message. I explained I contacted Verde and they do not show they have contacted him by phone, they stated the following:

After careful review, while Verde's records do not reflect any calls made to [REDACTED] telephone number of [REDACTED] it has been added onto Verde's internal "Do Not Call" list. Additionally, [REDACTED] has been added onto Verde's internal "Do Not Solicit" list.

Verde has notified all vendors not to contact [REDACTED] as of 3/14/2019.

I explained I can not guarantee they will not call again but this is the information that was given to us. left call back info if he has any other questions or concerns.

Case Comments

Created Date	Comment
3/13/2019 4:17:09 PM	<p>customer called, stated that he has a complaint against robo-dialers constantly harassing him. he received three calls today. he managed to get one of their names by playing along, and they told him was Verde Energy. i advised we can contact the supplier to ask that the remove the customers number from their database. he says that he is extreme frustrated by these calls and he would love to file a lawsuit. i advised him of the FCC and spoofing.</p> <p>i advised him of the case id.</p>
4/24/2019 12:19:51 PM	<p>Read company response and called customer and left detailed message. I explained I contacted Verde and they do not show they have contacted him by phone, they stated the following:</p> <p>After careful review, while Verde's records do not reflect any calls made to [REDACTED] it has been added onto Verde's internal "Do Not Call" list. Additionally, [REDACTED] as been added onto Verde's internal "Do Not Solicit" list.</p> <p>Verde has notified all vendors not to contact [REDACTED] as of 3/14/2019.</p> <p>I explained I can not guarantee they will not call again but this is the information that was given to us. left call back info if he has any other questions or concerns.</p> <p>Close case.</p>

4/24/2019 12:20:28 PM	<p>Read company response and called customer and left detailed message. I explained I contacted Verde and they do not show they have contacted him by phone, they stated the following:</p> <p>After careful review, while Verde's records do not reflect any calls made to [REDACTED] telephone number of [REDACTED], it has been added onto Verde's internal "Do Not Call" list. Additionally, [REDACTED] has been added onto Verde's internal "Do Not Solicit" list.</p> <p>Verde has notified all vendors not to contact [REDACTED] as of 3/14/2019.</p> <p>I explained I can not guarantee they will not call again but this is the information that was given to us. left call back info if he has any other questions or concerns.</p>
-----------------------	---

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: Rayshon Eaves
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: 3/14/2019 11:38:39 AM

Email Text Version:

96

Normal
0

false
false
false

EN-US
X-NONE
X-NONE

Initial Submission of a Consumer Complaint

Provider of ElectricPlease Respond Within 3 Business Days

CASE ID:

00258572CUSTOMER: [REDACTED] ADDRESS: [REDACTED] Hamilton, Ohio

45013AIQ:

Verde Energy USA Ohio LLCNIQ: [REDACTED] ***Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final

response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)***

DESCRIPTION OF ISSUE: [REDACTED] alleges that your company is continuously marketing him using a robo-dialer and he would like it to stop. Please place the customer on your do-not-solicit list. Additionally, please provide a list of all calls to the customer in 2019 accompanied by the number used to make the calls. Sincerely, Drake Riley Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Supervisor - Electric (800) 686-PUCO (7826)www.PUCO.ohio.gov

96

Normal
0

false
false
false

EN-US
X-NONE
X-NONE

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._500t0Fn3B1:ref

Email Created Date: 3/18/2019 3:15:26 PM

Email Text Version:

Good afternoon,

Thank you for bringing [REDACTED] concerns to our attention and for allowing us to address it. Please be advised that we are currently researching the details of this complaint in the effort to provide an accurate response. As such, Verde will provide the final response by the end of business on 3/27/2019.

Kindest Regards,
Louise Bourgeois

[cid:image001.png@01D4B884.99943D90]

Louise Bourgeois | Regulatory Specialist
12140 Wickchester Ln, Ste 100 | Houston, TX 77079

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

From: Drake Riley [mailto:contactthepuco@puc.state.oh.us]
Sent: Thursday, March 14, 2019 10:39 AM
To: Regulatory
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258572 [ref:_00Dt0GzXt._500t0Fn3B1: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: 00258572
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Hamilton, Ohio 45013
AIQ: Verde Energy USA Ohio LLC
NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

[REDACTED] alleges that your company is continuously marketing him using a robo-dialer and he would like it to stop. Please place the customer on your do-not-solicit list. Additionally, please provide a list of all calls to the customer in 2019 accompanied by the number used to make the calls.

Sincerely,

Drake Riley
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Supervisor - Electric
(800) 686-PUCO (7826)

www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C0deed2df66014576872a08d6abd61181%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636885333238378451&sdata=N078WxkiC4FT%2FbxK5HL75EI%2Fg%2FA2SwtWys5XHkUyuY%3D&reserved=0>

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[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004MfiB]

ref:_00Dt0GzXt._500t0Fn3B1:ref

Email Created Date: 3/27/2019 5:57:57 PM

Email Text Version:

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00258572.

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 has repeatedly received robo calls from Verde and wants them to stop. [REDACTED] is requesting to be placed onto Verde's Do Not Solicit list.

Outcome:

We have escalated [REDACTED] to the proper department for further review.

After careful review, while Verde's records do not reflect any calls made to [REDACTED] telephone number of [REDACTED], it has been added onto Verde's internal "Do Not Call" list. Additionally, [REDACTED] has been added onto Verde's internal "Do Not Solicit" list.

Verde has notified all vendors not to contact [REDACTED] as of 3/14/2019.

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

Kindest Regards,

Louise Bourgeois

[cid:image001.png@01D4B884.99943D90]

Louise Bourgeois | Regulatory Specialist
12140 Wickchester Ln, Ste 100 | Houston, TX 77079

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

From: Drake Riley [mailto:contactthepuco@puc.state.oh.us]
Sent: Thursday, March 14, 2019 10:39 AM
To: Regulatory
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258572 [ref:_00Dt0GzXt._500t0Fn3B1: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: 00258572
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Hamilton, Ohio 45013
AIQ: Verde Energy USA Ohio LLC
NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

[REDACTED] alleges that your company is continuously marketing him using a robo-dialer and he would like it to stop. Please place the customer on your do-not-solicit list. Additionally, please provide a list of all calls to the customer in 2019 accompanied by the number used to make the calls.

Sincerely,

Drake Riley
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Supervisor - Electric
(800) 686-PUCO (7826)

www.PUCO.ohio.gov<<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C80f73422a6054386346608d6b2ff42d3%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636893206744162052&sdata=mD0Q%2FnIBY90C6manWuTvl2ipUQVbBy5r625CViSBR6M%3D&reserved=0>>

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[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004MfiB>]

ref:_00Dt0GzXt._500t0Fn3B1:ref

Case Images

Created Date	Images
3/18/2019 3:15:27 PM	
3/27/2019 5:57:58 PM	



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: 00258718	Owner: Leah Lehman
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: 03-14-2019
Case Age in Business Days: 6

Date Closed: 03-22-2019

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: Butler
Service Address Street: [REDACTED]	Service Address State: Ohio
Service Address City: Fairfield	Service Address Zip:
Service Address Country: United States	Service Address Phone: [REDACTED]

Industry Information

AIQ Industry: Electric	Territory Account: 001t0000008OFY3AAO
AIQ Sub-Industry: Competitive Retail Electric Service Provider	General Code: General -- Electric
AIQ Sub-Sub-Industry:	Specific Code: Do Not Call List
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:

the customer's phone number and address have been added to Verde's internal do not call and do not solicit lists.

Case Comments

Created Date	Comment
3/14/2019 12:42:28 PM	Customer keeps getting calls from suppliers. Customer states Verde contacted him three or four days ago and he requested to be removed from their contact list. He has not received any more calls, but he would like to confirm that he has been removed from Verde's contact list. I advised I will contact Verde to confirm that he has been placed on the company's internal do not contact list.
3/22/2019 9:25:46 AM	I advised that the customer's phone number and address have been added to Verde's internal do not call and do not solicit lists. Customer thanked LL for confirmation. He would like to know how to get removed from the Duke contact list. I advised customer to call Duke to request to be removed from the supplier contact list.
3/22/2019 9:28:08 AM	the customer's phone number and address have been added to Verde's internal do not call and do not solicit lists.

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: 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: 3/14/2019 12:43:24 PM

Email Text Version:

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00258718

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Fairfield, Ohio 45014

SERVICE ADDRESS: [REDACTED] Fairfield, Ohio 45014

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

DESCRIPTION OF ISSUE:

[REDACTED] would like to confirm that he has been removed from Verde's internal do not contact list. Please confirm that the customer has been removed from Verde's contact list.

Sincerely,

Leah Lehman

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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

ref:_00Dt0GzXt._500t0Fn8A5:ref

Email Created Date: 3/18/2019 3:39:54 PM

Email Text Version:

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00258718.

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 wants to confirm that he has been removed from Verde's internal Do Not Call list.

Outcome:

We'd like to confirm that [REDACTED] telephone number of [REDACTED] has been added onto Verde's internal "Do Not Call" list as well as the address of [REDACTED] [REDACTED] [REDACTED] has been added onto Verde's "Do Not Solicit" list.

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

Case Number: 00258718

Kindest Regards,

Louise Bourgeois

[cid:image001.png@01D4B884.99943D90]

Louise Bourgeois | Regulatory Specialist
12140 Wickchester Ln, Ste 100 | Houston, TX 77079

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

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

Sent: Thursday, March 14, 2019 11:44 AM

To: Regulatory

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258718 [ref:_00Dt0GzXt._500t0Fn8A5: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: 00258718

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Fairfield, Ohio 45014

SERVICE ADDRESS: [REDACTED] Fairfield, Ohio 45014

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

DESCRIPTION OF ISSUE:

[REDACTED] would like to confirm that he has been removed from Verde's internal do not contact list. Please confirm that the customer has been removed from Verde's contact list.

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://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C1b23e3f54b7e4a99512b08d6abd97baa%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636885347904349253&sdata=0MGIUBbrzcqSCnEtpd85xmlvIW9R%2FXWwuqMpRBZdmbU%3D&reserved=0)<<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C1b23e3f54b7e4a99512b08d6abd97baa%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636885347904349253&sdata=0MGIUBbrzcqSCnEtpd85xmlvIW9R%2FXWwuqMpRBZdmbU%3D&reserved=0>>

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[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004MgUh>]

ref:_00Dt0GzXt._500t0Fn8A5:ref

Case Images

Created Date	Images
3/18/2019 3:39:55 PM	



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: 00258719

Account Name: [REDACTED]

Type:

Status: Reply Received

Preferred Contact Method: No Preference

Owner: Darita Patterson

Account in Question: Verde Energy USA
Ohio LLC

Account Holder:

Priority: Standard

Service Type: Residential

CASE DATES:

Date Opened: 03-14-2019

Case Age in Business Days: 38

Date Closed:

Contact Information

Contact: [REDACTED]

Preferred Contact Method: No Preference

Phone: [REDACTED]

Mobile:

Preferred Contact Time:

Email: [REDACTED]

Service Address Information

Service Account Number:

Service Address Street: [REDACTED]

[REDACTED]

Service Address City: Cleveland

Service Address Country: United States

Service Address County: Cuyahoga

Service Address State: Ohio

Service Address Zip:

Service Address Phone:

Industry Information

AIQ Industry: Electric

AIQ Sub-Industry: Competitive Retail Electric Service
Provider

AIQ Sub-Sub-Industry:

Non-Jurisdictional Case: ☐

Territory Account:

General Code: Marketing -- Electric

Specific Code: Enrollment Dispute

Additional Information

PUCO ID: 345478

Case Formal Complaint Specialist Approved:

Docketing Case Number:

Legacy Case ID:

Case Formal Complaint Supervisor Approved:

Transportation Information

Crossing ID:
Railroad:
Railroad Street Name:

Description Information

Description:

Resolution:

Case Comments

Created Date	Comment
3/14/2019 12:42:41 PM	Callers CEI bill has doubled. She looked and saw Verde as her supplier. Verde came to her apartment a little while back and she didn't even open the door. She wants to know how this occurred and wants ti dropped immediately.

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: Darita Patterson	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: 3/15/2019 8:48:47 AM

Email Text Version:

96

Normal
0

false
false
false

EN-US
X-NONE
X-NONE

Initial Submission of a Consumer Complaint

Provider of ElectricPlease Respond Within 3 Business Days

CASE ID:

Case Number: 00258719

00258719CUSTOMER: [REDACTED] ADDRESS: [REDACTED] Cleveland, Ohio
44143AIQ:

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

DESCRIPTION OF ISSUE: Hello,

[REDACTED] alleges that a sales rep from Verde arrived at her residence a few months ago but she did not sign up with your company. She now has Verde charges on her bill and disputes her enrollment.

Please provide all enrollment documentation to include: TPV, Sales call, Contract, T&C's, welcome letter, etc. as applicable. Sincerely, Drake Riley Public Utilities Commission of OhioService Monitoring and

Enforcement DepartmentCustomer Service Supervisor - Electric (800) 686-PUCO
(7826)www.PUCO.ohio.gov

96

Normal
0

false
false
false

EN-US
X-NONE
X-NONE

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ref:_00Dt0GzXt._500t0Fn8Au:ref

Email Created Date: 3/19/2019 5:07:15 PM

Email Text Version:

Good afternoon,

Thank you for bringing [REDACTED] concerns to our attention and for allowing us to address it. Please be advised that we are currently researching the details of this complaint in the effort

to provide an accurate response. As such, Verde will provide the final response by the end of business on 3/21/2019.

Kindest Regards,

Louise Bourgeois

[cid:image001.png@01D4B884.99943D90]
Louise Bourgeois | Regulatory Specialist
12140 Wickchester Ln, Ste 100 | Houston, TX 77079

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

From: Drake Riley [mailto:contactthepuco@puc.state.oh.us]
Sent: Friday, March 15, 2019 7:49 AM
To: Regulatory
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258719 [ref:_00Dt0GzXt._500t0Fn8Au: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: 00258719
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Cleveland, Ohio 44143
AIQ: Verde Energy USA Ohio LLC
NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Hello,

██████ alleges that a sales rep from Verde arrived at her residence a few months ago but she did not sign up with your company. She now has Verde charges on her bill and disputes her enrollment.

Please provide all enrollment documentation to include: TPV, Sales call, Contract, T&C's, welcome letter, etc. as applicable.

Sincerely,

Drake Riley
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Supervisor - Electric
(800) 686-PUCO (7826)
[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C2ae35eeda4624062cd6f08d6acaed94d%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636886264317980944&sdata=r%2FyXyaIjbjolsRT%2FOQ8lJlHzRxpAVX1hEZANnUQ93g%3D&reserved=0>](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C2ae35eeda4624062cd6f08d6acaed94d%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636886264317980944&sdata=r%2FyXyaIjbjolsRT%2FOQ8lJlHzRxpAVX1hEZANnUQ93g%3D&reserved=0)

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[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004Mi6I>]

ref:_00Dt0GzXt._500t0Fn8Au:ref

Email Created Date: 3/19/2019 6:35:41 PM

Email Text Version:

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00258719.

Thank you for bringing ████████ concern to our attention and for allowing us to address it.

██████████ has filed a complaint with the Public Utilities Commission of Ohio (“PUCO”) disputing the enrollment to Verde. ██████████ states that a Verde representative came to her home but she did not sign up and now Verde appears on her bill.

Investigative Results:

- On 11/3/2015, ██████████ authorized her electric account to Verde via Teresa Casimiro an outbound telemarketer associated with Transparent BPO, ██████████ enrolled onto Verde’s 100% Green plan, which includes the fixed the rate of \$0.0899 cents/kWh for 12 months, with a \$0 Monthly Service Fee as well as a \$0 Early Termination Fee. (Sales Call and TPV Attached)
- On 11/6/2015, the Welcome Letter was sent to the mailing address on file. (Letter Attached)
- On 12/5/2015, the account became active.
- On 12/7/2016, the account auto renewed to a Month to Month variable rate plan.
- On 3/15/2019, Verde received PUCO Complaint No. 00258719.

o Verde submitted an outbound cancellation request to the utility.

Outcome:

We’d like to confirm that ██████████ authorized her electric account to Verde via an outbound telemarketer associated with Transparent BPO on 11/3/2015. However due to a discrepancy with the sales call and the agent referring to ██████████ receiving savings on her bill, the enrollment has been deemed as a “No Sale”. Because of this Verde will process a cost analysis for the service period from 12/5/2015- the pending termination date. Please note that the cost analysis will not be completed until the account is final billed and the final payment has been received.

Lastly, ██████████ account is pending a termination date determined solely by the utility.

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

Kindest Regards,

Louise Bourgeois

[cid:image001.png@01D4B884.99943D90]
Louise Bourgeois | Regulatory Specialist
12140 Wickchester Ln, Ste 100 | Houston, TX 77079

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

From: Drake Riley [mailto:contactthepuco@puc.state.oh.us]
Sent: Friday, March 15, 2019 7:49 AM
To: Regulatory
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258719 [ref:_00Dt0GzXt._500t0Fn8Au: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: 00258719
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Cleveland, Ohio 44143
AIQ: Verde Energy USA Ohio LLC
NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Hello,

[REDACTED] alleges that a sales rep from Verde arrived at her residence a few months ago but she did not sign up with your company. She now has Verde charges on her bill and disputes her enrollment.

Please provide all enrollment documentation to include: TPV, Sales call, Contract, T&C's, welcome letter, etc. as applicable.

Sincerely,

Drake Riley
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Supervisor - Electric
(800) 686-PUCO (7826)
www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Ccfebf82cf4fbd293d08d6acbb098f%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636886317290106293&sdata=a7BIY1y5eC1MJwQ9yiWtlxMwLOti%2B9W35wDurpQBjl8%3D&reserved=0>

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[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004Mi6I]

ref:_00Dt0GzXt._500t0Fn8Au:ref
Email Created Date: 4/29/2019 2:16:53 PM

Email Text Version:

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00258719
COMPANY:
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Cleveland, Ohio 44143
SERVICE ADDRESS: [REDACTED] !Case.Service_Address_City__c}, Ohio 44143
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: 00258719

Sincerely,

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

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

Email Created Date: 4/29/2019 2:43:58 PM

Email Text Version:

Good afternoon,

Please be advised that payment is required in order for a proper adjustment to be made. As such, if no payment is received then a re-rate cannot be properly performed. Because of this, the final payment is required. And reflects as received on 4/26/2019. In as much, the re-rate has been sent to the proper department for calculation and processing.

Best regards,

April Lusk

From: Darita Patterson <contactthepuco@puc.state.oh.us>
Sent: Monday, April 29, 2019 1:17 PM
To: Regulatory <regulatory@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258719 [ref:_00Dt0GzXt._500t0Fn8Au:ref]

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

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00258719

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Cleveland, Ohio 44143

SERVICE ADDRESS: [REDACTED] Cleveland, Ohio 44143

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Please address the statement that final payment must be received before the refund amount is determined. It is unreasonable to require additional payment for an account that was not properly enrolled before refunding money that should have never been paid to Verde. Please provide the rate billed by Verde, the utility rate and the refund amount for each month from December 5, 2015 through the drop date. Process the refund immediately.

Sincerely,

Darita Patterson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cdd3b220e54064c3e709e08d6ccd2a07a%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636921602345348265&sdata=8Sx0pOijyfuxlgbNI3RnxB1oldee2Zv%2B1TyAjl1rK4%3D&reserved=0>](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cdd3b220e54064c3e709e08d6ccd2a07a%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636921602345348265&sdata=8Sx0pOijyfuxlgbNI3RnxB1oldee2Zv%2B1TyAjl1rK4%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=018t0000004NhL3>]

ref:_00Dt0GzXt._500t0Fn8Au:ref

Case Images

Created Date	Images
3/19/2019 5:07:15 PM	 The logo for Verde Energy USA, featuring the text "verdeenergyusa" in a green sans-serif font, with a green swoosh underline that starts under "verde" and ends under "usa".
3/19/2019 6:35:41 PM	 The logo for Verde Energy USA, featuring the text "verdeenergyusa" in a green sans-serif font, with a green swoosh underline that starts under "verde" and ends under "usa".

November 6, 2015

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 savings with your cash bonus rebate. 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 Network™ 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 \$75 cash rebate form. Please follow the instructions on the form carefully in order to receive your rebate.

Energy Savings Solutions: In addition to receiving our **100% Green** energy rate and a \$75 cash rebate, 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.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 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

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 \$0.089900 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 Cleveland Electric Illuminating Company at 800-589-3101.

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), 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. 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.

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

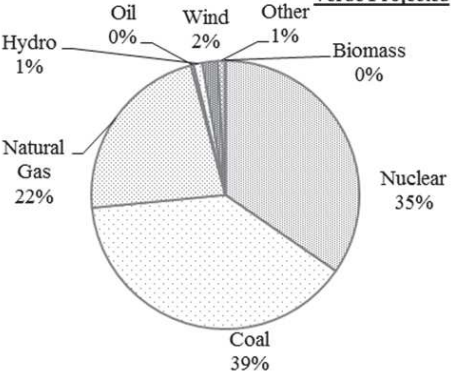
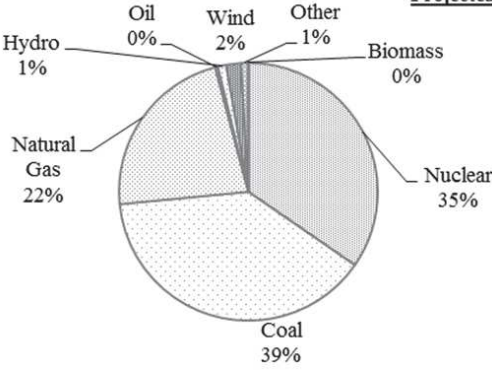
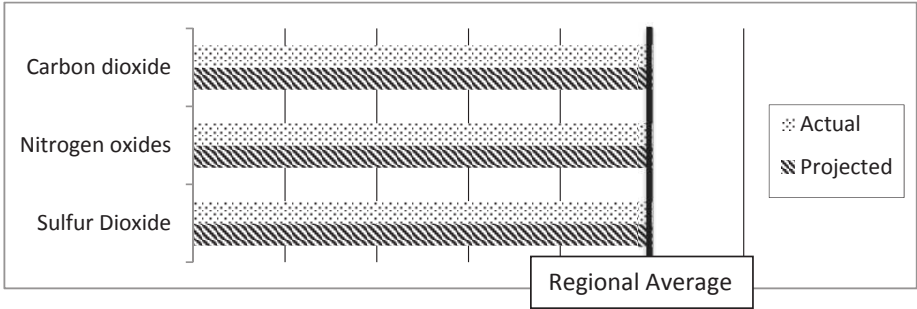
12. LIMITATION OF LIABILITY: NEITHER PARTY SHALL BE LIABLE TO THE OTHER FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL (INCLUDING LOST PROFITS OR REVENUE), INCIDENTAL, INDIRECT, OR PUNITIVE DAMAGES FOR CLAIMS ARISING UNDER THIS AGREEMENT.

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.



Environmental Disclosure Information – Quarterly Comparisons												
Verde Energy USA Ohio, LLC												
Projected Data for the 2015 Calendar Year												
Actual Data for the Period 01/2015 to 08/2015												
Generation Resource Mix - A comparison between the sources of generation projected to be used to generate this product and the actual resources used during this period.	Verde Projected 		Projected 									
Environmental Characteristics– A description of the characteristics associated with each possible generation resource.	Biomass Power	Air Emissions and Solid Waste										
	Coal Power	Air Emissions and Solid Waste										
	Hydro Power	Wildlife Impacts										
	Natural Gas Power	Air Emissions and Solid Waste										
	Nuclear Power	Radioactive Waste										
	Oil Power	Air Emissions and Solid Waste										
	Other Sources	Unknown Impacts										
	Solar Power	No Significant Impacts										
	Unknown Purchased Resources	Unknown Impacts										
	Wind Power	Wildlife Impacts										
Air Emissions – Product-specific projected and actual air emissions for this period compared to the regional average air emissions.												
Radioactive Waste – Radioactive waste associated with the product.	<table><tr><th>Type:</th><th colspan="2">Quantity:</th></tr><tr><td>High-Level Radioactive Waste</td><td>Unknown</td><td>Lbs./1,000 kWh</td></tr><tr><td>Low-Level Radioactive Waste</td><td>Unknown</td><td>Ft³/1,000 kWh</td></tr></table>			Type:	Quantity:		High-Level Radioactive Waste	Unknown	Lbs./1,000 kWh	Low-Level Radioactive Waste	Unknown	Ft³/1,000 kWh
	Type:	Quantity:										
	High-Level Radioactive Waste	Unknown	Lbs./1,000 kWh									
Low-Level Radioactive Waste	Unknown	Ft³/1,000 kWh										
With in-depth analysis, the environmental characteristics of any form of electric generation will reveal benefits as well as costs. For further information, contact (Company name) at (company web address) or by phone at (company phone #).												

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VERDE ENERGY USA

100% RENEWABLE ENERGY OFFER

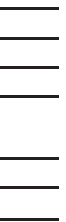
- **VERDE ENERGY** PROVIDES ITS CUSTOMERS WITH 100% RENEWABLE ENERGY BY PURCHASING RENEWABLE ENERGY CERTIFICATES (RECS)
- RECS ARE CREATED WHEN ELECTRICITY IS GENERATED BY RENEWABLE ENERGY RESOURCES. THESE RENEWABLE ENERGY RESOURCES CAN INCLUDE POWER SOURCES SUCH AS SOLAR, WIND, HYDRO, BIOMASS, LANDFILL 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. Friedman
Dennis P. Deters
Daniel R. Conway

Case Detail

Case Number: 00258744

Account Name: [REDACTED]

Type:

Status: Closed

Preferred Contact Method: No Preference

Owner: Michael Yonkura

Account in Question: Verde Energy USA
Ohio LLC

Account Holder:

Priority: Standard

Service Type: Residential

CASE DATES:

Date Opened: 03-14-2019

Date Closed: 03-14-2019

Case Age in Business Days: 1

Contact Information

Contact: [REDACTED]

Preferred Contact Method: No Preference

Phone: [REDACTED]

Mobile:

Preferred Contact Time:

Email:

Service Address Information

Service Account Number:

Service Address County: Paulding

Service Address Street: [REDACTED]

Service Address State: Ohio

Service Address City: Paulding

Service Address Zip:

Service Address Country: United States

Service Address Phone:

Industry Information

AIQ Industry: Electric

Territory Account: 001t0000008OFZLAA4

AIQ Sub-Industry: Competitive Retail Electric Service
Provider

General Code: Marketing -- Electric

AIQ Sub-Sub-Industry:

Specific Code: Misleading Information /
Materials

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 of AEP, DNS

Case Comments

Created Date	Comment
3/14/2019 1:43:53 PM	Caller states that she has been receiving several calls from Verde and had spoke to rep on 3/6and was about to go through the TPV when caller became uncomfortable. Caller was advised by Verde that the rate would be reduced off the total bill as opposed to generation. Advised caller to contact AEP to ensure she wasn't enrolled and to be put on Do Not Solicit list. ICB
3/14/2019 1:44:17 PM	EA of AEP, DNS

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: Michael Yonkura	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: 00258956

Account Name: [REDACTED]

Type:

Status: Closed

Preferred Contact Method: No Preference

Owner: Samantha Boerstler

Account in Question: Verde Energy USA
Ohio LLC

Account Holder:

Priority: Standard

Service Type: Residential

CASE DATES:

Date Opened: 03-15-2019

Case Age in Business Days: 7

Date Closed: 03-25-2019

Contact Information

Contact: [REDACTED]

Preferred Contact Method: No Preference

Phone: [REDACTED]

Mobile:

Preferred Contact Time:

Email:

Service Address Information

Service Account Number:

Service Address Street: [REDACTED]

Service Address City: Marietta

Service Address Country: United States

Service Address County: Washington

Service Address State: Ohio

Service Address Zip:

Service Address Phone:

Industry Information

AIQ Industry: Electric

AIQ Sub-Industry: Competitive Retail Electric Service
Provider

AIQ Sub-Sub-Industry:

Non-Jurisdictional Case: ☐

Territory Account:

General Code: Marketing -- Electric

Specific Code: Misleading Information /
Materials

Additional Information

PUCO ID: 345478

Case Formal Complaint Specialist Approved:

Docketing Case Number:

Legacy Case ID:

Case Formal Complaint Supervisor Approved:

Transportation Information

Crossing ID:
Railroad:
Railroad Street Name:

Description Information

Description:

Resolution:

called to close, see comments

Case Comments

Created Date	Comment
3/15/2019 12:13:49 PM	Verde- they have been calling her for a few days. Stated called this morning and contacted her utilities to change her to their companies. Also that IGS was no longer in business. She informed the rep she didn't want it. She was informed it was too late and providing her a contract number and that she was enrolled with their company. She continued to inform them that she did not want to be with their company. Provided the rep with her and her husbands last 4 of SS number and about her account information. Advised can open an invest regarding this.
3/15/2019 12:31:09 PM	customer called back, says she gave the wrong phone number. correct phone number is [REDACTED], not [REDACTED]
3/22/2019 10:26:23 AM	Verde does not have an enrollment for customer. Also she was placed on their internal do not call and knock list
3/25/2019 2:46:13 PM	Spoke with Mr: Verde does not have an enrollment for customer. Also she was placed on their internal do not call and knock list Stated he would inform cust
3/25/2019 2:46:33 PM	called to close, see comments

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: Samantha Boerstler
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: 3/18/2019 9:58:29 AM

Email Text Version:

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00258956

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

SERVICE ADDRESS: [REDACTED]

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

DESCRIPTION OF ISSUE:

Good morning,

Ms. Keach contacted the PUCO regarding an encounter with your company. She stated a few days ago she received a call from a rep from your company. She was informed that IGS was no longer in business and was being contacted to change her supplier. She informed the rep many times she did not want to change. She was informed it was too late and was provided a contract number by the rep.

Please provide the following:

If a sales call, the recording.

If a door to door sale, 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

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._500t0FnGJ2:ref

Email Created Date: 3/21/2019 2:23:01 PM

Email Text Version:

To Whom This May Concern:

This is Verde Energy USA's ("Verde") response to ICC Complaint No. 2019-02122.

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 she states that she had an encounter with a sales representative who was attempting to switcher her service. [REDACTED] stated that she informed the representative multiple times that she was not interested; however, the representative advised her that it was too late.

We'd like to confirm that Verde has not received an enrollment under [REDACTED]. Additionally, Verde was unable to locate an account with the information provided. However, if [REDACTED] believes that she has an account with Verde, we recommend that she provide the account number in question or send us a copy of her invoice for review.

Lastly, please be aware that Verde takes the nature of this complaint very seriously. As such, [REDACTED] information has been added to our internal "Do Not Call" as well as our "Do Not Knock" list.

Please let me know if you have any further questions or concerns.

Best 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>>

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, March 18, 2019 9:02 AM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258956 [ref:_00Dt0GzXt._500t0FnGJ2: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: 00258956

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]
[REDACTED]
[REDACTED]

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT [REDACTED]
[REDACTED]

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

DESCRIPTION OF ISSUE:

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If a door to door sale, 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://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C7fff63f914c4456c597708d6ae2a3e51%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636887893787432268&sdata=d6AWr8dk4fkvP1s1e58U6mQltfQi4RxTm%2BzzdsxF3I%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=018t0000004Mjek>]

ref:_00Dt0GzXt._500t0FnGJ2:ref

Email Created Date: 3/21/2019 2:30:50 PM

Email Text Version:

To Whom This May Concern:

This is Verde Energy USA's ("Verde") correct response to PUCO Complaint No. 00258956.

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

Ann Keach has filed a complaint with the Public Utility Commission of Ohio ("PUCO") because she states that she had an encounter with a sales representative who was attempting to switcher her service. Ms. Keach stated that she informed the representative multiple times that she was not interested; however, the representative advised her that it was too late.

We'd like to confirm that Verde has not received an enrollment under [REDACTED]. Additionally, Verde was unable to locate an account with the information provided. However, if [REDACTED] believes that she has an account with Verde, we recommend that she provide the account number in question or send us a copy of her invoice for review.

Lastly, please be aware that Verde takes the nature of this complaint very seriously. As such, [REDACTED] information has been added to our internal "Do Not Call" as well as our "Do Not Knock" list.

Please let me know if you have any further questions or concerns.

Best 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: Customer Concerns <customerconcerns@sparkenergy.com>
Sent: Thursday, March 21, 2019 1:23 PM
To: 'PUCO Consumer Call Center' <contactthepuco@puc.state.oh.us>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258956 [ref:_00Dt0GzXt._500t0FnGJ2:ref]

To Whom This May Concern:

This is Verde Energy USA's ("Verde") response to ICC Complaint No. 2019-02122.

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 she states that she had an encounter with a sales representative who was attempting to switcher her service. [REDACTED] stated that she informed the representative multiple times that she was not interested; however, the representative advised her that it was too late.

We'd like to confirm that Verde has not received an enrollment under [REDACTED]. Additionally, Verde was unable to locate an account with the information provided. However, if [REDACTED] believes that she has an account with Verde, we recommend that she provide the account number in question or send us a copy of her invoice for review.

Lastly, please be aware that Verde takes the nature of this complaint very seriously. As such, [REDACTED] information has been added to our internal "Do Not Call" as well as our "Do Not Knock" list.

Please let me know if you have any further questions or concerns.

Best 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: Monday, March 18, 2019 9:02 AM
To: Regulatory <regulatory@sparkenergy.com<<mailto:regulatory@sparkenergy.com>>>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258956 [ref:_00Dt0GzXt._500t0FnGJ2: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: 00258956

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:
[REDACTED]

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

DESCRIPTION OF ISSUE:

Good morning,

[REDACTED] contacted the PUCO regarding an encounter with your company. She stated a few days ago she received a call from a rep from your company. She was informed that IGS was no longer in business and was being contacted to change her supplier. She informed the rep many times she did not want to change. She was informed it was too late and was provided a contract number by the rep.

Please provide the following:

If a sales call, the recording.

If a door to door sale, 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://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C21699fc207fc495003ff08d6ae2b54de%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636887898467330331&sdata=YhSCnZG32kHXVM4PlqdOrMK8fGmvFgEt5pjXMRmxd9Y%3D&reserved=0>](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C21699fc207fc495003ff08d6ae2b54de%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636887898467330331&sdata=YhSCnZG32kHXVM4PlqdOrMK8fGmvFgEt5pjXMRmxd9Y%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=018t0000004Mjek>]

ref:_00Dt0GzXt._500t0FnGJ2:ref

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: 00258989	Owner: Leslie Carter
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: 03-15-2019
Case Age in Business Days: 1

Date Closed: 03-15-2019

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: Franklin
Service Address Street: [REDACTED]	Service Address State: Ohio
Service Address City: Columbus	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: Marketing -- Electric
AIQ Sub-Sub-Industry:	Specific Code: Misleading Information / Materials
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:

ICB

Case Comments

Created Date	Comment
3/15/2019 1:20:48 PM	Customer calling about Verde. Customer signed up with Verde and feels like she was pressured into switching. Customer is inside of the 7 day window to cancel the enrollment. Cust called utility company to cancel enrollment. Customer didn't like to be pressured. Invited call back.
3/15/2019 1:21:46 PM	ICB

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: Leslie Carter	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 4:57:00 PM

in

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

Summary: Exhibit Exhibit 7 Part 27 by the Office of the Ohio Consumers' Counsel electronically filed by Ms. Deb J. Bingham on behalf of O'Brien, Angela D.