



Public Utilities Commission

Mike DeWine, Governor
Sam Randazzo, Chairman

Commissioners

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

Case Detail

Case Number: 00261200	Owner: Darita Patterson
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: 03-27-2019
Case Age in Business Days: 14

Date Closed:

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: Franklin
Service Address Street: [REDACTED]	Service Address State: Ohio
Service Address City: Columbus	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: Posed as Utility
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:

LM informing customer that all accounts have been cancelled before any switches occurred, the representative the misled her has been terminated and is not eligible for re-hire, suggested contacting us for an A2A chart if she is interested in selecting a supplier so she has the information at hand rather than trusting the supplier reps because unfortunately there have been many issues with reps providing misleading information. Also informed her that she does not have to select a supplier at all.
ICB.

Case Comments

Created Date	Comment
3/27/2019 10:17:49 AM	<p>cust received a call 3/25 6:32pm on her caller id it came up as AEP 8884420614 from Jack Stone.</p> <p>he adv her she qualifies for a 30% senior discount for electric and gas every month for a year.</p> <p>he told her this would not affect titan or igs because he wasn't switching her.</p> <p>cust received another call from same person 3/26 saying he needed to confirm the info</p> <p>but this time said his name was Rodriguez.</p> <p>Titan called 3/27 and adv her of the switch to Verde and to confirm she wanted to cancel.</p> <p>cust told them no she doesn't want to switch from titan so they didn't allow the switch.</p> <p>cust is wanting to get this reported that they posed as utility and gave misleading information and switched her without permission.</p> <p>cust is afraid he is doing it to all 3 of her accounts because she her gas account # [REDACTED] and her electric identifier #'s house [REDACTED] and security light [REDACTED]</p> <p>cust wants this looked into and cancelled</p> <p>adv cust of investigation process</p> <p>icb</p>
4/15/2019 12:43:24 PM	<p>LM informing customer that all accounts have been cancelled before any switches occurred, the representative the misled her has been terminated and is not eligible for re-hire, suggested contacting us for an A2A chart if she is interested in selecting a supplier so she has the information at hand rather than trusting the supplier reps because unfortunately there have been many issues with reps providing misleading information. Also informed her that she does not have to select a supplier at all.</p> <p>ICB.</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: Courtney Fleming
Tasks Correspondence Review: 0
Tasks Correspondence Review:0

Last Modified by: Default User
Next Activity Date:
Case Grade Created: ☐
Case Grade Target: ☐

Case Emails

Email Created Date: 3/27/2019 2:49:24 PM

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:

00261200COMPANY: CUSTOMER: [REDACTED] ADDRESS: [REDACTED]

[REDACTED] Columbus, Ohio

43213SERVICE ADDRESS: [REDACTED] Columbus,

Ohio 43213AIQ:

Verde Energy USA Ohio LLCSERVICE ACCOUNT NUMBER: [REDACTED] [REDACTED]

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

DESCRIPTION OF ISSUE:

Customer received a call from a Jack Stone on 3/25 at 6:32pm on her caller id. It came up as AEP 888-442-0614. He advised her she qualifies for a 30% senior discount for electric and gas every month for a year. He told her this would not affect Titan or IGS being her suppliers because he wasn't switching her. Customer said she received another call from the same person on 3/26 saying he needed to confirm the information from the first call but this time he said his name was Rodriguez.Titan called her on 3/27 and advised her of the switch to Verde and to confirm she wanted to cancel. She told them no she doesn't want to switch from Titan

andn the switch was cancelled. Customer wants to report that they posed as utility and gave misleading information and switched her without her knowing permission. She is afraid they will switch her still without her knowledge or consent because they have her account information. She wants to ensure no changes to all 3 of her accounts. Gas account # [REDACTED] electric identifier #'s house [REDACTED] and security light [REDACTED]

-Please cancel ALL enrollments immediately and provide drop date.-Please provide the sales call and the TPV. -Please address the telephone number being spoofed to mislead the customer.- Please address the false information provided to gain her enrollment.-Please place caller on your DNC and DNK lists. Sincerely, Darita Patterson Public Utilities Commission of OhioService Monitoring and Enforcement DepartmentCustomer Service 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._500t0GHnZo:ref

Email Created Date: 3/29/2019 5:24:29 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. 00261200.

Please be aware that due to opportunities within the call, Verde has already deemed this enrollment as a "No Sale". As such, Verde will provide a final response on or before 4/11/2019.

Best Regards,

Xiomara Mendoza

From: Darita Patterson <contactthepuco@puc.state.oh.us>
Sent: Wednesday, March 27, 2019 1:49 PM
To: Regulatory <regulatory@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261200 [ref:_00Dt0GzXt._500t0GHnZo: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: 00261200
COMPANY:
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Columbus, Ohio 43213
SERVICE ADDRESS: [REDACTED] Columbus, Ohio 43213
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:

Customer received a call from a Jack Stone on 3/25 at 6:32pm on her caller id. It came up as AEP 888-442-0614. He advised her she qualifies for a 30% senior discount for electric and gas every month for a year. He told her this would not affect Titan or IGS being her suppliers because he wasn't switching her. Customer said she received another call from the same person on 3/26 saying he needed to confirm the information from the first call but this time he said his name was Rodriguez.

Titan called her on 3/27 and advised her of the switch to Verde and to confirm she wanted to cancel. She told them no she doesn't want to switch from Titan and the switch was cancelled. Customer wants to report that they posed as utility and gave misleading information and switched her without her knowing permission. She is afraid they will switch her still without her knowledge or consent because they have her account information. She wants to ensure no

changes to all 3 of her accounts. Gas account # [REDACTED] electric identifier #'s house [REDACTED] and security light [REDACTED]

- Please cancel ALL enrollments immediately and provide drop date.
- Please provide the sales call and the TPV.
- Please address the telephone number being spoofed to mislead the customer.
- Please address the false information provided to gain her enrollment.
- Please place caller on your DNC and DNK lists.

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%7C392d61c0bbfe4abd83dc08d6b48ce94a%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C636894914651672359&sdata=gnCa%2FRklEGcY%2FOoHg6XZrhngCwR57oUiapY8wZQi%2Bfw%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%7C392d61c0bbfe4abd83dc08d6b48ce94a%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C636894914651672359&sdata=gnCa%2FRklEGcY%2FOoHg6XZrhngCwR57oUiapY8wZQi%2Bfw%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=018t0000004Mz1d>]

ref:_00Dt0GzXt._500t0GHnZo:ref

Email Created Date: 4/9/2019 4:20:58 PM

Email Text Version:

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00261200.

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

██████████ has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") regarding the agents sales tactics. She states that the agent advised that she qualified for a 30% Senior Discount every month for a year and advised it would not affect her current supplier. Ms. ██████████ states that she later received a call from her current supplier advising that her services would terminate with them. Ms. ██████████ was able to cancel the enrollments, but wants to confirm that her accounts would not be changed to Verde.

Investigative Results:

- * On 3/25/2019, an Outbound Telemarketing agent named James Brook with New Wave LLC contacted ██████████. In this call, the agent advised his name was Jack Rodriguez and he was contacting her from Verde, an energy company approved in the state of Ohio. (Sales Call Attached)

- * On this same day, the call was transferred to a Third Party Verifier, and while the verification was being completed, Ms. ██████████ answered No to one of the questions, so the verification was cancelled. However, due to an administrative error, the enrollment was still processed as verified. (TPV Attached)

- * On 3/27/2019, Verde received PUCO Complaint No. 00261200.

- * On this same day, Verde received an incoming cancellation request for both of the electric accounts. Utility Account Numbers, ██████████ and ██████████ were cancelled and will not become active with Verde.

- * On this same day, Verde submitted a cancellation request to the utility for the Gas account with the UAN, ██████████

- * On 3/28/2019, Verde received an incoming cancellation reject transaction.

- * On 4/3/2019, Verde submitted a cancellation request to the utility.

- * On this same day, Verde received the following transaction stating, "CUSTOMER NOT CURRENTLY ENROLLED WITH SUPPLIER".

Outcome:

Verde would like to confirm that per the attached Sales Call that the agent, James Brook advised Ms. ██████████ that he was an agent calling on behalf of Verde and in the call he did not mention that he would offer her 30% off as a Senior Discount. However, the agent did misrepresent himself as an agent with the name of Jack Rodriguez and Verde does not tolerate this type of behavior. As such, this occurrence was forwarded to Verde's Compliance Manager-Vendor & Quality Assurance and they have confirmed that this agent was deactivated and ineligible for rehire.

Additionally, we would like to confirm that the enrollment should have not been processed as Ms. ██████████ did not agree with the statements, as such, this matter has already been addressed.

Lastly, Ms. ██████████ accounts will not become active with Verde as they were all successfully rescinded with the utility.

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: Friday, March 29, 2019 4:24 PM
To: 'Darita Patterson' <contactthepuco@puc.state.oh.us>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261200 [ref:_00Dt0GzXt._500t0GHnZo: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. 00261200.
Please be aware that due to opportunities within the call, Verde has already deemed this enrollment as a "No Sale". As such, Verde will provide a final response on or before 4/11/2019.
Best Regards,
Xiomara Mendoza

From: Darita Patterson
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>
Sent: Wednesday, March 27, 2019 1:49 PM
To: Regulatory <regulatory@sparkenergy.com<mailto:regulatory@sparkenergy.com>>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261200 [ref:_00Dt0GzXt._500t0GHnZo: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: 00261200
COMPANY:
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Columbus, Ohio 43213
SERVICE ADDRESS: [REDACTED] Columbus, Ohio 43213
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:

Customer received a call from a Jack Stone on 3/25 at 6:32pm on her caller id. It came up as AEP 888-442-0614. He advised her she qualifies for a 30% senior discount for electric and gas every month for a year. He told her this would not affect Titan or IGS being her suppliers because he wasn't switching her. Customer said she received another call from the same person on 3/26 saying he needed to confirm the information from the first call but this time he said his name was Rodriguez.

Titan called her on 3/27 and advised her of the switch to Verde and to confirm she wanted to cancel. She told them no she doesn't want to switch from Titan and the switch was cancelled. Customer wants to report that they posed as utility and gave misleading information and switched her without her knowing permission. She is afraid they will switch her still without her knowledge or consent because they have her account information. She wants to ensure no changes to all 3 of her accounts. Gas account # [REDACTED] electric identifier #'s house [REDACTED] and security light [REDACTED]

- Please cancel ALL enrollments immediately and provide drop date.
- Please provide the sales call and the TPV.
- Please address the telephone number being spoofed to mislead the customer.
- Please address the false information provided to gain her enrollment.
- Please place caller on your DNC and DNK lists.

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%7C42d16a52ae8a4fb3709008d6bd28b556%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636904380456464680&sdata=akuS4X0YoslkJymRVKACol6l%2B8Wg6ZGEGQcaSK1QW1o%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%7C42d16a52ae8a4fb3709008d6bd28b556%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636904380456464680&sdata=akuS4X0YoslkJymRVKACol6l%2B8Wg6ZGEGQcaSK1QW1o%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=018t0000004Mz1d]

ref:_00Dt0GzXt._500t0GHnZo:ref

Email Created Date: 4/15/2019 12:35:54 PM

Email Text Version:

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00261200

COMPANY:

CUSTOMER:

ADDRESS: [REDACTED] Columbus, Ohio 43213

SERVICE ADDRESS: [REDACTED] !Case.Service_Address_City__c}, Ohio 43213

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,

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: 4/30/2019 5:49:07 PM

Email Text Version:

Good afternoon,

Verde is in response to PUCO Complaint No. 00261200.

We would like to confirm that Ms. [REDACTED] phone number of [REDACTED] was entered onto our internal "Do Not Call List" and the address of [REDACTED] Columbus, Ohio 43213 was entered onto our internal "Do Not Solicit" List.

Thank you,

Xiomara Mendoza

From: Darita Patterson <contactthepuco@puc.state.oh.us>

Sent: Monday, April 15, 2019 11:36 AM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261200 [

ref: _00Dt0GzXt._500t0GHnZo:ref]

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

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00261200

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Columbus, Ohio 43213

SERVICE ADDRESS: [REDACTED] Columbus, Ohio 43213

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:

Please confirm the customer has been placed on your Do Not Solicit List.

Sincerely,

Case Number: 00261200

32

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%7C228c3e21a81b44815f9008d6cdb5a800%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636922577435279143&sdata=sx6IR%2BUAkV84U7PJp2JszSGA2r2vW7I8%2FKa6YstLVlo%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%7C228c3e21a81b44815f9008d6cdb5a800%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636922577435279143&sdata=sx6IR%2BUAkV84U7PJp2JszSGA2r2vW7I8%2FKa6YstLVlo%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=018t0000004NP5W>]

ref:_00Dt0GzXt._500t0GHnZo:ref

Case Images

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



P.O. Box 421289
Houston, TX 77242

Welcome to the Verde Energy Family!

>001117 00958 018 P51121



Columbus, OH 43213-2710



4/3/2019

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 **BSTRI06917488**



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 69.90 Cents/CCF Plus \$0 per month. After the first 12 Months Verde will supply natural gas to Customer at a 100% renewable variable rate that may change monthly with market conditions. The rate is based upon the costs incurred by Verde to supply natural gas to Customer (including, but not limited to, the costs of procuring natural gas, capacity charges and transportation costs), which costs can fluctuate with market factors such as supply and demand, weather and changes to laws and regulations, plus Verde’s other expenses and margins. Customer shall also pay and be responsible for all other amounts related to the purchase and delivery of natural gas, including applicable taxes and service and delivery charges from the Utility. Verde will serve only the supply portion of Customer’s natural gas bill. All other services currently supplied by the Utility will continue to be supplied by the Utility. No deposit is required by Verde for service. Verde will offset 100% of the estimated amount of carbon dioxide (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: 00261710	Owner: Cindi Mack
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: 03-29-2019
Case Age in Business Days: 22

Date Closed: 04-30-2019

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: Lucas
Service Address Street: [REDACTED]	Service Address State: Ohio
Service Address City: Toledo	Service Address Zip:
Service Address Country: United States	Service Address Phone: [REDACTED]

Industry Information

AIQ Industry: Electric	Territory Account: 001t0000008OFZyAAO
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:

Discussed co. rsp w/cust., advd cls case

Case Comments

Created Date	Comment
3/29/2019 12:49:11 PM	<p>TE/Verde- stated they called her 2 days ago trying to become her supplier. Stated spoke with the rep after 30 mons. Thought it was TE at first. Cust asking if they will switch to be her supplier. Asked if she agreed to go into contract with them. Stated she is unaware. When the cust speaking it sounds like she did enroll with Verde. Stated they would send her papers to sign and send back. Cust stated she was moved from one person to another. Stated she would need to do this and did not provide her with the option to say no. Informed her the rate was 8.9 which was less than her rate at the time.</p> <p>Explained the choice program to the customer. Informed her of the 7 days she has to cancel.</p> <p>Advised cust we can open an invest regarding the misleading information she was provided by Verde.</p> <p>Also, transferred cust to TE to cancel her enrollment.</p> <p>Cust is elderly and very confused as to what happened and how to handle this.</p>
4/15/2019 8:26:56 AM	<p>On April 15 provided co. w/cust number. *****</p> <p>Co. unable to locate an enrollment with the information provided on the complaint. Co. needing cust phone number and or utility account number?</p>

4/30/2019 9:52:54 AM	<p>On March 27 she rc'd a solicitation call from the sales rep</p> <p>-Co. forwarded her concern to their Compliance Manager to investigate the agent that contacted her.</p> <p>-It has been confirmed that the Vendor involved with this complaint has been deactivated from further soliciting services for Verde.</p> <p>Her phone number of [REDACTED] was entered on the internal "Do Not Call" list</p> <p>-Her address of [REDACTED] was added to their internal "Do Not Solicit" list.</p> <p>-Co. confirmed that no enrollment was rc'd with Verde as a result of this agent contacting her on Mar 27.</p> <p>She stated so everything stays the same. Advd that there was no enrollment that took place on Mar 27 as a result of that solicitation call.</p> <p>I provided her w/the PUCO's contact number should she have any other utility related issues or concerns.</p>
4/30/2019 9:53:29 AM	Discussed co. rsp w/cust., advd cls 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: 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: 3/29/2019 4:27:27 PM

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:

00261710

CUSTOMER:

43611SERVICE ADDRESS:

ADDRESS:

Case Number: 00261710

Ohio 43611AIQ:

Verde Energy USA Ohio LLCSERVICE ACCOUNT NUMBER: NIQ:

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

DESCRIPTION OF ISSUE:

Good afternoon,

██████████ states that she was deceived into thinking when she was speaking to your representative, she was with the understanding she was talking with her utility.

When did the account enroll?Please forward a copy of: -the recorded sales call -the TPV -a copy of her terms and conditionsWhen did her account begin billing with the company?Did she cancel? If so, when and when will the account final bill with the company?If there is any other information that I should know, it would be greatly appreciated. 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._500t0GIC4P:ref

Email Created Date: 4/2/2019 5:20:46 PM

Email Text Version:

Good afternoon,
Verde is in response to PUCO Complaint No. 00261710.

We would like to advise that we were unable to locate an enrollment with the information provided on the complaint. Would you all be able to provide [REDACTED] phone number and or utility account number?

We hope to hear back from you soon.

Kindest regards,
Xiomara Mendoza

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

Sent: Friday, March 29, 2019 3:27 PM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261710 [

ref:_00Dt0GzXt._500t0GIC4P: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: 00261710

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

SERVICE ADDRESS: [REDACTED]

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

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

DESCRIPTION OF ISSUE:

Good afternoon,

[REDACTED] states that she was deceived into thinking when she was speaking to your representative, she was with the understanding she was talking with her utility.

When did the account enroll?

Please forward a copy of:

- the recorded sales call
- the TPV
- a copy of her terms and conditions

When did her account begin billing with the company?

Did she cancel? If so, when and when will the account final bill with the company?

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

Sincerely,

Cindi Mack

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Lead Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C4e2fa9a48d134b496bae08d6b7b10ea6%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636898368415383369&sdata=msoRgy4PgKSbkFtvv8thpJ9jpaNodeFAAHvPzw03X8I%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%7C4e2fa9a48d134b496bae08d6b7b10ea6%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636898368415383369&sdata=msoRgy4PgKSbkFtvv8thpJ9jpaNodeFAAHvPzw03X8I%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=018t0000004N5oz>]

ref:_00Dt0GzXt._500t0GIC4P:ref

Email Created Date: 4/15/2019 8:27:58 AM

Email Text Version:

Here is the customer's phone number;

[REDACTED]

Cindi

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 4/2/2019 5:20 PM

To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261710 [ref:_00Dt0GzXt._500t0GIC4P:ref]

Good afternoon,

Verde is in response to PUCO Complaint No. 00261710.

We would like to advise that we were unable to locate an enrollment with the information provided on the complaint. Would you all be able to provide [REDACTED] phone number and or utility account number?

We hope to hear back from you soon.

Kindest regards,

Xiomara Mendoza

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

Sent: Friday, March 29, 2019 3:27 PM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261710 [ref:_00Dt0GzXt._500t0GIC4P:ref]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00261710

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

Case Number: 00261710

SERVICE ADDRESS: [REDACTED]

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

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

DESCRIPTION OF ISSUE:

Good afternoon,

[REDACTED] states that she was deceived into thinking when she was speaking to your representative, she was with the understanding she was talking with her utility.

When did the account enroll?

Please forward a copy of:

-the recorded sales call

-the TPV

-a copy of her terms and conditions

When did her account begin billing with the company?

Did she cancel? If so, when and when will the account final bill with the company?

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

Sincerely,

Cindi Mack

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Lead Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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._500t0GIC4P:ref

Email Created Date: 4/16/2019 5:41:00 PM

Email Text Version:

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00254125.

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") regarding the sales call she received, stating that she was under the impression that the agent was calling her from the utility.

On 3/27/2019, [REDACTED] received a solicitation call from the sales representative, David Johndel with KAA Energy, INC. Upon receipt of [REDACTED] concerns, we forwarded his information to Verde's Compliance Manager-Vendor & Quality Assurance to investigate the agent that contacted [REDACTED] and they have confirmed that the Vendor involved with this complaint has been deactivated from further soliciting services for Verde.

Additionally, her phone number of [REDACTED] was entered on the internal "Do Not Call" list and the address of [REDACTED] was entered on the internal "Do Not Solicit" list. Lastly, we have confirmed that no enrollment was received with Verde as a result of the call made on 3/27/2019.

Please let me know if you have any additional questions or concerns regarding this matter.
Kindest Regards,
Xiomara Mendoza

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Monday, April 15, 2019 7:28 AM
To: Customer Concerns <customerconcerns@sparkenergy.com>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261710 [ref:_00Dt0GzXt._500t0GIC4P:ref]

Here is the customer's phone number;

[REDACTED]

Cindi

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

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 4/2/2019 5:20 PM
To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261710 [ref:_00Dt0GzXt._500t0GIC4P:ref]

Good afternoon,
Verde is in response to PUCO Complaint No. 00261710.
We would like to advise that we were unable to locate an enrollment with the information provided on the complaint. Would you all be able to provide [REDACTED] phone number and or utility account number?
We hope to hear back from you soon.
Kindest regards,
Xiomara Mendoza

From: Cindi Mack
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>
Sent: Friday, March 29, 2019 3:27 PM
To: Regulatory <regulatory@sparkenergy.com<mailto:regulatory@sparkenergy.com>>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261710 [ref:_00Dt0GzXt._500t0GIC4P: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: 00261710

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

SERVICE ADDRESS: [REDACTED]

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

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

DESCRIPTION OF ISSUE:

Good afternoon,

[REDACTED] states that she was deceived into thinking when she was speaking to your representative, she was with the understanding she was talking with her utility.

When did the account enroll?

Please forward a copy of:

- the recorded sales call
- the TPV
- a copy of her terms and conditions

When did her account begin billing with the company?

Did she cancel? If so, when and when will the account final bill with the company?

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

Sincerely,

Case Number: 00261710

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%7C50b907d194ba424dde3c08d6c2b4346b%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636910476570347710&sdata=j1RnAltzmQCZFJ6q6BLTRCZM7B7tq%2Frb5Hu67GppUL0%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=018t0000004N5oz>]

ref:_00Dt0GzXt._500t0GIC4P:ref
[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004NOUf>]

Case Images

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



Public Utilities Commission

Mike DeWine, Governor
Sam Randazzo, Chairman

Commissioners

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

Case Detail

Case Number: 00261712

Account Name: [REDACTED]

Type:

Status: Closed

Preferred Contact Method: No Preference

Owner: Alfred Thompson

Account in Question: Verde Energy USA
Ohio LLC

Account Holder:

Priority: Standard

Service Type: Residential

CASE DATES:

Date Opened: 03-29-2019

Date Closed: 04-15-2019

Case Age in Business Days: 11

Contact Information

Contact: [REDACTED]

Preferred Contact Method: No Preference

Phone: [REDACTED]

Preferred Contact Time:

Mobile: [REDACTED]

Email: [REDACTED]

Service Address Information

Service Account Number:

Service Address County: Summit

Service Address Street: [REDACTED]

Service Address State: Ohio

Service Address City: Aurora

Service Address Zip:

Service Address Country: United States

Service Address Phone:

Industry Information

AIQ Industry: Electric

Territory Account: 001t0000008OFZIAA4

AIQ Sub-Industry: Competitive Retail Electric Service
Provider

General Code: General -- Electric

AIQ Sub-Sub-Industry:

Specific Code: Do Not Call List

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:

Customer added to Verde do not contact list.

Case Comments

Created Date	Comment
3/29/2019 12:52:55 PM	cust stating he keeps getting robo calls from different supplier . cust is on national do not call list. the names he were able to get were Liberty Power and Verde cust wants them to stop calling adv cust to get off utility's marketer list and to also reach out to ftc cust already did that cust wants to rech out to them to be removed from their call list adv cust of investigation process icb
4/1/2019 3:22:11 PM	Correspondence sent through case 261709.
4/4/2019 1:20:37 PM	Verde sent interim requesting to provide update by 4/11.

4/12/2019 8:10:40 AM	<p>This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00261709.</p> <p>Thank you for bringing [REDACTED] concern to our attention and for allowing us to address it.</p> <p>[REDACTED] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") because he continues to receive unwanted and unsolicited calls. [REDACTED] would like Verde to remove him from their calling list as he has no interest in changing to an alternative supplier.</p> <p>Outcome:</p> <p>We'd like to confirm that after review of the claim, our vendors have confirmed that they have not contacted [REDACTED]. Additionally, [REDACTED] telephone number of [REDACTED] has been added onto Verde's internal "Do Not Call" list as well as the address of [REDACTED] has been added onto Verde's internal "Do Not Solicit" list.</p> <p>As such, all Vendors have been contacted and made aware not to contact [REDACTED] effective 3/29/2019.</p> <p>Please let me know if you have any additional questions or concerns regarding this matter.</p> <p>Kindest Regards,</p> <p>Louise Bourgeois</p>
4/15/2019 9:52:43 AM	<p>I Left voicemail for customer advising of Verde adding him to their DNC list as well as the "no contact" list for their vendors and 3rd parties. ICB.</p> <p>**Closing case</p>
4/15/2019 9:53:55 AM	Customer added to Verde do not contact list.

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

Case Images

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



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: 00261732

Account Name: [REDACTED]

Type:

Status: Closed

Preferred Contact Method: No Preference

Owner: Lee Garry

Account in Question: Verde Energy USA
Ohio LLC

Account Holder:

Priority: Standard

Service Type: Residential

CASE DATES:

Date Opened: 03-29-2019

Case Age in Business Days: 1

Date Closed: 03-29-2019

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:

Service Address City:

Service Address Country: United States

Service Address County:

Service Address State: Ohio

Service Address Zip:

Service Address Phone:

Industry Information

AIQ Industry: Gas

AIQ Sub-Industry: Competitive Retail Natural Gas Service
Provider

AIQ Sub-Sub-Industry:

Non-Jurisdictional Case: ☐

Territory Account:

General Code: Marketing -- Gas

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 dropped

Case Comments

Created Date	Comment
3/29/2019 1:51:39 PM	Caller states door to door representative spoke with her husband a week or two ago from Verde. She thinks he agreed to enroll but Vectren says no enrollment has been submitted. She also received a notice from Verde that says thank you for being a verde customer. The notice appears to be an annual information sheet regarding the choice program that has to be sent to explain choice but it is worded as though she has been a Verde customer. while gathering demographics the call dropped.
3/29/2019 1:51:59 PM	call dropped

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: Lee Garry	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
--------------	--------



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: 00261766

Account Name: [REDACTED]

Type:

Status: Closed

Preferred Contact Method: No Preference

Owner: Mariner Taft

Account in Question: Verde Energy USA
Ohio LLC

Account Holder:

Priority: Standard

Service Type: Residential

CASE DATES:

Date Opened: 03-29-2019

Case Age in Business Days: 10

Date Closed: 04-12-2019

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: Huron

Service Address Country: United States

Service Address County: Huron

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:

discuss response with customer, that verde will do credit or refund of generation charges from 1/24/19 to 4/23/19. this due to discrepancies with the tpv taken 12/20/18. customer understands information.

Case Comments

Created Date	Comment
3/29/2019 3:08:30 PM	Caller said he was enrolled without his consent. He was told they'd cut his bill in half. He told them he'd like to try it for a few months and they told him he'd have to agree to a two year contract. He immediately said he wanted it cancelled and to not switch. They enrolled him anyway. His bill has increased around \$500 and he's upset about it. Informed him we can investigate the enrollment and the sales portion of the call and if they are found to not be valid we will request his charges re-rated to the utility rate.
4/12/2019 8:50:55 AM	discuss response from company, that verde will do either refund or credit for generation charges for 1/24/19-4/23/19 period due to discrepancies with tpv done 12/20/18. customer understands information.
4/12/2019 8:53:59 AM	discuss response with customer, that verde will do credit or refund of generation charges from 1/24/19 to 4/23/19. this due to discrepancies with the tpv taken 12/20/18. customer understands information.

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: 3/29/2019 3:59:10 PM

Email Text Version:

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

CASE ID: 00261766

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Huron, Ohio 44839

SERVICE ADDRESS: [REDACTED]

Huron, Ohio 44839

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

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

DESCRIPTION OF ISSUE:

Sincerely,

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

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

Email Created Date: 3/29/2019 4:42:02 PM

Email Text Version:

Good Afternoon,

Attached you will find the TPV requested for PUCO Complaint No. 00261766. As such, Verde will provide the final response by the end of business on 4/11/2019.

Kindest Regards,

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

Brandi Williams | Regulatory Specialist

12140 Wickchester Ln, Ste 100 | Houston, TX 77079

Tel: 281-833-4103

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

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

Sent: Friday, March 29, 2019 2:59 PM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261766 [ref:_00Dt0GzXt._500t0GIDkc: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: 00261766

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] [REDACTED] Huron, Ohio 44839

SERVICE ADDRESS: [REDACTED] [REDACTED] Huron, Ohio 44839

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:

The customer switched to the company when he was told they could cut the bill in half but had to sign up for a two-year contract. The customer's bill increased to \$500. When did the customer start their contract? Is the customer still active with Verde?

Please provide the sales call recording, tpv and welcome letter with the terms and conditions of the contract for review. What type of rate, fixed or variable, is the customer on? Did the customer request to switch to Verde?

Sincerely,

Mariner Taft

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%7C8fe0f3cd7b90446bfe3908d6b486fb9e%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C636894889180783369&sdata=XAL7Qow%2BQlStgUsMI47lIHcdQcfcYpPTB5V0hNreTlo%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%7C8fe0f3cd7b90446bfe3908d6b486fb9e%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C636894889180783369&sdata=XAL7Qow%2BQlStgUsMI47lIHcdQcfcYpPTB5V0hNreTlo%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=018t0000004N5me>]

ref:_00Dt0GzXt._500t0GIDkc:ref

Email Created Date: 4/1/2019 9:49:42 AM

Email Text Version:

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division
Memorandum

CASE ID: 00261766

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Huron, Ohio 44839

SERVICE ADDRESS: [REDACTED], !Case.Service_Address_City__c}, Ohio 44839

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:

Sincerely,

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

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

Email Created Date: 4/1/2019 12:54:16 PM

Email Text Version:

Thank you for bringing [REDACTED] concerns to our attention and for allowing us to address them. As such, because we take complaints of this nature very seriously, we have forwarded this occurrence to our Compliance Manager - Vendor Quality Assurance for review. In as much, Verde will be providing a final response along with the requested Sales Call and documentation by the end of business on 4/11/2019.

Kindest Regards,

[https://www.sparkenergy.com/SignatureImages/verdeusa.png]
Brandi Williams | Regulatory Specialist
12140 Wickchester Ln, Ste 100 | Houston, TX 77079
Tel: 281-833-4103
bwilliams@verdeenergy.com<mailto:bwilliams@verdeenergy.com>

From: Mariner Taft <contactthepuco@puc.state.oh.us>
Sent: Monday, April 01, 2019 8:50 AM
To: Regulatory <regulatory@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261766 [ref:_00Dt0GzXt._500t0GIDkc:ref]

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

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00261766
COMPANY:
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Huron, Ohio 44839
SERVICE ADDRESS: [REDACTED], Huron, Ohio 44839
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:

Thank you for the tpv. Please work to provide the recording of the sales call and the timeline when the customer was first solicited by Verde for the electric contract and the terms and conditions of the contract. Also, I am concerned how the marketing rep marketed the contract. Please respond with the above documentation and the previously requested documentation.

Sincerely,

Mariner Taft
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%7C98cdeae1a8d4f72d57d08d6b6c2aae3%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636897344539799134&sdata=6GIUsPhdTL4SwG8vGWkg8Yix%2F42h%2FPo8WOwMJfD4II4%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=018t0000004N7PI>]

ref: _00Dt0GzXt._500t0GIDkc:ref

Email Created Date: 4/11/2019 6:26:15 PM

Email Text Version:

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00261766.

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

[REDACTED] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") claiming that if he signed up for a two (2) year contract that his bill would be cut in half.

Investigative Results:

* On 12/20/2018, [REDACTED] authorized the electric service with telesales agent, Bruce Banner with third party vendor, HiTech Global Solutions Corporation. As a result, the electric service enrolled onto Verde's Price Lock 12 plan, which offers a 12-month fixed rate of 9.29 cents/kWh with \$0 Monthly Service Fee and \$ 0 Early Termination Fee. (TPV Attached)

* On 1/14/2019, Verde generated and mailed the Welcome Letter. (Letter Attached)

- * On 1/24/2019, the electric service became active with Verde.
- * On 3/29/2019, Mr. [REDACTED] contacted Verde to cancel because his rate is lower with the utility. The Verde agent offered a lower fixed rate, which Mr. [REDACTED] declined. The Verde agent submitted the cancellation transaction to the utility.
- * On the same day, Verde received an inbound termination response from the utility with the effective date of 4/23/2019.
- * On the same day, Verde received PUCO Complaint No. 00261766.

Outcome:

Verde would like to confirm per the attached TPV complete on 12/20/2018, [REDACTED] willingly and knowingly authorized his electric service to Verde without any objections. For this reason, Verde agrees the enrollment is valid.

However, after review of the attached Sales Call, Verde acknowledges discrepancies within the call, which results in the enrollment to be deemed as a "No. Sale". To resolve this matter, Verde agrees to process a cost analysis to the utility rate for the service period from 1/24/2019 (date of inception) until 4/23/2019 (date of termination).

As such, upon completion of the cost analysis, a copy of the calculations will be provided and if a credit is deemed due, the customer will be refunded accordingly.

Furthermore, because we take complaints of this nature very seriously, Verde forwarded Mr. [REDACTED] concerns to our Compliance Manager - Vendor Quality Assurance who confirmed Verde is no longer doing business with third party vendor, HiTech Global Solutions Corporation. For this reason, Verde is not able to obtain a statement from the sales agent involved with this occurrence.

Lastly, as it stands, the electric service is set to terminated on 4/23/2019 with the termination date solely determined by the utility and not Verde.

Kindest Regards,

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

Brandi Williams | Regulatory Specialist

12140 Wickchester Ln, Ste 100 | Houston, TX 77079

Tel: 281-833-4103

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

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

Sent: Friday, March 29, 2019 2:59 PM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261766 [

ref: _00Dt0GzXt._500t0GIDkc: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: 00261766

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] [REDACTED] Huron, Ohio 44839

SERVICE ADDRESS: [REDACTED] [REDACTED] Huron, Ohio 44839

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:

The customer switched to the company when he was told they could cut the bill in half but had to sign up for a two-year contract. The customer's bill increased to \$500. When did the customer start their contract? Is the customer still active with Verde?

Please provide the sales call recording, tpv and welcome letter with the terms and conditions of the contract for review. What type of rate, fixed or variable, is the customer on? Did the customer request to switch to Verde?

Sincerely,

Mariner Taft

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%7C42e4fb4766eb4a5c165008d6becc888d%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636906183624828370&sdata=L810EmX4JRj6zb25LP8iNnATEuzBnOSkyRFd%2BhnoWyo%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%7C42e4fb4766eb4a5c165008d6becc888d%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636906183624828370&sdata=L810EmX4JRj6zb25LP8iNnATEuzBnOSkyRFd%2BhnoWyo%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=018t0000004N5me]

ref:_00Dt0GzXt._500t0GIDkc:ref

Case Images

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



P.O. Box 421289
Houston, TX 77242

Welcome to the Verde Energy Family

> [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED]
[REDACTED]
Huron, OH 44839- [REDACTED]
[REDACTED]

1/14/2019

[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

9.29 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 [REDACTED]



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

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 1838@verdeenergy.com.

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. Friedeman
Dennis P. Deters
Daniel R. Conway

Case Detail

Case Number: 00261859

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: 04-01-2019

Case Age in Business Days: 12

Date Closed: 04-16-2019

Contact Information

Contact: [REDACTED]

Preferred Contact Method: No Preference

Phone: [REDACTED]

Mobile:

Preferred Contact Time:

Email:

Service Address Information

Service Account Number:

Service Address County: Franklin

Service Address Street: [REDACTED]

Service Address State: Ohio

Road [REDACTED]

Service Address City: [REDACTED]

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: Posed as Utility

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 customer to close, advised not enrolled with co, and co investigating sales agent. went over choice process.
ICB

Case Comments

Created Date	Comment
4/1/2019 8:15:49 AM	<p>customer called with a complaint. she says that Someone came to her door on 3/30/19 claiming to be the supplier for AEP Ohio. she says that he said his name was Edmond Carr #302008. He had her info on AEP Ohio and told her he was there because she was on a list of people because she was overcharged on her bill. She says she did fall for it. she didn't sign anything. but a woman called her to verify everything. she then received a confirmation email verifying that it was Verde Energy. the terms of the contract was a rate of \$0.0899/kwh, but she's currently paying \$0.054. she says she is a student and could not afford that.</p> <p>i advised her of customer choice and deregulation. advised they should not have misrepresented themselves. she did call AEP Ohio to cancel. advised her complaint will be noted.</p>

4/5/2019 3:09:32 PM	<p>Co response:</p> <ul style="list-style-type: none"> On 3/30/2019, [REDACTED] authorized the electric service to Verde with Edmond Carr , a door-to-door sales agent with third party vendor Energy Group Consultants. This plan offered a 12 month fixed rate at 0.0899/kWh with \$0 Monthly Service Fee and \$0 Early Termination Fee. (TPV Attached) On 4/3/2019, Verde generated and sent the Welcome Letter. (Letter Attached) On 4/1/2019, Verde received PUCO Complaint No. 00261859. On this same day, Verde submitted a cancellation request for the pending enrollment per the complaint received. As such, the service is scheduled to rescind on 5/2/2019; the same date in which the service was scheduled to become active. <p>Outcome:</p> <p>Verde would like to confirm per the attached TPV that [REDACTED] willingly and knowingly authorized the enrollment to Verde and not AEP Ohio on 3/30/2019 without any objections. Additionally, please note that the Third Party Verifier clearly states the supplier enrollment is for Verde of which [REDACTED] acknowledges her understanding and authorizes the electric service to Verde. For this reason, the enrollment is deemed as valid.</p> <p>In addition, because we take claims of this nature very seriously, we have forwarded [REDACTED] claims to Verde's Vendor- Quality Assurance Manager for review and investigation of the door-to-door sales agent involved.</p> <p>Lastly, please be advised that the electric service will not become active with Verde as upon receipt of this PUCO Complaint Verde submitted a cancellation request. As a result, the service is scheduled to rescind on 5/2/2019; a date solely determined by the utility and not Verde.</p>
4/16/2019 9:13:06 AM	<p>Called customer to close, advised not enrolled with co, and co investigating sales agent. went over choice process. ICB</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: 4/1/2019 3:12:15 PM

Email Text Version:

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00261859

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Road [REDACTED] [REDACTED] Ohio 43230

SERVICE ADDRESS: [REDACTED] Road [REDACTED] [REDACTED] Ohio 43230

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: n/a

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Good afternoon.

[REDACTED] contacted the PUCO regarding a recent door to door solicitation she received. The customer states that a representative came to her door on 3/30/19 claiming to be the supplier for AEP Ohio. she says that he said his name was Edmond Carr #302008. He had her info on AEP

Ohio and told her he was there because she was on a list of people because she was overcharged on her bill.

Please provide copies of:

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

Has the customer requested a cancellation? If so, what is the drop date?

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._500t0GIOID:ref

Email Created Date: 4/2/2019 10:30:18 AM

Email Text Version:

Good morning,

Attached is the TPV completed by [REDACTED] for an electric enrollment to Verde on 3/30/2019 via door-to-door agent Edmond Carr with third party vendor Energy Group Consultants.

Additionally, Verde will provide the completed response by 4/10/2019.

Best regards,

April Lusk

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

Sent: Monday, April 01, 2019 2:15 PM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261859 [ref:_00Dt0GzXt._500t0GIOID: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: 00261859

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Road [REDACTED] Ohio 43230

SERVICE ADDRESS: [REDACTED] Road [REDACTED] Ohio 43230

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: n/a

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Good afternoon.

██████████ contacted the PUCO regarding a recent door to door solicitation she received. The customer states that a representative came to her door on 3/30/19 claiming to be the supplier for AEP Ohio. she says that he said his name was Edmond Carr #302008. He had her info on AEP Ohio and told her he was there because she was on a list of people because she was overcharged on her bill.

Please provide copies of:

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

Has the customer requested a cancellation? If so, what is the drop date?

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%7Ca73452c32cb94b5862b708d6b777b716%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636898122139936479&sdata=BG4c8QE203Gnlht0Nrp5kKV1mdr1l2h3TI7EF11MGog%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%7Ca73452c32cb94b5862b708d6b777b716%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636898122139936479&sdata=BG4c8QE203Gnlht0Nrp5kKV1mdr1l2h3TI7EF11MGog%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=018t0000004N8nB]

ref: 00Dt0GzXt._500t0GIOID:ref

Email Created Date: 4/4/2019 6:10:15 PM

Email Text Version:

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00261859.

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

[REDACTED] filed a complaint with the Public Utilities Commission of Ohio stating that a door-to-door sales agent solicited service to her claiming to be from AEP Ohio. [REDACTED] claims that the sales agent told her she was on a list of people that had been overcharged on their bill.

Investigative Results:

- On 3/30/2019, [REDACTED] authorized the electric service to Verde with Edmond Carr , a door-to-door sales agent with third party vendor Energy Group Consultants. This plan offered a 12 month fixed rate at 0.0899/kWh with \$0 Monthly Service Fee and \$0 Early Termination Fee. (TPV Attached)
- On 4/3/2019, Verde generated and sent the Welcome Letter. (Letter Attached)
- On 4/1/2019, Verde received PUCO Complaint No. 00261859.
- o On this same day, Verde submitted a cancellation request for the pending enrollment per the complaint received. As such, the service is scheduled to rescind on 5/2/2019; the same date in which the service was scheduled to become active.

Outcome:

Verde would like to confirm per the attached TPV that [REDACTED] willingly and knowingly authorized the enrollment to Verde and not AEP Ohio on 3/30/2019 without any objections. Additionally, please note that the Third Party Verifier clearly states the supplier enrollment is for Verde of which [REDACTED] acknowledges her understanding and authorizes the electric service to Verde. For this reason, the enrollment is deemed as valid.

In addition, because we take claims of this nature very seriously, we have forwarded [REDACTED] claims to Verde's Vendor- Quality Assurance Manager for review and investigation of the door-to-door sales agent involved.

Lastly, please be advised that the electric service will not become active with Verde as upon receipt of this PUCO Complaint Verde submitted a cancellation request. As a result, the service is scheduled to rescind on 5/2/2019; 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,

April Lusk

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

Sent: Monday, April 01, 2019 2:15 PM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261859 [

ref:_00Dt0GzXt._500t0GIOID: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: 00261859

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Road [REDACTED] Ohio 43230

SERVICE ADDRESS: [REDACTED] Road [REDACTED] Ohio 43230

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: n/a

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Good afternoon.

██████████ contacted the PUCO regarding a recent door to door solicitation she received. The customer states that a representative came to her door on 3/30/19 claiming to be the supplier for AEP Ohio. she says that he said his name was Edmond Carr #302008. He had her info on AEP Ohio and told her he was there because she was on a list of people because she was overcharged on her bill.

Please provide copies of:

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

Has the customer requested a cancellation? If so, what is the drop date?

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%7Cc7f15e3e813b46ec618a08d6b94a2dfd%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636900126079504402&sdata=%2BhrvPclBiyIf1TS8L5Fflf3e9x02v8M5H%2Fw%2F2XwfC%2Bs%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%7Cc7f15e3e813b46ec618a08d6b94a2dfd%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636900126079504402&sdata=%2BhrvPclBiyIf1TS8L5Fflf3e9x02v8M5H%2Fw%2F2XwfC%2Bs%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=018t0000004N8nB>]

ref:_00Dt0GzXt._500t0GIOID:ref

Case Images

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



P.O. Box 421289
Houston, TX 77242

Welcome to the Verde Energy Family

>000933 00964 016 P51121



[REDACTED]
[REDACTED]
[REDACTED] OH 43230-2785



4/5/2019

[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

8.99 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 LMORW06925844



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 8.99 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. Friedeman
Dennis P. Deters
Daniel R. Conway

Case Detail

Case Number: 00261949

Account Name: [REDACTED]

Type:

Status: Closed

Preferred Contact Method: No Preference

Owner: Alfred Thompson

Account in Question: Verde Energy USA
Ohio LLC

Account Holder:

Priority: Standard

Service Type: Residential

CASE DATES:

Date Opened: 04-01-2019

Date Closed: 04-05-2019

Case Age in Business Days: 4

Contact Information

Contact: [REDACTED]

Preferred Contact Method: No Preference

Phone: [REDACTED]

Preferred Contact Time:

Mobile:

Email: [REDACTED]

Service Address Information

Service Account Number: [REDACTED]

Service Address County: Franklin

Service Address Street: [REDACTED]

Service Address State: Ohio

Service Address City: Galloway

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: 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:

Customer added to do not solicit list. No pending or active enrollment.

Case Comments

Created Date	Comment
4/1/2019 11:26:29 AM	cust had utility gas and power but he cancelled them in Feb 2019 to be back with AEP. cust stating Saturday 3/30 he received a call from Verde about 7:55 pm #6304734168 his wife spoke to someone from them and said she wasn't interested. they then called back and he answered and they told him his new rate would be 8.99 per kwh and his contract [REDACTED]. cust adv he doesn't do this type of stuff over the phone and they said he already agreed and hung up. cust feels he was taken advantage of and wants to make sure this doesn't go through and to put in a complaint. adv cust aep would send a letter if they do switch him cust already called his utility company and they adv to call puco adv cust of investigation process icb
4/5/2019 9:54:27 AM	I spoke with [REDACTED] and advised that there is no active or pending enrollment with Verde for his account. Also confirmed that he has been added to their do not solicit list, so he should not be contacted by them in the future. **Closing case
4/5/2019 9:55:10 AM	Customer added to do not solicit list. No pending or active enrollment.

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: Courtney Fleming	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: 4/2/2019 1:24:01 PM

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:

00261949COMPANY: CUSTOMER: [REDACTED] ADDRESS: [REDACTED] Galloway,
Ohio

43119SERVICE ADDRESS: [REDACTED] Galloway,
Ohio 43119AIQ:

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: Good afternoon,

Customer already had a supplier and was going back to his utility's standard rate, when his wife received a call from Verde Energy. He doesn't want to switch to Verde and wants to make sure that they are not enrolled.

Please review:

1. Is there a record of customer calling in to cancel service with Verde?2. Has Verde Energy sent enrollment information to the utility to initiate supply service?3. Can you cancel the enrollment for Verde at customer's request?

Any additional information would be greatly appreciated. Thank you. Sincerely, Alfred
Thompson Public Utilities Commission of
OhioService Monitoring and
Enforcement DepartmentCustomer Service 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._500t0GIQRP:ref

Email Created Date: 4/4/2019 2:23:27 PM

Email Text Version:

To Whom This May Concern:

This is Verde Energy's ("Verde") response to PUCO Complaint No. 00261949.

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

[REDACTED] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") requesting to ensure his service does not switch to Verde.

After careful review, Verde has no record of an active account or pending enrollments for [REDACTED] with any of the information provided on PUCO Complaint No. 00261949. As such, as a courtesy, Verde has submitted a request to add [REDACTED] service address of [REDACTED] [REDACTED] to our internal "Do Not Solicit" list and telephone number of [REDACTED] to be added to our "Do Not Solicit" list.

Lastly, as it stands, there are no active accounts or pending enrollments in our system for [REDACTED]

Kindest Regards,

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

Brandi Williams | Regulatory Specialist
12140 Wickchester Ln, Ste 100 | Houston, TX 77079
Tel: 281-833-4103

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

From: Alfred Thompson <contactthepuco@puc.state.oh.us>
Sent: Tuesday, April 02, 2019 12:24 PM
To: Regulatory <regulatory@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261949 [ref:_00Dt0GzXt._500t0GIQRP: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: 00261949
COMPANY:
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Galloway, Ohio 43119
SERVICE ADDRESS: [REDACTED] Galloway, Ohio 43119
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,

Customer already had a supplier and was going back to his utility's standard rate, when his wife received a call from Verde Energy. He doesn't want to switch to Verde and wants to make sure that they are not enrolled.

Please review:

1. Is there a record of customer calling in to cancel service with Verde?
2. Has Verde Energy sent enrollment information to the utility to initiate supply service?
3. Can you cancel the enrollment for Verde at customer's request?

Any additional information would be greatly appreciated. Thank you.

Sincerely,

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

[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cc13ec04e6dc64ebad8f008d6b92a9eb2%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636899990036958971&sdata=cv0cV3rWmsCMsLddzLBM5%2BqwPI%2FChRRYS9DN%2BGQt6Bw%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%7Cc13ec04e6dc64ebad8f008d6b92a9eb2%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636899990036958971&sdata=cv0cV3rWmsCMsLddzLBM5%2BqwPI%2FChRRYS9DN%2BGQt6Bw%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=018t0000004N9wi>]

ref:_00Dt0GzXt._500t0GIQRP:ref

Case Images

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



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: 00261993	Owner: Tara Jones
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: 04-01-2019
Case Age in Business Days: 1

Date Closed: 04-01-2019

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: Lucas
Service Address Street: [REDACTED]	Service Address State: Ohio
[REDACTED]	
Service Address City: Toledo	Service Address Zip:
Service Address Country: United States	Service Address Phone:

Industry Information

AIQ Industry: Electric	Territory Account: 001t0000008OFZyAAO
AIQ Sub-Industry: Competitive Retail Electric Service Provider	General Code: General -- Electric
AIQ Sub-Sub-Industry:	Specific Code: Competition Issues / Inquiries
Non-Jurisdictional Case: <input type="checkbox"/>	

Additional Information

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

Transportation Information

Crossing ID:
Railroad:
Railroad Street Name:

Description Information

Description:

Resolution:

Recorded comments.

Case Comments

Created Date	Comment
4/1/2019 12:35:02 PM	Caller just signed-up with Verde last week and stated that she wants to keep it that way. Calling to report that apartment manager does not offer G.A. She told manager that she was going to report to the PUCO. Explained only a G.A. can make an offer. She wants to say no to any other offer in advance. Advised she can only say no when an offer is made by contacting the company to cancel which will keep things the way she wants them. She had no other questions. ICB.
4/1/2019 12:35:28 PM	Recorded comments.

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: Tara Jones	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
--------------	--------



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: 00262029

Account Name: [REDACTED]

Type:

Status: Closed

Preferred Contact Method: No Preference

Owner: Mariner Taft

Account in Question: Verde Energy USA
Ohio LLC

Account Holder: [REDACTED]

Priority: Standard

Service Type: Residential

CASE DATES:

Date Opened: 04-01-2019

Date Closed: 04-09-2019

Case Age in Business Days: 6

Contact Information

Contact: [REDACTED]

Preferred Contact Method: No Preference

Phone: [REDACTED]

Preferred Contact Time:

Mobile:

Email: [REDACTED]

Service Address Information

Service Account Number: [REDACTED]

Service Address County: Clermont

Service Address Street: [REDACTED]

Service Address State: Ohio

Service Address City: Goshen

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: 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:

vm customer that company shows customer agreeing to switch to verde for a six-month contract at 8.69cts/kwh on 1/4/19. customer contacted verde 4/3/19 to cancel contact with effective cancellation date of 4/29/19. verde places customer on do not call list due to inappropriate language used by verde rep. verde does not have sales call copy since doesn't do business with company who does sales calls. verde will adjust supply charges for 1/4/19 to 4/29/19 period, will contact customer when done with this adjustment. leave hotline number as cbr.

Case Comments

Created Date	Comment
4/1/2019 1:51:43 PM	<p>Caller states that Verde appeared on the Duke bill this month, states the charge is \$157.75, she states she has no income but has been working on a rental unit to get it ready for tenants.</p> <p>States Verde called her on Friday March 29, 2019 demanding payment. States Verde called Duke and gave Duke all of her account info and told Duke to add them to her account.</p> <p>Caller states that she have been receiving supplier calls and that Verde called with an offer of \$0.051 fixed for 24 months but that she didn't agree to it. States Duke told her Verde is charging \$0.0869 per kwh. Caller states she doesn't have natural gas, just electric.</p> <p>Caller states Verde told her that they have a recording of her agreeing to the enrollment but couldn't produce the recording when she called today. States Verde told her the enrollment was completed in Jan 2019, caller states that isn't true because she just fought with Verde to get them off of her sister's Duke bill. Further she states she wouldn't enroll with a supplier that isn't from Ohio and Verde is from Texas.</p> <p>Caller added that Verde called her four times on March 29, 2019 and after she told the individual that she wasn't going to pay a dime to Verde and hung up on the caller, the woman called her back and cussed her out. Caller states now there is NO WAY she is going to pay anything to Verde because she was cussed out.</p> <p>***** **</p> <p>Advised caller Verde will be contacted, advised supplier has three business days to provide the TPV and 10 business days for a final response. Advised once response is received and reviewed for compliance the PUCO investigator will be in contact with her to provide the investigation results.</p>

4/9/2019 8:29:17 AM	vm customer that company shows customer agreeing to switch to verde for a six-month contract at 8.69cts/kwh on 1/4/19. customer contacted verde 4/3/19 to cancel contact with effective cancellation date of 4/29/19. verde places customer on do not call list due to inappropriate language used by verde rep. verde does not have sales call copy since doesn't do business with company who does sales calls. verde will adjust supply charges for 1/4/19 to 4/29/19 period, will contact customer when done with this adjustment. leave hotline number as cbr.
---------------------	---

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: Christina Cassady
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: 4/1/2019 3:44:29 PM

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:

00262029COMPANY: CUSTOMER: [REDACTED] ADDRESS: [REDACTED] Goshen,
Ohio

45122SERVICE ADDRESS: [REDACTED] Goshen,
Ohio 45122AIQ:

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: The customer disputes \$157.75 and that Verde switched her electric supplier on 1/29/19 without her permission to a contract for 5.1cts/kwh. Also, the customer states being cussed out by a Verde rep after the company called her four times on 1/29/19. Provide the sales call, tpv and welcome letter with terms and conditions of the contract for review. When was service started? At a variable or fixed rate? What was that rate? Work to cancel the contract with no etf and check if the service was switched without the customer's authorization. Sincerely, Mariner Taft Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service 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._500t0GIS25:ref

Email Created Date: 4/2/2019 10:48:17 AM

Email Text Version:

Good morning,

Attached you will find the TPV completed by [REDACTED] on 1/4/2019 via Outbound Telemarketing Agent , Faith Johnson with Enetele; a third party vendor.

Additionally, Verde will provide a response by 4/10/2019.

Best regards,

April Lusk

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

Sent: Monday, April 01, 2019 2:44 PM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00262029 [ref:_00Dt0GzXt._500t0GIS25: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: 00262029

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Goshen, Ohio 45122

SERVICE ADDRESS: [REDACTED] Goshen, Ohio 45122

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:

The customer disputes \$157.75 and that Verde switched her electric supplier on 1/29/19 without her permission to a contract for 5.1cts/kwh. Also, the customer states being cussed out by a Verde rep after the company called her four times on 1/29/19.

Provide the sales call, tpv and welcome letter with terms and conditions of the contract for review. When was service started? At a variable or fixed rate? What was that rate? Work to cancel the contract with no etf and check if the service was switched without the customer's authorization.

Sincerely,

Mariner Taft

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%7C016b58ee16a54641dc1d08d6b77a3a02%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636898132921588802&sdata=ILKGShPDIUOnFjZihjuLOTjWUjvDdvWWPux3ZFqMToM%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=018t0000004N8qA]

ref:_00Dt0GzXt._500t0GIS25:ref

Email Created Date: 4/8/2019 6:58:04 PM

Email Text Version:

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00262029.

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

[REDACTED] filed a complaint with the Public Utilities Commission OF Ohio stating that Verde switched her electric service without her permission. Additionally, she states a Verde representative contacted her four times and used inappropriate language with her.

Investigative Results:

· On 1/4/2019, [REDACTED] authorized the electric enrollment for account # [REDACTED] and account # [REDACTED] with Emmanuel, a third party Outbound Telemarketing sales agent with Enetele. This plan offers a 6 month fixed rate at 0.0869/kWh with \$6.72 Monthly Service Fee and \$0 Early Termination Fee. (TPV Attached)

· On 1/8/2019, Account # [REDACTED] rejected and did not receive an enrollment accepted transaction.

- On 1/14/2019, Verde generated and sent the Welcome Letter. (Letter Attached)
- On 1/30/2019, the electric service for Account # [REDACTED] became active with Verde.
- On 2/20/2019, [REDACTED] contacted Verde and requested to cancel the electric service. At this time she was advised that a cancellation was already in progress due to a pending switch of the supplier service.
- On 2/22/2019, Verde received a reinstatement request from the utility.
- On 3/29/2019, Verde received an inbound cancellation request due to [REDACTED] switching to another supplier with an effective switch date of 4/29/2019.
- On 4/1/2019, [REDACTED] contacted Verde requesting to have the billing adjusted in the amount of \$157.75 but she was advised that she is responsible for the household's consumption of which she is being billed. [REDACTED] was also advised that the electric service was pending a switch to another supplier.
- On 4/2/2019, Verde received PUCO Complaint No. 00262029.
- On 4/3/2019, Verde received a reinstatement request from the utility.
- o On this same day, Verde received an inbound cancellation request from the utility with an effective termination date of 4/29/2019.

Outcome:

Verde would like to confirm that per the attached TPV completed on 1/4/2019 that [REDACTED] [REDACTED] authorized the electric enrollments to Verde without any objections. Additionally, Verde attempted to retrieve the sales call but because Verde no longer does business with Enetele we were unsuccessful in doing so. For this reason, Verde will process a re-rate from inception to the scheduled termination date.

As it stands, the account is scheduled to terminate with Verde on 4/29/2019 with the date solely determined by the utility. In as much, once the termination is completed and the account final bills; Verde will perform a cost analysis against the utility's rate in comparison to Verde's rate from 1/30/2019 (inception date) – 4/29/2019 (date service is scheduled to terminate). As such, if a credit is deemed as due [REDACTED] will be refunded accordingly.

Lastly, in an effort to resolve [REDACTED] claims we escalated her concerns to Verde's Compliance Manager- Vendor Quality Assurance. However, because Verde no longer has a working relationship with Enetele we were unable to obtain a statement from the sales agent of which [REDACTED] states used inappropriate language with her. As a result, we have placed [REDACTED] Address of [REDACTED] Goshen, OH 45122 onto Verde's "Do Not Knock" list and the telephone number of [REDACTED] onto the "Do Not Call" list.

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

Kindest Regards,

April Lusk

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

Sent: Monday, April 01, 2019 2:44 PM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00262029 [ref:_00Dt0GzXt._500t0GIS25: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: 00262029

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Goshen, Ohio 45122

SERVICE ADDRESS: [REDACTED] Goshen, Ohio 45122

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:

The customer disputes \$157.75 and that Verde switched her electric supplier on 1/29/19 without her permission to a contract for 5.1cts/kwh. Also, the customer states being cussed out by a Verde rep after the company called her four times on 1/29/19.

Provide the sales call, tpv and welcome letter with terms and conditions of the contract for review. When was service started? At a variable or fixed rate? What was that rate? Work to cancel the contract with no etf and check if the service was switched withojut the customer's authorization.

Sincerely,

Mariner Taft
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%7Cc2b45d3936de45871f2d08d6bc758564%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636903610746752650&sdata=YGdZxGxRE9se8c2QKh76me6HbD0MMvBjy1SrQSqZAac%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=018t0000004N8qA>]

ref: _00Dt0GzXt._500t0GIS25:ref

Case Images

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



P.O. Box 421289
Houston, TX 77242

Welcome to the Verde Energy Family

>002820 00841 020 P51121



Goshen, OH 45122-9533



1/14/2019

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

Clean Power 6 Plus

Rate

8.69 Cents/KWH

Term

6 Months

Monthly Fee

\$6.72

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 ENEAL20190105064915



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 6 Months. of service, Verde will supply electricity to Customer at a 100% renewable fixed generation rate of 8.69 Cents/KWH Plus \$6.72 per month. After the first 6 Months of service, Verde will supply electricity to Customer at a 100% renewable variable generation rate that may change monthly with market conditions. Verde will purchase and retire renewable energy certificates (“RECs”) or attributes to ensure that an amount equal to 100% of Customer’s electricity usage is generated by renewable sources. Customer shall also pay and be responsible for all other amounts related to the purchase and delivery of electricity, including applicable taxes and service and delivery charges from the Utility. Verde will serve only the supply portion of Customer’s electricity bill. All other services currently supplied by the Utility will continue to be supplied by the Utility. No deposit is required by Verde for service.
2. **Term:** Verde is authorized to switch Customer’s utility supplier for the generation service charge. This Agreement will start when the Utility completes Customer’s enrollment with Verde. Service with Verde will begin with the next available meter reading after processing of the request by the Utility and Verde. The Utility may charge switching fees to Customer. Customer will be responsible for the termination of any existing supplier agreement. This Agreement will continue until terminated by either Customer or Verde in accordance with this Agreement. If Customer switches back to the Utility, Customer may or may not be served under the same rates, terms, and conditions that apply to other customers served by the Utility.
3. **Right of Rescission & Termination:** Residential and small commercial customers shall have the right to rescind this Agreement within 7 calendar days following the postmark date on the Utility’s confirmation notice by calling the Utility at the designated local or toll-free number or by written notice to the Utility, which is effective as of the date of the postmark. Either Verde or Customer may terminate this Agreement at any time, for any reason and without an early termination fee. Verde may terminate this Agreement on at least 14 calendar days written notice should Customer fail to pay the bill or fail to meet any agreed-upon payment arrangements. The termination will become effective when the Utility switches Customer’s account from Verde to the new supplier selected by Customer, to the Utility or to such other default provider established for Customer’s account. Termination will not relieve Customer of any payment obligations for electricity provided to Customer by Verde prior to termination.
4. **Billing:** Customer will continue to receive one monthly electric bill from the Utility. Payment is due to the Utility in accordance with its standard billing practices. Failure to pay electric utility charges may result in Customer being disconnected in accordance with the electric utility tariff. Customer has the right to request from Verde, twice within a twelve month period, up to twenty-four months of Customer’s payment history without charge. Verde will support budget billing 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. **Special Offer:** Your plan may not include incentives.

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: 00261662

Account Name: [REDACTED]

Type:

Status: Closed

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: 03-29-2019

Case Age in Business Days: 6

Date Closed: 04-05-2019

Contact Information

Contact: [REDACTED]

Preferred Contact Method: No Preference

Phone: [REDACTED]

Mobile:

Preferred Contact Time:

Email:

Service Address Information

Service Account Number:

Service Address County: Cuyahoga

Service Address Street: [REDACTED]

Service Address State: Ohio

Service Address City: Cleveland Heights

Service Address Zip:

Service Address Country: United States

Service Address Phone: [REDACTED]

Industry Information

AIQ Industry: Electric

Territory Account: 001t0000008OFY4AAO

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:

Account was not enrolled. Verde to follow-up internally with sales agent issue.

Case Comments

Created Date	Comment
3/29/2019 11:19:56 AM	<p>cust has deo and cei.</p> <p>cust stating 2 reps came to his door yesterday 3/28 at the same time.</p> <p>1 rep had a Verde shirt on the other had a Statewise shirt.</p> <p>cust stating they mislead him, telling him it was an insurance to make sure his utilities aren't over charging him.</p> <p>the 3rd party verification called his phone while the reps were there and they said since reps didn't leave they have to call back and never did.</p> <p>cust stating he got an enrollment confirmation text when they left from Verde of #773874.</p> <p>cust is upset because he never signed anything or verbally agreed to go with them.</p> <p>the reps name were Layland Lipscomb from Verde and John 2162173732 from Statewise</p> <p>cust called Verde to cancel and was given a cancellation number [REDACTED]</p> <p>cust called Statewise to cancel they didn't show anything for him yet</p> <p>cust is afraid that since they have his account number they will enroll him and he wants to make sure both parties don't switch for either his gas or electric.</p> <p>did adv cust his utility companies would have to send him letters confirming a switch in suppliers.</p> <p>cust isnt sure which one was signing up what utility but he showed both his gas and electric bills</p> <p>adv cust of investigation process</p> <p>icb</p>
4/5/2019 12:23:53 PM	<p>Called and advised customer that accounts will not be enrolling. Advised will follow-up when I have a response from Statewise. He had no other concerns about this enrollment.</p>
4/5/2019 12:25:17 PM	<p>Account was not enrolled. Verde to follow-up internally with sales agent issue.</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: 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: 4/1/2019 9:09:23 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:

00261662CUSTOMER: [REDACTED] [REDACTED] Cleveland Heights, Ohio

44106SERVICE ADDRESS: [REDACTED] Cleveland Heights,

Ohio 44106AIQ:

Verde Energy USA Ohio LLCSERVICE 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: This customer contacted our office and filed a complaint to dispute an enrollment with the company. This customer states that a rep came to his door (Layland Lipscomb) and mislead him into signing-up by stating that this was an insurance program to make sure that his utilities are not overcharging him. He received an enrollment confirmation text of #773874. Customer stated that he never signed anything and he did not complete a TPV as the rep was still on the premises when the verifier called. Customer stated that he does not want to enroll with Verde and he wants to ensure that the company does not try to enroll his account. Please investigate this matter to determine how the account was enrolled without

any authorization and ensure that no future enrollments are sent through. Thanks. Sincerely,
Tara Jones Public Utilities Commission of
OhioService Monitoring and
Enforcement DepartmentCustomer Service 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._500t0GIAqL:ref

Email Created Date: 4/1/2019 6:33:03 PM

Email Text Version:

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00261662.

Thank you for bringing [REDACTED] concerns to our attention and for allowing us to address them.

[REDACTED] has filed a complaint with the Public Utility Commission of Ohio ("PUCO") because he states that he did not authorized the enrollment to Verde. He goes on to state that the door to door representative remained in the premise while the TPV was being conducted.

Our records reflect, on 3/28/2019, a TPV was initiated with door-to-door sales agent, Layland Lipscomb with third party vendor, Energy Group Consultants, LLC. In as much, because the door-to-door sales agent had not left the customer's premises at the time of the TPV, the verification agent ended the call and the enrollment was not completed.

Please be aware that Verde takes the nature of this complaint very seriously, As such, I have [REDACTED] concerns to our Verde's Compliance Manager - Vendor Quality Assurance for further review.

I have also added [REDACTED] information to our internal DNC and DNK list.

As it stands, there are currently no active or pending enrollments in our systems for [REDACTED]

Kindest Regards,
Edwin Quinonez
[<https://www.sparkenergy.com/SignatureImages/verdeusa.png>]
Edwin Quinonez | Regulatory Specialist
12140 Wickchester Ln, Ste 100 | Houston, TX 77079
Tel: 832-333-7075
equinonez@verdeenergy.com<<mailto:equinonez@verdeenergy.com>>

From: Tara Jones <contactthepuco@puc.state.oh.us>
Sent: Monday, April 01, 2019 8:09 AM
To: Regulatory <regulatory@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261662 [ref:_00Dt0GzXt._500t0GIAqL: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: 00261662
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Cleveland Heights, Ohio 44106
SERVICE ADDRESS: [REDACTED] Cleveland Heights, Ohio 44106
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:

This customer contacted our office and filed a complaint to dispute an enrollment with the company.

This customer states that a rep came to his door (Layland Lipscomb) and mislead him into signing-up by stating that this was an insurance program to make sure that his utilities are not overcharging him. He received an enrollment confirmation text of [REDACTED] Customer stated that he never signed anything and he did not complete a TPV as the rep was still on the premises when the verifier called. Customer stated that he does not want to enroll with Verde and he wants to ensure that the company does not try to enroll his account.

Please investigate this matter to determine how the account was enrolled without any authorization and ensure that no future enrollments are sent through. Thanks.

Sincerely,

Tara Jones

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%7C40d53d4a20324cc6e91f08d6b6f1fc8b%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C636897547793541147&sdata=YNmqD2Xk2XDCDyLAMO9eh%2BmvHmt1mWLjpoOPOSAsGp4%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=018t0000004N7Md>]

ref:_00Dt0GzXt._500t0GIAqL:ref

Case Images

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



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: 00262258

Account Name: [REDACTED]

Type:

Status: Closed

Preferred Contact Method: No Preference

Owner: Shanequa Jones

Account in Question: Verde Energy USA
Ohio LLC

Account Holder: [REDACTED]

Priority: Standard

Service Type: Residential

CASE DATES:

Date Opened: 04-02-2019

Date Closed: 04-24-2019

Case Age in Business Days: 17

Contact Information

Contact: Donna Schreiber

Preferred Contact Method: No Preference

Phone: [REDACTED]

Mobile:

Preferred Contact Time:

Email:

Service Address Information

Service Account Number: [REDACTED]

Service Address County: Lucas

Service Address Street: [REDACTED]

Service Address State: Ohio

Service Address City: Toledo

Service Address Zip:

Service Address Country: United States

Service Address Phone: [REDACTED]

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: ☐

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:

Advised of final response:
Advised Co has checked with Vendors and there is no record of calls to her number.

Case Comments

Created Date	Comment
4/2/2019 11:33:54 AM	Caller has Toledo Edison. Caller received a call about choice program and rep advised her that her rates with her present supplier were going to increase. Caller states that she switched to company as a result of being misled. Caller states that she will call to cancel. Also advised of the opt out process Advised would send up for invest/ advised of timeline/ icb Caller wants to know why the company misled her into switching by stating her current rates would be increasing.
4/3/2019 8:09:15 AM	Sent initial- Waiting on Co response
4/8/2019 12:26:44 PM	Co sent interim response- Co notes will follow up by 04/16/19
4/17/2019 7:29:39 AM	Sent email to Co as no response as of 04/16/18. Waiting on Co response.
4/23/2019 12:28:48 PM	Called customer with the interim response. Advised customer will call back once receive the final update as to call. Advised of my name/ PUCO h/I number.
4/24/2019 3:34:28 PM	Called customer /left vm. Advised of final response: Advised Co has checked with Vendors and there is no record of calls to her number. (Co final response under case 262261)
4/25/2019 3:08:34 AM	Advised of final response: Advised Co has checked with Vendors and there is no record of calls to her number.

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: Shanequa 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: 4/3/2019 8:06:59 AM

Email Text Version:

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00262258

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Toledo, Ohio 43623

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 Morning,

Ms. [REDACTED] contacted the PUCO regarding receiving misleading information. She states that she received a call from the company and the representative advised her that her rates with her current supplier were about to increase. Caller states that she switched as a result of the representative's misleading information.

Please reply to the following questions:

When and how was the customer solicited or marketed?
When and how was the customer enrolled?
Was a TPV completed for the customer?
Why did the representative mislead the customer by stating her prices were about to go up when he had no information on that?
Has the customer contacted the company? If so? When? What was the company's response?
Has the company received a request to cancel the enrollment? If so, what is the effective date?

Please provide copies of the following:

Copy of the sales script used to market this customer.
Copy of the sales call to the customer.
Copy of the Welcome Letter with the terms and conditions.
Copy of the TPV at the time of enrollment.
Copy of the IP and email address used to enroll if applicable.
Copy of the signed enrollment agreement.
Copy of the Renewal Letter.

Any additional information that the company can provide would be greatly appreciated.

Sincerely,

Shanequa Jones

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._500t0GIZ4z:ref

Email Created Date: 4/5/2019 6:40:18 PM

Email Text Version:

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00262258.

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 she states that she received misleading information when the representative told her that the rate with her current supplier would increase. She goes on to state that for this reason, she enrolled with Verde.

Verde would like to confirm that with the information provided in the complaint, we were unable to locate an enrollment request or an account in the system. However, if Ms. [REDACTED] has an invoice that reflects Verde charges we recommend that she send in a copy for further review.

Additionally, due to the allegations presented in the complaint, we did forward Ms. [REDACTED] concerns to Verde's Compliance Manager-Vendor & Quality Assurance to confirm if any outbound calls were made to the phone number of [REDACTED]. As such, we will follow up on this complaint on or before 4/16/2019 to confirm if the calls received by Ms. [REDACTED] were from Verde.

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

Kindest Regards,

Xiomara Mendoza

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

Sent: Wednesday, April 03, 2019 7:09 AM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00262258 [ref:_00Dt0GzXt._500t0GIZ4z: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: 00262258
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED], Toledo, Ohio 43623
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 Morning,

Ms. [REDACTED] contacted the PUCO regarding receiving misleading information. She states that she received a call from the company and the representative advised her that her rates with her current supplier were about to increase. Caller states that she switched as a result of the representative's misleading information.

Please reply to the following questions:

1. When and how was the customer solicited or marketed?
2. When and how was the customer enrolled?
3. Was a TPV completed for the customer?
4. Why did the representative mislead the customer by stating her prices were about to go up when he had no information on that?
5. Has the customer contacted the company? If so? When? What was the company's response?

6. Has the company received a request to cancel the enrollment? If so, what is the effective date?

Please provide copies of the following:

1. Copy of the sales script used to market this customer.
2. Copy of the sales call to the customer.
3. Copy of the Welcome Letter with the terms and conditions.
4. Copy of the TPV at the time of enrollment.
5. Copy of the IP and email address used to enroll if applicable.
6. Copy of the signed enrollment agreement.
7. Copy of the Renewal Letter.

Any additional information that the company can provide would be greatly appreciated.

Sincerely,

Shanequa Jones

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%7C59e03c76175c4ea399f108d6ba17a9eb%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636901008150023655&sdata=Y8p2jO%2F51C%2BKzCm328r1yAKimT1hD%2BgAgupK7wefors%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=018t0000004NAh5>]

ref:_00Dt0GzXt._500t0GIZ4z:ref

Email Created Date: 4/17/2019 7:29:04 AM

Email Text Version:

Good Morning,

Are there any updates as to whether the calls received from the customer were from Verde?

Sincerely,

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

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

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

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 4/5/2019 6:40 PM
To: contactthepuco@puco.ohio.gov
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00262258 [ref:_00Dt0GzXt._500t0GIZ4z:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00262258.

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 she states that she received misleading information when the representative told her that the rate with her current supplier would increase. She goes on to state that for this reason, she enrolled with Verde.

Verde would like to confirm that with the information provided in the complaint, we were unable to locate an enrollment request or an account in the system. However, if Ms. [REDACTED]

has an invoice that reflects Verde charges we recommend that she send in a copy for further review.

Additionally, due to the allegations presented in the complaint, we did forward Ms. [REDACTED] concerns to Verde's Compliance Manager-Vendor & Quality Assurance to confirm if any outbound calls were made to the phone number of [REDACTED]. As such, we will follow up on this complaint on or before 4/16/2019 to confirm if the calls received by Ms. [REDACTED] were from Verde.

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

Kindest Regards,

Xiomara Mendoza

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Wednesday, April 03, 2019 7:09 AM
To: Regulatory <regulatory@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00262258 [ref:_00Dt0GzXt._500t0GIZ4z:ref]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00262258

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Toledo, Ohio 43623

AIQ: Verde Energy USA Ohio LLC

Case Number: 00262258

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 Morning,

Ms. [REDACTED] contacted the PUCO regarding receiving misleading information. She states that she received a call from the company and the representative advised her that her rates with her current supplier were about to increase. Caller states that she switched as a result of the representative's misleading information.

Please reply to the following questions:

When and how was the customer solicited or marketed?

When and how was the customer enrolled?

Was a TPV completed for the customer?

Why did the representative mislead the customer by stating her prices were about to go up when he had no information on that?

Has the customer contacted the company? If so? When? What was the company's response?

Has the company received a request to cancel the enrollment? If so, what is the effective date?

Please provide copies of the following:

Copy of the sales script used to market this customer.

Copy of the sales call to the customer.

Copy of the Welcome Letter with the terms and conditions.

Copy of the TPV at the time of enrollment.

Copy of the IP and email address used to enroll if applicable.

Copy of the signed enrollment agreement.

Copy of the Renewal Letter.

Any additional information that the company can provide would be greatly appreciated.

Sincerely,

Shanequa Jones

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._500t0GIZ4z:ref

Case Images

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



Public Utilities Commission

Mike DeWine, Governor
Sam Randazzo, Chairman

Commissioners

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

Case Detail

Case Number: 00262261

Account Name: [REDACTED]

Type:

Status: Closed

Preferred Contact Method: No Preference

Owner: Shanequa Jones

Account in Question: Verde Energy USA
Ohio LLC

Account Holder: [REDACTED]

Priority: Standard

Service Type: Residential

CASE DATES:

Date Opened: 04-02-2019

Date Closed: 04-24-2019

Case Age in Business Days: 17

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: Toledo

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: 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:

Called customer /left vm. Advised of final response:
Advised Co has checked with Vendors and there is no record of calls to her number.

Case Comments

Created Date	Comment
4/2/2019 11:35:07 AM	Caller has Columbia Gas Caller received a call about choice program and rep advised her that her rates with her present supplier were going to increase. Caller states that she switched to company as a result of being misled. Caller states that she will call to cancel. Also advised of the opt out process Advised would send up for invest/ advised of timeline/ icb Caller wants to know why the company misled her into switching by stating her current rates would be increasing.
4/3/2019 8:05:27 AM	Sent initial- Waiting on Co response
4/8/2019 12:24:16 PM	Received interim response- Co notes will follow up by 04/16/19
4/17/2019 7:26:38 AM	Sent email to Co as no response on 04/16/18.- Waiting on Co
4/23/2019 11:55:30 AM	Called customer with the interim response. Advised customer will call back once receive the final update as to call. Advised of my name/ PUCO h/I number.
4/24/2019 3:28:46 PM	Called customer/left vm advised of final response.- Advised Co has checked with Vendors and there is no record of calls to her number. Advised of my name/ h/I number
4/25/2019 3:07:42 AM	Called customer /left vm. Advised of final response: Advised Co has checked with Vendors and there is no record of calls to her number.

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: Shanequa 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: 4/3/2019 7:56:14 AM

Email Text Version:

Initial Submission of a Consumer Complaint

Marketer of Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00262261

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Toledo, Ohio 43623

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:

Good Morning,

Ms. [REDACTED] contacted the PUCO regarding receiving misleading information. She states that she received a call from the company and the representative advised her that her rates with her current supplier were about to increase. Caller states that she switched as a result of the representative's misleading information.

Please reply to the following questions:

When and how was the customer solicited or marketed?
When and how was the customer enrolled?
Was a TPV completed for the customer?
Why did the representative mislead the customer by stating her prices were about to increase when he had no information on that?
Has the customer contacted the company? If so? When? What was the company's response?
Has the company received a request to cancel the enrollment? If so, what is the effective date?

Please provide copies of the following:

Copy of the sales script used to market this customer.
Copy of the sales call to the customer.
Copy of the Welcome Letter with the terms and conditions.
Copy of the TPV at the time of enrollment.
Copy of the IP and email address used to enroll if applicable.
Copy of the signed enrollment agreement.
Copy of the Renewal Letter.

Any additional information that the company can provide would be greatly appreciated.

Sincerely,

Shanequa Jones

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._500t0GIZ7K:ref

Email Created Date: 4/5/2019 6:38:18 PM

Email Text Version:

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00262261.

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 she states that she received misleading information when the representative told her that the rate with her current supplier would increase. She goes on to state that for this reason, she enrolled with Verde.

Verde would like to confirm that with the information provided in the complaint, we were unable to locate an enrollment request or an account in the system. However, if Ms. [REDACTED] has an invoice that reflects Verde charges we recommend that she send in a copy for further review.

Additionally, due to the allegations presented in the complaint, we did forward Ms. [REDACTED] concerns to Verde's Compliance Manager-Vendor & Quality Assurance to confirm if any outbound calls were made to the phone number of [REDACTED]. As such, we will follow up on this complaint on or before 4/16/2019 to confirm if the calls received by [REDACTED] were from Verde.

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

Kindest Regards,

Xiomara Mendoza

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

Sent: Wednesday, April 03, 2019 7:04 AM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00262261 [

ref:_00Dt0GzXt._500t0GIZ7K: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: 00262261
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED], Toledo, Ohio 43623
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:
Good Morning,

Ms. [REDACTED] contacted the PUCO regarding receiving misleading information. She states that she received a call from the company and the representative advised her that her rates with her current supplier were about to increase. Caller states that she switched as a result of the representative's misleading information.

Please reply to the following questions:

1. When and how was the customer solicited or marketed?
2. When and how was the customer enrolled?
3. Was a TPV completed for the customer?
4. Why did the representative mislead the customer by stating her prices were about to increase when he had no information on that?
5. Has the customer contacted the company? If so? When? What was the company's response?
6. Has the company received a request to cancel the enrollment? If so, what is the effective date?

Please provide copies of the following:

1. Copy of the sales script used to market this customer.
2. Copy of the sales call to the customer.
3. Copy of the Welcome Letter with the terms and conditions.
4. Copy of the TPV at the time of enrollment.
5. Copy of the IP and email address used to enroll if applicable.
6. Copy of the signed enrollment agreement.
7. Copy of the Renewal Letter.

Any additional information that the company can provide would be greatly appreciated.

Sincerely,

Shanequa Jones

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%7Cc672b6f8c96148c6f55e08d6ba176390%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636901006952216821&sdata=eJOvfWSJJRTAjdbsidcPVTbkwSwjmkZbJkR8fgrP32Q%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%7Cc672b6f8c96148c6f55e08d6ba176390%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636901006952216821&sdata=eJOvfWSJJRTAjdbsidcPVTbkwSwjmkZbJkR8fgrP32Q%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=018t0000004NAgb>]

ref:_00Dt0GzXt._500t0GIZ7K:ref

Email Created Date: 4/17/2019 7:24:35 AM

Email Text Version:

Good Morning,

Are there any updates as to whether the calls received by customer were from Verde?

Sincerely,

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

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

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

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 4/5/2019 6:38 PM
To: contactthepuco@puco.ohio.gov
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00262261 [ref:_00Dt0GzXt._500t0GIZ7K:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00262261.

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 she states that she received misleading information when the representative told her that the rate with her current supplier would increase. She goes on to state that for this reason, she enrolled with Verde.

Verde would like to confirm that with the information provided in the complaint, we were unable to locate an enrollment request or an account in the system. However, if Ms. [REDACTED] has an invoice that reflects Verde charges we recommend that she send in a copy for further review.

Additionally, due to the allegations presented in the complaint, we did forward Ms. [REDACTED] concerns to Verde's Compliance Manager-Vendor & Quality Assurance to confirm if any

outbound calls were made to the phone number of [REDACTED]. As such, we will follow up on this complaint on or before 4/16/2019 to confirm if the calls received by Ms. [REDACTED] were from Verde.

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

Kindest Regards,

Xiomara Mendoza

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Wednesday, April 03, 2019 7:04 AM
To: Regulatory <regulatory@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00262261 [ref:_00Dt0GzXt._500t0GIZ7K:ref]

Initial Submission of a Consumer Complaint

Marketer of Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00262261

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Toledo, Ohio 43623

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:

Good Morning,

Ms. [REDACTED] contacted the PUCO regarding receiving misleading information. She states that she received a call from the company and the representative advised her that her rates with her current supplier were about to increase. Caller states that she switched as a result of the representative's misleading information.

Please reply to the following questions:

When and how was the customer solicited or marketed?
When and how was the customer enrolled?
Was a TPV completed for the customer?
Why did the representative mislead the customer by stating her prices were about to increase when he had no information on that?
Has the customer contacted the company? If so? When? What was the company's response?
Has the company received a request to cancel the enrollment? If so, what is the effective date?

Please provide copies of the following:

Copy of the sales script used to market this customer.
Copy of the sales call to the customer.
Copy of the Welcome Letter with the terms and conditions.
Copy of the TPV at the time of enrollment.
Copy of the IP and email address used to enroll if applicable.
Copy of the signed enrollment agreement.
Copy of the Renewal Letter.

Any additional information that the company can provide would be greatly appreciated.

Sincerely,

Shanequa Jones

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._500t0GIZ7K:ref

Email Created Date: 4/23/2019 11:48:25 AM

Email Text Version:

Good Morning,

Are there any updates as to whether the calls were from Verde?

Sincerely,

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

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

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 4/5/2019 6:38 PM

To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00262261 [

ref:_00Dt0GzXt._500t0GIZ7K:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00262261.

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 she states that she received misleading information when the representative told her that the rate with her current supplier would increase. She goes on to state that for this reason, she enrolled with Verde.

Verde would like to confirm that with the information provided in the complaint, we were unable to locate an enrollment request or an account in the system. However, if Ms. [REDACTED] has an invoice that reflects Verde charges we recommend that she send in a copy for further review.

Additionally, due to the allegations presented in the complaint, we did forward Ms. [REDACTED] concerns to Verde's Compliance Manager-Vendor & Quality Assurance to confirm if any outbound calls were made to the phone number of [REDACTED]. As such, we will follow up on this complaint on or before 4/16/2019 to confirm if the calls received by Ms. [REDACTED] were from Verde.

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

Kindest Regards,

Xiomara Mendoza

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

Sent: Wednesday, April 03, 2019 7:04 AM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00262261 [

ref:_00Dt0GzXt._500t0GIZ7K:ref]

Initial Submission of a Consumer Complaint

Marketer of Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00262261

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Toledo, Ohio 43623

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:

Good Morning,

Ms. [REDACTED] contacted the PUCO regarding receiving misleading information. She states that she received a call from the company and the representative advised her that her rates with her current supplier were about to increase. Caller states that she switched as a result of the representative's misleading information.

Please reply to the following questions:

When and how was the customer solicited or marketed?

When and how was the customer enrolled?

Was a TPV completed for the customer?

Why did the representative mislead the customer by stating her prices were about to increase when he had no information on that?

Has the customer contacted the company? If so? When? What was the company's response?

Has the company received a request to cancel the enrollment? If so, what is the effective date?

Please provide copies of the following:

Copy of the sales script used to market this customer.

Copy of the sales call to the customer.

Copy of the Welcome Letter with the terms and conditions.

Copy of the TPV at the time of enrollment.

Copy of the IP and email address used to enroll if applicable.

Copy of the signed enrollment agreement.

Copy of the Renewal Letter.

Any additional information that the company can provide would be greatly appreciated.

Sincerely,

Shanequa Jones

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._500t0GIZ7K:ref

Email Created Date: 4/24/2019 12:19:55 PM

Email Text Version:

Good morning,

We are in response to PUCO Complaint No. 00262261.

Verde has reached out to the Vendors and they have all confirmed that no Outbound Calls were made to the phone number of [REDACTED].

Hope you have a great day.

Kind regards,

Xiomara Mendoza

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

Sent: Tuesday, April 23, 2019 10:48 AM

To: Customer Concerns <customerconcerns@sparkenergy.com>

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00262261 [ref:_00Dt0GzXt._500t0GIZ7K:ref]

Good Morning,

Are there any updates as to whether the calls were from Verde?

Sincerely,

Shanequa Jones

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%7C92c86717b80148f255b708d6c8d0ada5%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636917195924453377&sdata=iQr8KwjFvfl6wOrTHo0cRdNixrJKkWSKdH6h628UDU%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%7C92c86717b80148f255b708d6c8d0ada5%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636917195924453377&sdata=iQr8KwjFvfl6wOrTHo0cRdNixrJKkWSKdH6h628UDU%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.

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 4/5/2019 6:38 PM

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

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00262261 [ref:_00Dt0GzXt._500t0GIZ7K:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00262261.

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 she states that she received misleading information when the representative told her that the rate with her current supplier would increase. She goes on to state that for this reason, she enrolled with Verde.

Verde would like to confirm that with the information provided in the complaint, we were unable to locate an enrollment request or an account in the system. However, if Ms. [REDACTED] has an invoice that reflects Verde charges we recommend that she send in a copy for further review.

Additionally, due to the allegations presented in the complaint, we did forward Ms. [REDACTED] concerns to Verde's Compliance Manager-Vendor & Quality Assurance to confirm if any outbound calls were made to the phone number of [REDACTED]. As such, we will follow up on this complaint on or before 4/16/2019 to confirm if the calls received by Ms. [REDACTED] were from Verde.

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

Kindest Regards,

Xiomara Mendoza

From: PUCO Consumer Call Center

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

Sent: Wednesday, April 03, 2019 7:04 AM

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

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00262261 [ref:_00Dt0GzXt._500t0GIZ7K: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: 00262261
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Toledo, Ohio 43623
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:
Good Morning,

Ms. [REDACTED] contacted the PUCO regarding receiving misleading information. She states that she received a call from the company and the representative advised her that her rates with her current supplier were about to increase. Caller states that she switched as a result of the representative's misleading information.

Please reply to the following questions:

1. When and how was the customer solicited or marketed?
2. When and how was the customer enrolled?
3. Was a TPV completed for the customer?
4. Why did the representative mislead the customer by stating her prices were about to increase when he had no information on that?
5. Has the customer contacted the company? If so? When? What was the company's response?
6. Has the company received a request to cancel the enrollment? If so, what is the effective date?

Please provide copies of the following:

1. Copy of the sales script used to market this customer.
2. Copy of the sales call to the customer.
3. Copy of the Welcome Letter with the terms and conditions.
4. Copy of the TPV at the time of enrollment.
5. Copy of the IP and email address used to enroll if applicable.
6. Copy of the signed enrollment agreement.
7. Copy of the Renewal Letter.

Any additional information that the company can provide would be greatly appreciated.

Sincerely,

Shanequa Jones

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%7C92c86717b80148f255b708d6c8d0ada5%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636917195924463385&sdata=7V4aZFhvNi1pYCN0KwMrQ7CSH9okdc292lfx4%2FpBIQY%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%7C92c86717b80148f255b708d6c8d0ada5%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636917195924463385&sdata=7V4aZFhvNi1pYCN0KwMrQ7CSH9okdc292lfx4%2FpBIQY%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=018t0000004NAgb>]

ref: _00Dt0GzXt._500t0GIZ7K:ref

[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004NYtf>]

Case Images

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



Public Utilities Commission

Mike DeWine, Governor
Sam Ranzazzo, Chairman

Commissioners

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

Case Detail

Case Number: 00262349	Owner: Alfred Thompson
Account Name: [REDACTED]	Account in Question: Verde Energy USA Ohio LLC
Type:	Account Holder: [REDACTED]
Status: Closed	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

CASE DATES:

Date Opened: 04-02-2019
Case Age in Business Days: 14

Date Closed: 04-22-2019

Contact Information

Contact: [REDACTED]	Preferred Contact Method: No Preference
Phone:	Preferred Contact Time:
Mobile: [REDACTED]	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: 6142827007

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:

Closed case

Case Comments

Created Date	Comment
4/2/2019 3:16:51 PM	<p>Acct number not readily available</p> <p>The customer is calling to file a complaint regarding Verde Energy. The customer received a phone call from a representative with Verde Energy, claiming to be with AEP. The representative told the customer her 10% discount with AEP had expired, and he wanted to renew and increase the discount up to \$30/month.</p> <p>The representative's number on the caller ID showed " AEP " which is why the customer answered the phone.</p> <p>The customer provided the service identifier number per representative request, the TPV started, which is when the customer heard " Verde Energy ". The customer began to ask questions, and the representative who originated the call came in on the line, and attempted to reassure the customer that all was well. The customer disconnected the call, and contacted AEP, which advised her to contact PUCO.</p> <p>Representative who called the customer - Kevin Brown - Agent ID 4094028335. (Customer wrote the agent ID down when the TPV started)</p> <p>The customer is requesting we investigate the misleading business practices of Verde Energy. I provided the case number, I provided my name, lcb.</p>
4/8/2019 5:28:11 PM	<p>Verde provided an interim response. Added customer to do not contact list. Will provide final response by 4/17.</p>
4/19/2019 3:18:47 PM	<p>I spoke w/ Ms. Smoot and confirmed that no enrollment took place and that the call was forward to their Quality Assurance for review. She thanked me.</p> <p>**Closing case</p>
4/22/2019 11:44:21 AM	<p>Closed case</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: Leonard Gore
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: 4/4/2019 3:43:06 PM

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:

00262349COMPANY: CUSTOMER: [REDACTED] ADDRESS: [REDACTED]
[REDACTED], Columbus, Ohio

43224SERVICE ADDRESS: [REDACTED], Columbus,
Ohio 43224AIQ:

Verde Energy USA Ohio LLCSERVICE ACCOUNT NUMBER: NIQ:

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

DESCRIPTION OF ISSUE: Good afternoon,

Ms. [REDACTED] received a call from a Verde Energy representative claiming to work for AEP Ohio.

The representative, Kevin Brown #4094028335, offered a \$30 discount since the AEP 10% discount has expired. Customer's caller id indicated that Mr. Brown was calling from AEP, so she agreed to the enrollment. During the verification process, she heard the name "Verde Energy", so she began inquiring about alternative supplier and her service being switched.

Customer wants to make sure she is not enrolled but also wants to let Verde Energy know how their employees are misleading potential customers into signing up.

Please review and advise:

1. Has customer's account been enrolled with Verde Energy? If yes, can you cancel without penalty?
2. Is there a record of a sales representative named Kevin Brown with the employee id 4094028335, soliciting in her area?
3. Can you make inform the sales representative's Supervisor of the tactics of this agent?
4. Is it typical for Verde's outgoing sales calls to show on caller ids as American Electric Power? Why?

Any additional information would be appreciated. Thank you. Sincerely, Alfred Thompson
Public Utilities Commission of
Ohio
Service Monitoring and
Enforcement Department
Customer Service Investigator (800) 686-PUCO
(7826) www.PUCO.ohio.gov

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._500t0GIbyT:ref

Email Created Date: 4/8/2019 4:29:14 PM

Email Text Version:

Good afternoon,

Thank you for brining [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.

Additionally, there are no active accounts or pending enrollments or TPV's completed with the information provided for Ms. [REDACTED] account.

As a courtesy, Verde has added Ms. [REDACTED] telephone number of [REDACTED] has been added onto Verde's internal "Do Not Call" list as well as the address of [REDACTED] [REDACTED] Columbus, Ohio 43224 has been added onto Verde's internal "Do Not Solicit" list.

As such, Verde will provide the final response by the end of business on 4/17/2019.

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: Alfred Thompson [mailto:contactthepuco@puc.state.oh.us]

Sent: Thursday, April 04, 2019 2:43 PM

To: Regulatory

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00262349 [ref:_00Dt0GzXt._500t0GIbyT: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: 00262349

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Columbus, Ohio 43224

SERVICE ADDRESS: [REDACTED], Columbus, Ohio 43224

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 afternoon,

Ms [REDACTED] received a call from a Verde Energy representative claiming to work for AEP Ohio. The representative, Kevin Brown #4094028335, offered a \$30 discount since the AEP 10% discount has expired. Customer's caller id indicated that Mr. Brown was calling from AEP, so she agreed to the enrollment. During the verification process, she heard the name "Verde Energy", so she began inquiring about alternative supplier and her service being switched. Customer wants to make sure she is not enrolled but also wants to let Verde Energy know how their employees are misleading potential customers into signing up.

Please review and advise:

1. Has customer's account been enrolled with Verde Energy? If yes, can you cancel without penalty?
2. Is there a record of a sales representative named Kevin Brown with the employee id4094028335, soliciting in her area?
3. Can you make inform the sales representative's Supervisor of the tactics of this agent?
4. Is it typical for Verde's outgoing sales calls to show on caller ids as American Electric Power? Why?

Any additional information would be appreciated. Thank you.

Sincerely,

Alfred Thompson
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cfb8642d685bb45a4a21608d6bc60dac8%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636903521513108457&sdata=OMo249eGaQkMVwcor4xQ8XA5Z5askQlv5ldLRNHePBs%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%7Cfb8642d685bb45a4a21608d6bc60dac8%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636903521513108457&sdata=OMo249eGaQkMVwcor4xQ8XA5Z5askQlv5ldLRNHePBs%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=018t0000004NCw7>]

ref:_00Dt0GzXt._500t0GIbyT:ref

Email Created Date: 4/17/2019 6:32:53 PM

Email Text Version:

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00262349.

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") regarding a sales call she received. She states that her caller ID reflected the local utility's phone number, but later realized she was enrolling with Verde. Ms. [REDACTED] wants to confirm that her account will not become active with Verde.

Please review and advise:

1. Has customer's account been enrolled with Verde Energy? If yes, can you cancel without penalty?

a. There is no enrollment received for Ms. [REDACTED] with Verde.

2. Is there a record of a sales representative named Kevin Brown with the employee id4094028335, soliciting in her area?

a. On 4/1/2019, Kevin Dan an Outbound Telemarketing agent with New Wave Power contacted Ms. [REDACTED] on behalf of Verde to solicit her services.

3. Can you make inform the sales representative's Supervisor of the tactics of this agent?

a. Upon receipt of this complaint, we forwarded Ms. [REDACTED] concerns to Verde's Compliance Manager-Vendor & Quality Assurance and they have since then provided the sales call.

4. Is it typical for Verde's outgoing sales calls to show on caller ids as American Electric Power? Why?

a. No, all sales agents that sell on behalf of Verde advise the customers that Verde is not soliciting on behalf of the local utility and that they are an independent seller of Verde.

Outcome:

Verde would like to confirm that, per the attached Sales Call done on 4/1/2019 that the sales representative, Kevin Dan, did not solicit for Verde representing himself as an agent from the local utility. Additionally, the agent did not offer Ms. [REDACTED] a \$30 discount.

Lastly, we have confirmed that no enrollment was received with Verde as a result of the call made on 4/1/2019.

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, April 08, 2019 3:29 PM
To: 'Alfred Thompson' <contactthepuco@puc.state.oh.us>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00262349 [ref:_00Dt0GzXt._500t0GIbyT:ref]

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.

Additionally, there are no active accounts or pending enrollments or TPV's completed with the information provided for Ms. [REDACTED] account.

As a courtesy, Verde has added Ms. [REDACTED] telephone number of [REDACTED] has been added onto Verde's internal "Do Not Call" list as well as the address of [REDACTED], Columbus, Ohio 43224 has been added onto Verde's internal "Do Not Solicit" list.

As such, Verde will provide the final response by the end of business on 4/17/2019.

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: Alfred Thompson [mailto:contactthepuco@puc.state.oh.us]
Sent: Thursday, April 04, 2019 2:43 PM
To: Regulatory
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00262349 [ref:_00Dt0GzXt._500t0GIbyT: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: 00262349

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Columbus, Ohio 43224

SERVICE ADDRESS: [REDACTED], Columbus, Ohio 43224

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 afternoon,

Ms. [REDACTED] received a call from a Verde Energy representative claiming to work for AEP Ohio. The representative, Kevin Brown #4094028335, offered a \$30 discount since the AEP 10% discount has expired. Customer's caller id indicated that Mr. Brown was calling from AEP, so she agreed to the enrollment. During the verification process, she heard the name "Verde Energy", so she began inquiring about alternative supplier and her service being switched. Customer wants to make sure she is not enrolled but also wants to let Verde Energy know how their employees are misleading potential customers into signing up.

Please review and advise:

1. Has customer's account been enrolled with Verde Energy? If yes, can you cancel without penalty?
2. Is there a record of a sales representative named Kevin Brown with the employee id4094028335, soliciting in her area?
3. Can you make inform the sales representative's Supervisor of the tactics of this agent?
4. Is it typical for Verde's outgoing sales calls to show on caller ids as American Electric Power? Why?

Any additional information would be appreciated. Thank you.

Sincerely,

Alfred Thompson
Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C229b61fe639246e9969108d6c3849ce7%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636911371676255163&sdata=3V8Q42W%2BSmjllma7XWNcyY6tftvqQJiUaEqZJsBnCFk%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%7C229b61fe639246e9969108d6c3849ce7%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636911371676255163&sdata=3V8Q42W%2BSmjllma7XWNcyY6tftvqQJiUaEqZJsBnCFk%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=018t0000004NCw7>]

ref:_00Dt0GzXt._500t0GIbyT:ref

Case Images

Created Date	Images
4/8/2019 4:29:15 PM	
4/17/2019 6:32:55 PM	



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: 00262473	Owner: Rayshon Eaves
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: 04-03-2019
Case Age in Business Days: 1

Date Closed: 04-03-2019

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

Industry Information

AIQ Industry: Electric	Territory Account: 001t0000008OFY4AAO
AIQ Sub-Industry: Competitive Retail Electric Service Provider	General Code: Marketing -- Electric
AIQ Sub-Sub-Industry:	Specific Code: Enrollment Dispute
Non-Jurisdictional Case: <input type="checkbox"/>	

Additional Information

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

Transportation Information

Crossing ID:
Railroad:
Railroad Street Name:

Description Information

Description:

Resolution:

RTC

Case Comments

Created Date	Comment
4/3/2019 11:22:01 AM	customer called, stated that last week two women and a young man came to her house and told her they could save her money on her energy bill. she says they asked to see her bill and she showed it to them. she just received a letter saying that she agreed to switched to Verde Energy. she says she did not agree to this switch and did not authorize it. i asked if she completed a TPV call or did she sign a tablet, and she said no because she didn't let them in her house. the letter is dated 3/29/19. i advised she has 7 days to cancel without penalty. she says she couldn't reach a live person and got the automated system. i transferred her to CEI,.
4/3/2019 11:22:15 AM	RTC

Web Information

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

System Information

Created by: 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

Case Images

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



Public Utilities Commission

Mike DeWine, Governor
Sam Randazzo, Chairman

Commissioners

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

Case Detail

Case Number: 00262486

Account Name: [REDACTED]

Type:

Status: Closed

Preferred Contact Method: No Preference

Owner: Cindi Mack

Account in Question: Verde Energy USA
Ohio LLC

Account Holder:

Priority: Standard

Service Type: Residential

CASE DATES:

Date Opened: 04-03-2019

Case Age in Business Days: 10

Date Closed: 04-17-2019

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]

Service Address City: Warren

Service Address Country: United States

Service Address County: Trumbull

Service Address State: Ohio

Service Address Zip:

Service Address Phone: [REDACTED]

Industry Information

AIQ Industry: Gas

AIQ Sub-Industry: Competitive Retail Natural Gas Service
Provider

AIQ Sub-Sub-Industry:

Non-Jurisdictional Case: ☐

Territory Account:

General Code: General -- Gas

Specific Code: Rule Violation

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:

Left vm, advd there were a few noncomplaint issues w/the enrollment, asked co. to reimburse her acct for the difference in SCO and their rate

**Expect to receive a refund check for \$36.37 within 21 business days.

**The electric account is pending a termination date of 4/26/2019

**A cost analysis will be completed for the service period from 3/28/2019-4/26/2019.

****Advd cust that she will have to choose a new supplier or contact DE and state that she wants to be placed on the SCO

Case Comments

Created Date	Comment
4/3/2019 11:47:24 AM	<p>Gas case is being worked from the elect case (258361)</p> <p>When case was originally set up, only elect was created. This involves elect and gas. Following are the original comments when elect case was created.</p> <p>Customer calling because she signed up with Verde and wanted to cancel the enrollment. she has called Verde 4 times and hasn't been able to get through. Customer called OE for cancellation and they told her to contact Verde. Customer just wants the enrollment cancelled. Opening investigation to help get cancellation processed. Gave case# invited call back</p> <p>***the noncompliance issues are with both elect and gas accounts...</p>

4/3/2019 11:50:07 AM	<p>Following are the noncompliance issues that were found: Please be advised that I have reviewed the TPV for the electric and gas enrollments and found the following to be non-compliant:</p> <p>-Both 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 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>-Both stated that the customer has 7 calendar days to cancel once notified by the utility *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>***Had to request again the recorded sales call for both the electric and gas enrollments-- still waiting.</p>
4/3/2019 12:39:56 PM	<p>Co. provided the sales call on 3/26 and I have reviewed.... sales call stated that the customer had 3 business days to cancel w/out penalty (said for both elect and gas).</p> <p>Gas- Agent failed to disclose all limitations, exdlusions and offer expiration 4901:1-29-05(D)(8)(e)</p>
4/3/2019 12:59:17 PM	<p>Most recent update, email was sent from the elect case:</p> <p>I did want to update you that I do have the sales call. You provided the sales call with your March 26 response.</p> <p>Additionally, in my original email sent on March 16, the customer stated that she tried to cancel her enrollments and was not able to reach your company. Please submit a drop to the customer's electric utility if that hasn't been taken care of.</p> <p>I will wait for the previously requested information.</p> <p>Thank you, Cindi</p>

4/17/2019 10:58:53 AM	<p>Contacted cust., advd I verified w/DEO, her billing cyc was prepared on Apr 2, w/Verde. There were a couple of noncompliance issues w/the enrollment; therefore, I asked for her acct. to be reimbursed.</p> <p>She billed one mth for the gas acct.</p> <p>co. is sending a ck for \$36.37 as stated on apr 14, co. said w/in 21 days she should receive it.</p> <p>Advd **Expect to receive a refund check for \$36.37 within 21 business days.</p> <p>**The electric account is pending a termination date of 4/26/2019</p> <p>**A cost analysis will be completed for the service period from 3/28/2019-4/26/2019.</p> <p>****Advd cust that she will have to choose a new supplier or contact DE and state that she wants to be placed on the SCO</p> <p>ICB, w/any questions and that I'll be in touch just as soon as I hear anything about the elect. and once it final bills Apr 26</p>
4/17/2019 11:00:43 AM	<p>Left vm, advd there were a few noncomplaint issues w/the enrollment, asked co. to reimburse her acct for the difference in SCO and their rate</p> <p>**Expect to receive a refund check for \$36.37 within 21 business days.</p> <p>**The electric account is pending a termination date of 4/26/2019</p> <p>**A cost analysis will be completed for the service period from 3/28/2019-4/26/2019.</p> <p>****Advd cust that she will have to choose a new supplier or contact DE and state that she wants to be placed on the SCO</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: 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

Case Images

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



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: 00263019

Account Name: [REDACTED]

Type:

Status: Closed

Preferred Contact Method: No Preference

Owner: Leslie Carter

Account in Question: Verde Energy USA
Ohio LLC

Account Holder:

Priority: Standard

Service Type: Residential

CASE DATES:

Date Opened: 04-05-2019

Date Closed: 04-05-2019

Case Age in Business Days: 1

Contact Information

Contact: [REDACTED]

Preferred Contact Method: No Preference

Phone: [REDACTED]

Preferred Contact Time:

Mobile:

Email: [REDACTED]

Service Address Information

Service Account Number:

Service Address County: Lake

Service Address Street: [REDACTED]

Service Address State: Ohio

Service Address City: Kirtland

Service Address Zip:

Service Address Country: United States

Service Address Phone: [REDACTED]

Industry Information

AIQ Industry: Electric

Territory Account:

AIQ Sub-Industry: Competitive Retail Electric Service
Provider

General Code: Billing -- Electric

AIQ Sub-Sub-Industry:

Specific Code: Billing Inquiry

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:

ICB

Case Comments

Created Date	Comment
4/5/2019 3:42:12 PM	Customer calling about Verde. Customer is paying 15.99 per KWH. Customer states she was with Censtar and got switched to Verde. Censtar went out of business and customer got switched to verde. Customer is upset because Verde is charging a high rate. Advised customer of 1 or 2 billing cycles for change to take place. Invited call back.
4/5/2019 3:42:25 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
--------------	--------



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: 00262522

Account Name: [REDACTED]

Type:

Status: Closed

Preferred Contact Method: No Preference

Owner: Mariner Taft

Account in Question: Verde Energy USA
Ohio LLC

Account Holder:

Priority: Standard

Service Type: Residential

CASE DATES:

Date Opened: 04-03-2019

Case Age in Business Days: 12

Date Closed: 04-18-2019

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: Pickaway

Service Address Street: [REDACTED]

Service Address State: Ohio

Service Address City: Circleville

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: General -- Gas

AIQ Sub-Sub-Industry:

Specific Code: Do Not Call List

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:

advise customer that company places him on do not contact list and that when spoke to the customer a couple of days ago, the customer says he had contacted utilities to cancel switch to verde. customer understands information. review 4/18 response, close case.

Case Comments

Created Date	Comment
4/3/2019 1:26:30 PM	cust stating he keeps getting calls from Verde. cust spoke with rep over a month ago who told him to answer yes and he didn't. cust called them right back to let them know he didn't want to go with them and to make sure he wasn't signed up cust is still getting calls from verde and wants them to stop adv cust of national do not call registry and adv to get off any information sharing the utility companies may. adv cust we can reach out to Verde to have them take him off their call list and to confirm hes not getting switched over. icb
4/10/2019 8:28:26 AM	call to close, voicemail not set up, na.
4/11/2019 9:51:45 AM	call customer to close, na.
4/15/2019 1:11:06 PM	advise customer that company places him on do not contact list and that when spoke to the customer a couple of days ago, the customer says he had contacted utilities to cancel switch to verde. customer understands information.
4/18/2019 3:35:50 PM	advise customer that company places him on do not contact list and that when spoke to the customer a couple of days ago, the customer says he had contacted utilities to cancel switch to verde. customer understands information. review 4/18 response, 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: 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: 4/4/2019 11:10:31 AM

Email Text Version:

96

Normal

0

false

false

false

EN-US

X-NONE

X-NONE

Initial Submission of a Consumer Complaint

Provider of Electric Please Respond Within 3 Business Days

CASE ID:

00262522COMPANY: CUSTOMER: [REDACTED] ADDRESS: [REDACTED] Circleville, Ohio

43113SERVICE ADDRESS: [REDACTED] Circleville, Ohio 43113AIQ:

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: The customer says that Verde reps call to try and get the customer to switch to the company, but the customer does not wish to be switched to Verde. Also, the customer is concerned with being switched, since they told the customer to say yes when they contacted the customer recently. Place the customer on a do not contact list for Verde and check to make sure the customer is not a customer of Verde or is not being switched to Verde. Sincerely, Mariner Taft Public Utilities Commission of

OhioService Monitoring and

Enforcement DepartmentCustomer Service 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._500t0GljFk:ref

Email Created Date: 4/5/2019 4:11:19 PM

Email Text Version:

Good Afternoon,

Attached you will find the TPV requested for PUCO Complaint No. 00262522. In as much, after careful review of Mr. [REDACTED] concerns, our records reflect the gas service enrollment is currently pending; please be advised that it is the customer's responsibility to rescind the enrollment with the utility prior to the effective start date.

Lastly, Verde has requested the Sales Call and will be providing a final response to PUCO Complaint No. 00262522 by the end of business on 4/18/2019.

Kindest Regards,

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

Brandi Williams | Regulatory Specialist
12140 Wickchester Ln, Ste 100 | Houston, TX 77079
Tel: 281-833-4103
bwilliams@verdeenergy.com<mailto:bwilliams@verdeenergy.com>

From: Mariner Taft
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>
Sent: Thursday, April 04, 2019 10:11 AM
To: Regulatory <regulatory@sparkenergy.com<mailto:regulatory@sparkenergy.com>>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00262522 [
ref:_00Dt0GzXt._500t0GljFk: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: 00262522
COMPANY:
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Circleville, Ohio 43113
SERVICE ADDRESS: [REDACTED] Circleville, Ohio 43113
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:

The customer says that Verde reps call to try and get the customer to switch to the company, but the customer does not wish to be switched to Verde. Also, the customer is concerned with being switched , since they told the customer to say yes when they contacted the customer recently.

Place the customer on a do not contact list for Verde and check to make sure the customer is not a customer of Verde or is not being switched to Verde.

Sincerely,

Mariner Taft

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%7C523fc9c9f59545e717f808d6ba02d869%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636900918738289224&sdata=rQfXhX0EKTmchG0PuuMfcGEveFimC3neQfLQAbEeJMQ%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%7C523fc9c9f59545e717f808d6ba02d869%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636900918738289224&sdata=rQfXhX0EKTmchG0PuuMfcGEveFimC3neQfLQAbEeJMQ%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=018t0000004NCDBj>]

ref: _00Dt0GzXt._500t0GljFk:ref

Email Created Date: 4/8/2019 8:32:34 AM

Email Text Version:

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00262522

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Circleville, Ohio 43113

SERVICE ADDRESS: [REDACTED] !Case.Service_Address_City__c}, Ohio 43113

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,

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

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

Email Created Date: 4/8/2019 5:14:18 PM

Email Text Version:

Good Afternoon,

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

After careful review, our records reflect, the gas account is currently pending enrollment to Verde with an effective start date of 4/15/2019. For this reason, because it is the customer's responsibility to rescind the enrollment with the utility prior to the effective start date, Mr. [REDACTED] must contact the utility to cancel the gas service enrollment with Verde.

As such, Verde has added Mr. [REDACTED] service address of [REDACTED] Circleville, Ohio 43113 onto our internal "Do Not Solicit" list and telephone number of 862-200-6983 has been added to our internal "Do Not Call" list.

Lastly, Verde will be providing a final response to PUCO Complaint No. 00262522 by the end of business on 4/18/2019.

Kindest Regards,

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

Brandi Williams | Regulatory Specialist

12140 Wickchester Ln, Ste 100 | Houston, TX 77079

Tel: 281-833-4103

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

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

Sent: Monday, April 08, 2019 7:33 AM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00262522 [ref:_00Dt0GzXt._500t0GljFk:ref]

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

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00262522

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Circleville, Ohio 43113

SERVICE ADDRESS: [REDACTED] Circleville, Ohio 43113

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:

Thank you for the most recent response. Has the customer been placed on Verde's do not contact list? Also, in the customer's initial contact to our agency, they request not be switched to Verde. Please reach out to the gas distribution company to make that request on the customer's behalf to cancel the contract with no etf or make sure it does not go into effect.

Sincerely,

Mariner Taft
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%7Cb9c22f27ea504016ddd808d6bc67267c%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636903548550481557&sdata=JjWFOaRhpr7ZYMNOFXkMFIOpKzuJGZfESRXb%2F7aBvAE%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=018t0000004NGAP>]

ref:_00Dt0GzXt._500t0GljFk:ref
Email Created Date: 4/9/2019 7:47:40 AM

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

CASE ID: 00262522
COMPANY:
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Circleville, Ohio 43113
SERVICE ADDRESS: [REDACTED] !Case.Service_Address_City__c}, Ohio 43113
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,

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

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

Email Created Date: 4/9/2019 5:13:25 PM

Email Text Version:

Good Afternoon,

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

Being that it is the customer's responsibility to rescind the enrollment with the utility prior to the effective start date, Verde has contacted Mr. [REDACTED] to ensure that he contacts the utility to cancel the pending gas service enrollment to Verde. As such, Mr. [REDACTED] confirmed that he spoke with the utility (3) days ago to request a cancelation of the pending enrollment.

Kindest Regards,

[<https://www.sparkenergy.com/SignatureImages/verdeusa.png>]
Brandi Williams | Regulatory Specialist
12140 Wickchester Ln, Ste 100 | Houston, TX 77079
Tel: 281-833-4103
bwilliams@verdeenergy.com<mailto:bwilliams@verdeenergy.com>

From: Mariner Taft <contactthepuco@puc.state.oh.us>
Sent: Tuesday, April 09, 2019 6:48 AM
To: Regulatory <regulatory@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00262522 [ref:_00Dt0GzXt._500t0GljFk:ref]

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

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00262522

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Circleville, Ohio 43113

SERVICE ADDRESS: [REDACTED] Circleville, Ohio 43113

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:

Thank you for the most recent response. In the customer's original complaint, he did not want Verde's service after receiving several calls to persuade the customer to switch to Verde. Please reach out to the gas company to make sure the customer is not switched to Verde by 4/15/19 as noted in the response. Has Verde spoken to the customer since filing the PUCO complaint? Again, the customer does not wish the contract scheduled to go into effect 4/15/19, so please work with the customer to make that happen.

Sincerely,

Mariner Taft

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%7Cdf1ef0deaa1446bc868708d6bd3031c7%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636904412022837967&sdata=is3%2Fkg62OHKPb0mc5vzGGwvA0fqVqO%2BVc1dZEaN%2FUAY%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=018t0000004NHQs>]

ref:_00Dt0GzXt._500t0GljFk:ref

Email Created Date: 4/18/2019 2:54:38 PM

Email Text Version:

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00262522.

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

[REDACTED] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") because he does not want to switch to Verde. Mr. [REDACTED] is requesting to be placed onto Verde's "Do Not Contact" list.

Investigative Results:

* On 3/14/2019, [REDACTED] authorized the electric and gas service with telesales agent, Trevor Hudson with third party vendor, New Wave Power. As a result, the electric service enrolled onto Verde's 12 month fixed rate plan, which offers a fixed rate of 8.99 cents/KWh with \$0 Monthly Service Fee ("MSF") and \$0 Early Termination Fee ("ETF"). The gas service enrolled onto Verde's 12 month fixed rate plan, which offers a fixed rate of 69.9 cents/CCF with \$0 MSF and \$0 ETF. (TPV Attached)

* On 3/15/2019, Verde submitted enrollment request transactions to the utility for the electric and gas service.

* On the same day, Verde received an inbound enrollment response from the utility for the electric service with the effective date of 4/1/2019.

* On 3/18/2019, Verde received an inbound enrollment response for the gas service with the effective date of 4/15/2019.

* On 3/20/2019, Verde generated and mailed the Welcome Letter for the electric service. (Letter Attached)

* On 3/22/2019, Verde generated and mailed the Welcome Letter for the gas service. (Letter Attached)

* On 4/5/2019, Verde received PUCO Complaint No. 00262522.

Outcome:

Verde would like to apologize for any inconvenience this matter may have caused Mr. [REDACTED]. After careful review, due to noticeable discrepancies within the attached Sales Call that have been escalated to the proper department for immediate review and correction, Verde deems the enrollment as a "No Sale".

Because we take complaints of this nature very seriously, Verde has forwarded this occurrence to our Compliance Manager-Vendor Quality Assurance for further review and resolution. In addition, Verde has added Mr. [REDACTED] service address of [REDACTED] Circleville, Ohio 43113 to our "Do Not Solicit" list and telephone number of [REDACTED] to our "Do Not Contact" list.

Lastly, Verde would like to confirm that Mr. [REDACTED] electric and gas service enrollments rescinded successfully and will not become active with Verde.

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

Kindest Regards,

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

Brandi Williams | Regulatory Specialist

12140 Wickchester Ln, Ste 100 | Houston, TX 77079

Tel: 281-833-4103

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

From: Mariner Taft

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

Sent: Thursday, April 04, 2019 10:11 AM

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

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00262522 [

ref:_00Dt0GzXt._500t0GljFk: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: 00262522

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Circleville, Ohio 43113

SERVICE ADDRESS: [REDACTED] Circleville, Ohio 43113

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:

The customer says that Verde reps call to try and get the customer to switch to the company, but the customer does not wish to be switched to Verde. Also, the customer is concerned with being switched , since they told the customer to say yes when they contacted the customer recently.

Place the customer on a do not contact list for Verde and check to make sure the customer is not a customer of Verde or is not being switched to Verde.

Sincerely,

Mariner Taft

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%7C4980b00af7fa473a336808d6c42f0c8d%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636912104583708189&sdata=wC4gQyZSjvGN9ejuSY1kxj%2F3c9RT%2FsXwEOcBOEI5MFA%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%7C4980b00af7fa473a336808d6c42f0c8d%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636912104583708189&sdata=wC4gQyZSjvGN9ejuSY1kxj%2F3c9RT%2FsXwEOcBOEI5MFA%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=018t0000004NCDb>]

ref:_00Dt0GzXt._500t0GIjFk:ref

Case Images

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



P.O. Box 421289
Houston, TX 77242

Welcome to the Verde Energy Family

>003241 00942 019 P51121



██████████
██████████
Circleville, OH 43113-1262



3/20/2019

Dear ██████████

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

8.99 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 LTHOM20190315090641



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 8.99 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.





P.O. Box 421289
Houston, TX 77242

Welcome to the Verde Energy Family!

>001868 00946 018 P51121



██████████
██████████
Circleville, OH 43113-1262



3/22/2019

Dear ██████████

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

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 LTHOM20190315062643



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 69.90 Cents/CCF Plus \$0 per month. After the first 12 Months Verde will supply natural gas to Customer at a 100% renewable variable rate that may change monthly with market conditions. The rate is based upon the costs incurred by Verde to supply natural gas to Customer (including, but not limited to, the costs of procuring natural gas, capacity charges and transportation costs), which costs can fluctuate with market factors such as supply and demand, weather and changes to laws and regulations, plus Verde’s other expenses and margins. Customer shall also pay and be responsible for all other amounts related to the purchase and delivery of natural gas, including applicable taxes and service and delivery charges from the Utility. Verde will serve only the supply portion of Customer’s natural gas bill. All other services currently supplied by the Utility will continue to be supplied by the Utility. No deposit is required by Verde for service. Verde will offset 100% of the estimated amount of carbon dioxide (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.



This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

11/1/2019 5:21:07 PM

in

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

Summary: Exhibit Exhibit 7 Part 35 by the Office of the Ohio Consumers' Counsel electronically filed by Ms. Deb J. Bingham on behalf of O'Brien, Angela D.