

Answer to formal complaint 13-748-EL-CSS:

This customer enrolled with Border Energy services on 2/08/2012 on the 10% off AEP's price to compare program via a 3<sup>rd</sup> party telemarketing program. Bertha Russell was the party on the voice verification recording that stated she was authorized to make changes on the AEP account. The recorded verification did go over the terms and conditions of the program in full and was answered "yes" by Ms. Russell in accepting the agreement. The voice verification did make clear that she was enrolling in an "alternative energy program with Border Energy" and her answer was again yes. The length of the contract and the early termination fee was also stated and was accepted by Ms. Russell. At this point Border Energy feels that this is a valid enrollment.

The customer was enrolled in the 10% off of AEP's price to compare program with a contract end date of 12/01/2014. This account was cancelled per customer request on 2/27/2013 and was advised of cancel fee at the time of the call. I have also included the terms and conditions and welcome letter that were sent to the customer upon enrollment. Please advise if you need any further information regarding this case.

Thank you,

**Lina Berling**

Client Services Team Lead



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Summary: Answer testimony of Border Energy electronically filed by Lina M Berling on behalf of Border Energy Inc.