

FILE

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North American
Power®



Wednesday, October 12, 2016

Attn: Tanowa Troupe
Acting Secretary
Ohio Public Utilities Commission
180 East Broad Street
Columbus, Ohio 43215-3793

RE: Gregory J. Augustine V. North American Power and Gas, LLC

Case No: 16-1939-GA-CSS

PUCO

2016 OCT 19 PM 12:18

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Dear Ms. Troupe,

According to the complaint filed with the Public Utilities Commission of Ohio, which was served to North American Power and Gas, LLC ("NAPG"). Per the ordinance enclosed in the document; NAPG ("Respondent") has been directed to submit an answer to said complaint filed by, Mr. Gregory J. Augustine ("Complainant"). Also, as ordered; a copy of the response shall be served to both the Commission and the Complainant. In this response, the Complainant's questions will be answered and their account details and history will be provided – which should deliver further transparency and clarity over this dispute.

According to Mr. Augustine's account records, I show that on 8/7/2014, he enrolled both his gas and electric accounts with NAPG. He selected a 6-month \$5.59/MCF fixed rate plan for his gas account, and a 6-month term at a rate of \$0.0689/kWh for his electric. The customer was supplied both rate agreements to their entirety, and it is NAPG's

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Technician SM Date Processed OCT 19 2016

standard policy, that towards the end of any customer's fixed term, a renewal notice will be mailed to the customer, as a means, of advising them of the pending expiration of their contract and to encourage them to contact us to renew their rate plan. However, as stated in the notice, if the customer takes no action prior to the expiration of their rate plan their account will default to the market based rate. Regrettably, this happens to be the case for Mr. Augustine. Attached you will find the renewal notices that were mailed to the customer prior to the conclusion of both his fixed rates. To conclude, Mr. Augustine has not been charged for any gas or electric service supply since 4/27/2016 and 3/8/2016 – which are the service end dates of his accounts.

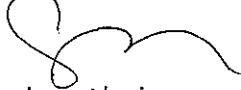
With esteem to the customer's claims of signing his original enrollment contract, but it not specifying any details about a possible rate increase. Mr. Augustine enrolled his accounts with NAPG via online web enrollment. The Letter of Authorization for both accounts are enclosed. The contract that Mr. Augustine had signed and references in his complaint is for his \$50.00 Welcome Bonus Redemption Form. All newly enrolled customers with NAPG would have been eligible to receive one \$50.00 Visa Prepaid Card for the enrollment of either their gas or electric accounts. In the terms of service, it indicates that the customer must email or mail the request form and a copy of their first month's bill for the applicable account showing North American Power and Gas, LLC as the supplier within 60 days of the date of the customer's first bill (the "Expiration Date").

To conclude; customer experience is the #1 priority for us at NAPG. As a result, we take the upmost pride in providing our current customers, former customers and potential

customers with the highest level of service. Therefore, attached you will find a copy and URL to our Better Business Bureau grade showing NAPG is ranked with an "A+" rating. <http://www.bbb.org/connecticut/business-reviews/electric-companies/north-american-power-in-norwalk-ct-87075773>. I hope that this response has meaningfully addressed Mr. Augustine's concerns.

Should you have any further questions or concerns, please do not hesitate to contact me directly.

Sincerely,



Stephan Alexis

Compliance Analyst

North American Power and Gas, LLC

20 Glover Avenue
Norwalk, CT 06850
p: 203.939.1155
f: 203.286.2064

napower.com

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01/08/2015

GREGORY AUGUSTINE
625 TIMBERLINE TRL.
MAYFIELD OH 44143-0000



Did you know?

Your support of our renewable energy products from a mix of renewable sources such as wind and water generates more than just power. Thanks to loyal customers like you, North American Power's **Mission to Millions** program has donated over a million dollars to charitable organizations across America. We thank you!

Your Fixed Rate Term is Expiring.

This notification is regarding renewal options for your account with North American Power.

Dear GREGORY AUGUSTINE,

Thank you for choosing North American Power as your retail energy supplier. We are thrilled to have you as part of our family of customers, and hope that you are enjoying the benefits of our service!

We would like to inform you that your Fixed Rate term for your Electric supply will expire on 03/16/2015, and your current supply rate may change when your term expires. Don't worry – we have excellent Fixed Rate renewal offers available to you.

As promised, upon expiration of your current term, you can continue on a month-to-month Variable Rate plan, or you can decide to accept one of our Fixed Rate renewal offers. If we do not hear from you, you will automatically continue on a month-to-month Variable Rate, which you can cancel at any time without penalty or early cancellation fees.

You can switch to a Fixed Rate at any time, but to ensure a new Fixed Rate goes into effect immediately upon expiration of your current term, please log into your account for online-only offers at napcustomer.com or contact us at 888.313.9086 by 02/28/2015. Once again, thank you for allowing us to serve your energy needs.

Regards,

Kerry Breitbart
Founder and Chairman
North American Power

20 Glover Avenue
Norwalk, CT 06850
888 313 9086
napcustomer.com

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Regards,

Kerry Breitbart
Founder and Chairman
North American Power

20 Glover Avenue
Norwalk, CT 06850
888 313 9086
napcustomer.com

CUSTOMER CONSENT FORM



In accordance with Public Utilities Commission of Ohio rules and the separate Terms of Service and related documents ("Agreement") simultaneously entered into between Gregory Augustine ("Customer") and North American Power and Gas, LLC. ("North American Power" or "NAP"), Customer hereby authorizes The Illuminating Company ("The Illuminating Company") to change Customer's electric supply service ("Supply Service") provider to North American Power for Customer's account(s) listed below. Customer is over 18 years of age, is authorized to make decisions on this account, and has the authority to execute this Customer Consent Form and enter into this Agreement.

The service to be supplied by North American Power is Customer's Supply Service at a rate of 6.89¢ per kWh on a fixed rate, for a 6-month period.

Additional terms and conditions of the Supply Service are provided in the North American Power Agreement. Customer also permits and hereby authorizes Utility to provide Customer's billing and usage data for the above referenced account(s) to North American Power on a continuous basis.

Any change in Supply Service provider selection may involve a charge to Customer by Customer's current Supply Service provider. North American Power does not charge a switching fee, however, a cancellation fee will apply on fixed rate products. Please see Terms of Service for further details. Customers who enroll on a variable rate product can cancel at any time.

Future correspondence between North American Power and Customer will be by Email or mail. Customer may contact North American Power at 1-888-313-9086 or by email at: customercare@napower.com, or by writing to NAP by mail at 20 Glover Avenue, Norwalk CT 06850 to request future correspondence be sent by United States Postal Services.

If the Agreement is received electronically, Customer may opt to receive a paper copy of the Agreement by contacting North American Power customer service, at which point NAP will mail a copy of the Agreement to Customer.

Customer has the right to rescind this Agreement without obligation, fees or penalties within 7 calendar days from the postmark date on the utility's confirmation letter. Customer should contact its utility company to rescind.

Print and/or save this Customer Consent Form.

Account Holder: Gregory Augustine

Customer Address: 625 Timberline Trl., Mayfield, OH, 44143

Customer Account #: 08009345761610015133

Date of Agreement: 2014-08-07 21:52:07

Unique Identifier/Birthdate: 01/18/1967

Customer Consent Form version: 07 02 2013md

CUSTOMER CONSENT FORM



In accordance with Public Utilities Commission of Ohio rules and the separate Terms of Service and related documents ("Agreement") simultaneously entered into between Gregory Augustine ("Customer") and North American Power and Gas, LLC. ("North American Power" or "NAP"), Customer hereby authorizes Dominion East Ohio ("Dominion East Ohio") to change Customer's gas supply service ("Supply Service") provider to North American Power for Customer's account(s) listed below. Customer is over 18 years of age, is authorized to make decisions on this account, and has the authority to execute this Customer Consent Form and enter into this Agreement.

The service to be supplied by North American Power is Customer's Supply Service at a rate of \$5.59 per MCF on a fixed rate for a 6-month period.

Additional terms and conditions of the Supply Service are provided in the North American Power Agreement. Customer also permits and hereby authorizes Utility to provide Customer's billing and usage data for the above referenced account(s) to North American Power on a continuous basis.

Any change in Supply Service provider selection may involve a charge to Customer by Customer's current Supply Service provider. North American Power does not charge a switching fee, however, a cancellation fee will apply on fixed rate products. Please see Terms of Service for further details. Customers who enroll on a variable rate product can cancel at any time.

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North American Power

Phone: (888) 313-9358

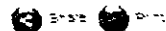
250 Dover Ave. Norwalk, CT 06850

customerservice@naperow.com

http://www.naperow.com



On a scale of A+ to F
Reason for Rating
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Description

North American Power is a competitive electricity and natural gas supplier that is committed to helping make energy easy for its customers with an experience that is innovative and intuitive, yet simple.



Request a Quote

Request a Quote from North American Power

BBB Accreditation

A BBB Accredited Business since 4/11/2016

BBB has determined that North American Power meets BBB accreditation standards, which include a commitment to make a good faith effort to resolve any consumer complaints. BBB Accredited Businesses pay a fee for accreditation review/monitoring and for support of BBB services to the public.

BBB accreditation does not mean that the business' products or services have been evaluated or endorsed by BBB, or that BBB has made a determination as to the business' product quality or competency in performing services.

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