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**BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO**

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RECEIVED-SOCKETING DIV

In the Matter of the Complaint of Interstate Gas)
Supply, Inc., d/b/a IGS Energy, v. Santanna)
Natural Gas Corporation, d/b/a Santanna) Case No. 19-362-GE-CSS
Energy Services, for Actions in Violation of the)
Ohio Revised and Administrative Codes.)

MOTION FOR PROTECTIVE ORDER

Pursuant to Ohio Adm. Code 4901-1-24(A), Santanna Natural Gas Corporation d/b/a Santanna Energy Services (Santanna) moves for a protective order to prevent further unduly burdensome and harassing discovery requests from its competitor, Interstate Gas Supply, Inc. d/b/a IGS Energy (IGS). Santanna asks that IGS be limited to seeking discovery reasonably related to allegations made in IGS' Complaint and that the Public Utilities Commission of Ohio (Commission) order IGS to cease with its fishing expedition wherein it uses burdensome discovery requests regarding enrollments unconnected to IGS' Complaint in an attempt to uncover some kind of wrongdoing that has not been specifically alleged in IGS' Complaint as the Commission's rules require.¹ IGS should not be permitted to abuse the Commission's complaint process by using it as a means to conduct an internal investigation of its competitors.

Santanna has, in good faith, attempted to answer many of IGS' requests in hopes of resolving this matter amicably. But Santanna now sees no reasonable alternative to filing this motion because IGS has filed a Motion to Compel responses to the irrelevant

¹ Ohio Adm. Code 4901-9-01(B).

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and invasive discovery requests that Santanna has objected to thus far and has also served additional similarly invasive discovery requests to the ones that are the subject of IGS' Motion to Compel, which would require Santanna to unjustly expend significant resources to investigate and respond to these requests without a rational basis.

The reasons underlying this Motion are set forth in the attached Memorandum in Support. Also attached hereto are copies of the discovery requests which are the subject of this motion, pursuant to Ohio Adm. Code 4901-1-24(B)(2), and an affidavit of counsel setting forth the efforts which have been made to resolve any differences with the party seeking discovery, pursuant to Ohio Adm. Code 4901-1-24(B)(3).² Attachment A, B, and C to this motion are being filed in redacted form in order to protect information related to specific customers. Attachment D is being filed under seal.

Respectfully submitted,

/s/ Kimberly W. Bojko
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Counsel for Santanna

² See Attachment E.

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MEMORANDUM IN SUPPORT

I. INTRODUCTION

IGS necessitated this Motion when, rather than use the Commission's discovery process to substantiate and gather information about the allegations contained within its Complaint, it sought expansive discovery on unrelated allegations in an attempt to prove wrongdoing by Santanna (its competitor) in order to bolster its place in the marketplace of Ohio's competitive suppliers. As detailed below, IGS' discovery requests far exceed the scope of the Complaint that it filed in this proceeding and seek information that appears to be sought in order to find some kind of wrongdoing that was in no way alleged in the Complaint. Thus, Santanna is asking the Commission to put an end to IGS' expansive and harassing discovery requests.

IGS initiated this proceeding on February 1, 2019 when it filed its Complaint against Santanna, alleging that Santanna's telephonic sales representatives were misleading customers by stating that they were representing "IDS Energy," telling customers that their plans with IGS were expiring, and then soliciting those customers to enroll with Santanna.³

³ See Complaint at ¶¶ 5-13 (February 1, 2019).

IGS did not allege wrongdoing related to any specific customer or enrollment, and did not allege that anyone soliciting on behalf of Santanna by direct solicitation committed any wrongdoing at all.⁴ With that Complaint, IGS defined the scope of this proceeding and, pursuant to Ohio Adm. Code 4901-1-16, the scope of the discovery process.

Upon initial review of the Complaint, Santanna was struck by the substantial similarity between this Complaint and one that IGS had previously filed against a different supplier.⁵ A comparison between the instant Complaint and the one that IGS filed against Titan Gas LLC reveals that IGS made almost identical allegations in this Complaint;⁶ it appeared as if IGS was regurgitating allegations that had previously resulted in settlement against another supplier that removed that supplier from the competitive market for a period of two years. At this point in the process, it was unclear whether IGS was in possession of any information specific to conduct by representatives on behalf of Santanna or if it was simply imputing allegations it had previously made against a different competitor to Santanna without a reasonable basis for doing so. IGS' conduct in the discovery process has revealed that the latter is the case.

Santanna's concerns that IGS was essentially fishing for evidence of wrongdoing by Santanna without a basis for doing so were exacerbated when Santanna attempted to determine the basis for IGS' claims that customers had been misled by Santanna solicitors claiming to be representing "IDS" or "IDS Energy" by submitting a public records request to the Commission seeking "[a]ll informal complaints and/or contacts to the Commission's

⁴ See Complaint.

⁵ Cf. Complaint, with *In the Matter of the Complaint of Interstate Gas Supply, Inc., d/b/a IGSY Energy v. Titan Gas LLC d/b/a Titan Gas & Power*, 17-2452-GE-CSS, Complaint (December 1, 2017).

⁶ Id.

call center regarding IDS Energy or IDS beginning January 1, 2018 through the date of this letter.”⁷ As seen in Attachment D, the only time IDS is mentioned in all of the referenced records is in Case Number 00182335, an informal complaint against IGS (not IDS). Importantly, the customer did not accuse a Santanna representative from using the name IDS. In fact, the only time IDS is mentioned is in the context of IGS’ representative stating that it believed the entity that the customer was complaining about was IDS (instead of IGS).⁸ The Commission’s records, however, contain no support for IGS’ theory. What is clear, however, is that the Commission’s public records demonstrate that no customer ever called the Commission complaining about solicitations in the name of IDS during the requisite time period. Without evidence substantiating its claims, IGS’ Complaint should be dismissed. Alternatively, IGS’ discovery on its competitor should be confined to the four corners of the Complaint, wherein its purported claims are asserted.

Throughout the discovery process, IGS has served Santanna with requests related to matters that its Complaint simply does not address, appearing to confirm Santanna’s concern that IGS was conducting a fishing expedition rather than pursuing a complaint regarding allegations for which it had evidence. For instance, IGS has sought information concerning Santanna’s direct solicitation processes (despite not alleging wrongdoing in that area of Santanna’s solicitation business), the enrollment of specific customers (despite not alleging wrongdoing with regard to any specific enrollments in its Complaint), and *all* enrollments performed by certain Santanna vendors (despite not alleging that it has any information to suggest that even a fraction of these enrollments violated Ohio law or the

⁷ See Attachment D. The request was submitted to the Commission on May 13, 2019.

⁸ See Attachment D.

Commission's rules). These broad, burdensome discovery requests go far beyond the Commission's scope of permissible discovery in a complaint proceeding,⁹ resembling an internal investigation of a competing supplier far more than a standard discovery process.

The time has come for the Commission to put a stop to this exercise. IGS cannot be permitted to use a vague, nonspecific complaint as a means to investigate the enrollment process and various enrollments of one of its competitors in an attempt to thwart competition and/or win back its customers. Santanna should not be required to expend time and resources responding to these discovery requests on the sole basis that IGS has filed a Complaint that is essentially identical to one that IGS previously filed against a different competitor. If IGS feels that it has allegations which it can prove at hearing, those allegations should have been specifically stated in the Complaint as required by Ohio Adm. Code 4901-9-01(B). As they were not, Santanna is entitled to relief from abusive discovery practices.

II. DISCUSSION

A. The Commission's Rules and Precedent Support Santanna's Request to Narrow the Scope of Discovery to Include Only Requests Related to the Allegations IGS Made in Its Complaint.

The merits of the parties' positions on this issue were addressed at length through the pleadings surrounding IGS' Motion to Compel. As Santanna explained in its Memorandum Contra Motion to Compel¹⁰ and recounts here, IGS' use of the discovery process to probe various enrollments and practices by Santanna and/or its vendors amounts to a fishing expedition in search of wrongdoing. The Commission's rules preclude such a

⁹ See Ohio Adm. Code 4901-1-16(B); 4901-9-01(B).

¹⁰ See Memorandum Contra Motion to Compel (June 24, 2019).

use of the discovery process, and, in this case, mandate that further efforts by IGS to blindly search for wrongdoing on the part of Santanna be rebuffed.

The Commission has established clear rules governing its complaint proceedings and the associated discovery process. Ohio Adm. Code 4901-9-01 provides that all complaints before the Commission “shall be in writing, contain the name of the public utility complained against, a statement which clearly explains the facts which constitute the basis of the complaint, and a statement of the relief sought.” Ohio Adm. Code 4901-1-16 states the general provisions and scope of discovery in Commission proceedings. Ohio Adm. Code 4901-1-16(B) provides that “any party to a commission proceeding may obtain discovery of any matter, not privileged, *which is relevant to the subject matter of the proceeding.*”¹¹ Under Ohio Adm. Code 4901-9-01, therefore, IGS’ written Complaint must contain the facts constituting the Complaint with specificity. It also follows that facts not contained in the written Complaint do not constitute the basis for the Complaint and are not relevant to the subject matter of the proceeding.

Paragraphs 7-13 of IGS’ Complaint clearly explain the portions of Santanna’s solicitation operation that IGS alleges to be operating improperly. IGS alleges that Santanna advertises its services to customers via telemarketing and that certain sales representatives contacted IGS customers via telephone and made improper representations to those customers in violation of Ohio law and Commission rules. Accordingly, Santanna answered discovery requests from IGS concerning its telephonic sales business. But the discovery requests did not end there. Rather, the disputed discovery requests did not concern Santanna’s telephonic solicitations; they concerned door-to-door direct

¹¹ Ohio Adm. Code 4901-1-16(B) (emphasis added).

solicitations and specific enrollments for specific former or current IGS customers for which IGS did not allege wrongdoing in its Complaint.

In order for Ohio Adm. Code 4901-9-01 to have any real meaning, the Commission must enforce its provision that the facts that form the basis for complaints must be put in writing in a written, filed complaint. A written complaint, as IGS acknowledges,¹² defines the scope and subject matter of the proceeding. Allegations not included in the written complaint, therefore, are not within the scope of the proceeding.¹³ Santanna makes no objection to the relevance of discovery requests concerning the allegations in the complaint such as the use of specified phone numbers and representations of solicitation on behalf of “IDS Energy.” The discovery requests that Santanna seeks protection from, however, are those that are not included in the written complaint. The Commission should not allow IGS to file a complaint concerning one set of allegations and then conduct discovery as if the complaint contained an entire different set of allegations.

Responding to this disconnect between the allegations made in the Complaint and the matters upon which it seeks discovery, IGS has stated that the discovery is relevant because of information that IGS has learned “through discovery and its own internal investigation.”¹⁴ But IGS’ own internal investigation and its yet-unstated findings is not an adequate substitution for proper allegations made in a complaint as required by the Commission’s rules. Should the Commission decline to grant Santanna’s Motion to Dismiss the Complaint and allow this case to proceed to hearing, IGS’ failure or success

¹² Motion to Compel at 11.

¹³ See Ohio Adm. Code 4901-1-16(B); 4901-9-01(B).

¹⁴ Motion to Compel at 12.

on the merits of its filed Complaint will depend on its ability to prove the allegations in the Complaint, not its ability to prove the findings of its purported internal investigations. And IGS should not be able to use the discovery process to aid in the investigation of a competitor like Santanna. Santanna further notes that despite IGS' claims that it is following up on information learned through discovery, IGS has not identified discovery responses submitted by Santanna that are related to IGS' attempts to seek discovery on specific enrollments or Santanna's direct solicitation business generally. Indeed, as mentioned above, a public records request for all informal complaints made about IDS or IDS Energy revealed that no such complaints had been made to the Commission between January 2018 and May 2019.¹⁵

The nature of IGS' discovery requests demonstrates that it is using the process as a fishing expedition in search of wrongdoing by Santanna. Despite not alleging any specific enrollments that violated Commission rules, IGS is now seeking detailed information about the enrollment of specific customers that are either current or former IGS customers, including requests related to Santanna's compliance with Commission rules that IGS did not even allege that Santanna violated. It appears as if IGS is simply finding customers who have switched from IGS to Santanna and then using the discovery process as a last-ditch effort to find wrongdoing in hopes of finding relief for the loss of customers through the competitive market. IGS' Complaint does not support this endless stream of requests about specific enrollments, which appear to be any customer that thought about leaving IGS or even IGS' employees themselves. Similarly, the Complaint's failure to allege any

¹⁵ See Attachment D.

wrongdoing regarding Santanna's direct solicitations should foreclose discovery requests seeking information about those solicitations.

In a prior case, the Commission has already determined that complainants are prohibited from relying on discovery requests to obtain information necessary to allege facts in support of their complaints.¹⁶ In that case, the Commission determined that a customer filing a complaint against an electric utility could not "support her complaint based on information that she expects to find in the possession of [the utility]."¹⁷ That is exactly what IGS is seeking to do here. It is using the discovery process in hopes of locating information currently in the possession of Santanna, which it would then use to prosecute its complaint. The Commission's prior decision forecloses this strategy for bringing a complaint before the Commission.

The Commission should also consider the nature of the specific Complainant and Respondent in this proceeding. These two litigants are competitors. They compete to serve the same customers and the ability of one to enroll customers of the other impacts the bottom line for both companies. Therefore, any information exchanged between IGS and Santanna flows from one competitor to another. If Santanna is forced to answer IGS' discovery requests, IGS will be in possession of information that includes the vendors Santanna uses to perform solicitations, the types of customers that specific vendors have targeted, the scripts used to solicit customers, and other similar competitively sensitive information that would be of great advantage to IGS in a competitive setting.

¹⁶ See *In the Matter of the Complaint of Diana Williams v. Ohio Edison Co.*, Case No. 08-1230-EL-CSS, Finding and Order at ¶ 13 (October 28, 2009).

¹⁷ Id.

While some discovery associated with a complaint proceeding is expected, discovery which does not correspond with allegations contained in the Complaint cannot be allowed simply to obtain competitive information under the cloak of a complaint. And the Commission should be even more hesitant to allow such discovery in cases where it would result in a competitive advantage to one supplier over another.

B. Discovery Requests Already Served by IGS Demonstrate that IGS Is Not Operating Within the Commission's Rules Governing the Discovery Process.

IGS' three sets of discovery propounded upon Santanna thus far demonstrate its refusal to comply with Commission rules governing discovery. IGS' First, Second, and Third Sets of Discovery Propounded upon Santanna are attached to this Motion as Attachments A, B, and C, respectively. A review of this discovery reveals several forms of impermissible discovery. As described below, the Commission should issue an order protecting Santanna from this discovery and other similar requests. Santanna notes that certain requests fall into more than one of the categories listed below.

i. Discovery Concerning Door-to-Door Solicitation

At Attachment A, requests INT 03-06, 12, 14, 25-27, 31, 35-39, 46, 06-08 Attachment B, requests INT-02-01-20, and Attachment C, requests INT-03-04-09, -20, -24-27, and RFA-03-02-03, IGS requests that Santanna answer questions about its door-to-door or direct solicitations, enrollments, and practices. These requests are beyond the subject matter of the Complaint and therefore not supported by the Commission's discovery rules. The Complaint filed by IGS alleges that Santanna representatives made improper representations to customers while soliciting those customers over the phone. The identified discovery requests do not relate to such activity, as they only concern direct

solicitation. IGS concedes that direct solicitation is different than telephonic solicitation in the third set of discovery when it, in seeking information about specific enrollments (requests that are discussed below), separately asks if the enrollments were performed telephonically or if they were performed via direct solicitation. Santanna initially attempted to answer some of these requests in order to resolve this dispute amicably, but the requests regarding direct solicitation have grown exceedingly burdensome rising to harassment and, thus, worthy of protection by the Commission.

IGS has argued that the Complaint encompasses door-to-door solicitations. As argued previously in Santanna's Memorandum Contra Motion to Compel, IGS' argument is essentially that Paragraph 5 of the Complaint states that Santanna markets its products and services to Ohio customers through door-to-door sales and telemarketing and the various causes of action asserted by IGS all incorporate Paragraph 5 by reference.¹⁸ IGS concludes, therefore, that door-to-door solicitations are relevant to this case. This argument fails for two reasons. First, Paragraph 5 of the Complaint does not make any allegations regarding Santanna's direct solicitations. Instead, it is a statement summarizing what IGS believes general competitive business practices are in Ohio.

Paragraph 5, which IGS contends brings allegations of wrongdoing by Santanna in door-to-door solicitations, reads as follows:

Under Ohio's consumer "choice" program, electric service companies and retail natural gas suppliers market their products and services to Ohio consumers through direct mail solicitations, online marketing, door-to-door sales, and telemarketing.¹⁹

¹⁸ See Motion to Compel at 11.

¹⁹ Complaint at ¶ 5.

The paragraph does not mention Santanna or allege any wrongdoing with regard to any supplier or method of marketing and solicitation practices. IGS states that electric service companies and retail natural gas suppliers market their products and services to Ohio consumers through various means, including telemarketing and door-to-door solicitations. This is a statement of background information on the Ohio choice program; it is a historic fact that speaks generally to the nature of marketing by all electric service companies and retail natural gas suppliers in the state, not an allegation regarding the forms of solicitation specifically used by Santanna or any wrongdoing specifically engaged in by Santanna. In its Motion to Compel, IGS appeared to concede that the statement is not specific to Santanna when it argues that “IGS’ Complaint clearly states that suppliers like Santanna market products and services via door-to-door marketing and telephonic solicitation.”²⁰

Moreover, IGS makes a separate allegation in the Complaint that is specific to Santanna and explicitly limits the forms of marketing that IGS is complaining about. In Paragraph 7 of the Complaint, IGS alleges that “[u]pon information and belief, Respondent advertises its products and services to Ohio consumers via telemarketing.”²¹ Here, in discussing Santanna and how it conducts solicitations, IGS does not attempt to allege that Santanna engages in door-to-door solicitation, let alone that it does so improperly. In the following paragraph, IGS makes allegations of specific actions purportedly taken by Santanna’s sales representatives while soliciting telephonically, and then continues

²⁰ Motion to Compel at 12 (emphasis added).

²¹ Complaint at ¶ 7.

describing those alleged actions until it begins the section of the Complaint where it asserts legal claims.²²

Even if IGS had made an allegation that Santanna used door-to-door solicitation in Paragraph 5 of the Complaint as it claims in its Motion, that allegation would still be insufficient to sustain extensive and burdensome discovery related to door-to-door solicitations given that IGS did not allege wrongdoing with regard to door-to-door solicitations or any specific enrollment. IGS only alleged wrongdoing with regard to telephonic solicitations. The Commission should not set the precedent that alleging wrongdoing in a complaint about one portion of a competitor's business allows discovery requests regarding all portions of that business.

Second, even if IGS did allege that Santanna conducted door-to-door solicitations, the Complaint still only asserts that Santanna acted wrongfully with regard to telephonic solicitations. Accordingly, the Commission should issue an order limiting IGS to seeking discovery concerning Santanna's telephonic solicitations only.

ii. Discovery Concerning Specific Individuals Not Named in the Complaint

IGS seeks a second form of impermissible discovery when it seeks discovery about specific enrollments. It does this at Attachment A, requests INT 24-32, 34-48, Attachment B, requests INT-02-21-22 and -24-25, and Attachment C, requests INT-03-01-19, -21-32, and RFP-03-02-04. IGS has used the discovery process to attempt to probe the enrollment of specific customers who switched from IGS to Santanna. This is inappropriate, because

²² See Complaint at ¶¶ 8-13.

IGS did not allege defects with any specific enrollments in its Complaint, instead only making general statements about Santanna's practices.

IGS should not be permitted to use the extremely broad, non-specific Complaint that it filed in this case as a justification to seek information concerning the enrollment of specific customers by Santanna merely to *garner information* about customers who choose to switch and how a supplier was successful in growing its business to the detriment of another supplier. Allowing IGS to do so would only incentivize the filing of meritless complaints by suppliers against their competitors in order to search for impropriety in the enrollment of customers who switched from the complainant to the respondent. IGS had the opportunity to set forth its allegations in the Complaint and did not make allegations related to any specific customers about whom it now seeks discovery.

In fact, at this stage in the proceeding, there is little evidence to suggest that IGS has not simply found customers whom it lost to Santanna and then propounded discovery concerning those customers upon Santanna in hopes that it would result in the discovery of improper conduct by Santanna. Again, a review of informal complaints to the Commission confirms this conclusion. See Attachment D. This is not a proper use of the discovery process. If IGS had evidence that specific enrollments were improper, it should have stated so in its Complaint. It cannot now use the discovery process to probe Santanna's records hoping to find a reason behind the loss of those customers aside from its own failures in the competitive market. Allowing IGS to continue with this sort of request could theoretically subject Santanna to endless discovery on every individual customer that it has enrolled. Such would be unjust and unreasonable and an unduly *burdensome and harassing abuse of the discovery process*.

Allowing discovery on these matters further implicates concerns of IGS seeking trade secrets of Santanna, which are protected by Ohio law. Under R.C. 1333.61(D)(1)-(2), information is a trade secret when it “derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by, other persons who can obtain economic value from its disclosure or use” and “is the subject of efforts that are reasonable under the circumstances to maintain its secrecy.” Information about Santanna’s customers (which it competes with IGS to enroll) and the process for enrolling those customers would unambiguously qualify as a trade secret. Indeed, the Supreme Court of Ohio held in *Al Minor Assoc., Inc. v. Martin*, 117 Ohio St.3d 58, 2008-Ohio-292, that client lists are entitled to trade secret protection.

iii. Discovery Fishing for Wrongdoing by Santanna

In addition to seeking discovery about specific enrollments, IGS has also demonstrated that this Complaint is nothing more than a fishing expedition and/or an attempt to gain access to competitively sensitive information by asking Santanna to turn over extensive information about the enrollments performed by certain vendors. In Attachment A, requests INT 07, 10-11, 13, 15, 21, 23, 33, and 44-45 Attachment B, requests INT-02-05-06, -11, -14-17, -23, and -26, and Attachment C, requests INT-03-02, -09, -15, and -32, IGS asks Santanna to produce information concerning all enrollments conducted by certain vendors. Not only is this an unduly burdensome and harassing request, it also requires Santanna to expend significant time and resources gathering such information. Further, the information sought is competitively sensitive and should be protected. Santanna should not be required to produce this sort of extensive information about its enrollment of customers. Moreover, responding to these requests would likely

only open Santanna to further discovery requests if IGS, upon receiving the requested information, sought similar discovery related to specific enrollments as discussed above.

This is yet another example of IGS attempting to use the discovery process to identify a claim it can pursue, a practice which the Commission has rejected in a prior complaint case when it ruled that parties cannot rely on the discovery process to obtain information necessary to allege facts in support of the complaint.²³ The Commission should adhere to its precedent and issue an order that IGS may not continue to use the discovery process to blindly seek out information that it hopes will be useful in sustaining its burden of proof for the allegations it has already made before the Commission. In doing so, it should bar IGS from making further requests, such as those identified above, which would only allow IGS to gather competitively sensitive information in hopes of finding some wrongdoing to support its burden of proof.

²³ See *In the Matter of the Complaint of Diana Williams v. Ohio Edison Co.*, Case No. 08-1230-EL-CSS, Finding and Order at ¶ 13 (October 28, 2009).

III. CONCLUSION

The Commission's rules require that discovery be taken only on matters that are within the scope of the complaint. Therefore, for the reasons set forth above, Santanna respectfully requests an order from the Commission precluding IGS from seeking further unduly burdensome and harassing discovery that is beyond the scope of the allegations contained within the Complaint, which is unjust and unreasonable.

Respectfully submitted,

/s/ Kimberly W. Bojko

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Counsel for Santanna

CERTIFICATE OF SERVICE

The undersigned hereby certifies that a true and accurate copy of the foregoing was served on July 30, 2019 by electronic mail upon all parties of record.

/s/ Kimberly W. Bojko
Kimberly W. Bojko

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Santanna Energy Services, for Actions in)
Violation of the Ohio Revised and)
Administrative Codes.)
)

**INTERSTATE GAS SUPPLY INC.'S FIRST SET OF INTERROGATORIES,
REQUESTS FOR ADMISSIONS, AND REQUESTS FOR PRODUCTION OF
DOCUMENTS PROPOUNDED UPON SANTANNA NATURAL GAS CORPORATION**

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Interstate Gas Supply, Inc., d/b/a IGS Energy, hereby submits its interrogatories, requests for admissions, and requests for production of documents to Santanna Natural Gas Corporation, d/b/a Santanna Energy Services ("Santanna"), pursuant to Rule 4901:1-16, Ohio Administrative Code ("OAC"), Rule 4901:1-17, OAC, and Rule 4901:1-20, OAC. Please submit all responses to:

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Email: mnugent@igsenergy.com
Joseph Olier
Email: jolier@igsenergy.com
IGS Energy
6100 Emerald Parkway
Dublin, Ohio 43016

DIRECTIONS

Please ensure that any responses comply with the directions provided below.

A. Definitions

The following definitions apply:

1. "Document" or "Documentation" when used in this discovery request, is used in its customary broad sense and means all originals of any nature whatsoever, identical copies, and all non-identical copies thereof, pertaining to any medium upon which intelligence or information is recorded in your possession, custody, or control regardless of where located; including any kind of printed, recorded, written, graphic, or photographic matter and things similar to any of the foregoing, regardless of their author or origin. The term specifically includes, without limiting the generality of the following: punch cards, printout sheets, movie film, slides, PowerPoint slides, phonograph records, photographs, memoranda, ledgers, work sheets, books, magazines, notebooks, diaries, calendars,

appointment books, registers, charts, tables, papers, agreements, contracts, purchase orders, checks and drafts, acknowledgments, invoices, authorizations, budgets, analysis, projections, transcripts, electronic mail, minutes of meetings of any kind, telegrams, drafts, instructions, announcements, schedules, price lists, electronic copies, reports, studies, statistics, forecasts, decisions, and orders, intra-office and inter-office communications, correspondence, financial data, summaries or records of conversations or interviews, statements, returns, diaries, work papers, maps, graphs, sketches, summaries or reports of investigations or negotiations, opinions or reports of consultants, brochures, bulletins, pamphlets, articles, advertisements, circulars, press releases, graphic records or representations/publications of any kind (including microfilm, videotape and records, however produced or reproduced), electronic, mechanical and electrical records of any kind and computer produced interpretations thereof (including, without limitation, tapes, tape cassettes, disks and records), other data compilations (including source codes, object codes, program documentation, computer programs, computer printouts, cards, tapes, disks and recordings used in automated data processing together with the programming instructions and other material necessary to translate, understand or use the same), all drafts, prints, issues, alterations, modifications, changes, amendments, and mechanical or electric sound recordings and transcripts to the foregoing. A request or discovery concerning documents addressing, relating or referring to or discussing a specified matter encompasses documents having a factual, contextual, or logical nexus to the matter, as well as documents making explicit or implicit reference thereto in the body of the documents. Originals and duplicates of the same document need not be separately identified or produced; however, drafts of a document

or documents differing from one another by initials, interlineations, notations, erasures, file stamps, and the like shall be deemed to be distinct documents requiring separate identification or production. Copies of documents shall be legible.

2. "Communication" shall mean any transmission of information by oral, graphic, written, pictorial, electronic or otherwise perceptible means, including, but not limited to, telephone conversations, letters, telegrams, and personal conversations. A request seeking the identity of a communication addressing, relating or referring to, or discussing a specified matter encompasses documents having factual, contextual, or logical nexus to the matter, as well as communications in which explicit or implicit reference is made to the matter in the course of the communication.

3. "Person" includes any firm, corporation, joint venture, association, entity or group of persons unless the context clearly indicates that only an individual person is referred to.

4. Singular/Plural words expressing the singular number shall be deemed to also express the plural number; those expressing the masculine gender shall be deemed to express the feminine and neuter genders; those expressing the past tense shall be deemed to also express the present tense; and vice versa.

5. "Santanna" means Santanna Natural Gas Corporation, its affiliate Santanna Energy Services, and any agents acting on its behalf.

6. "IGS" means Interstate Gas Supply, Inc. and its affiliate IGS Energy.

B. Instructions for Answering

1. Where an interrogatory calls for an answer in multiple parts, each part should be separate in the answer so that the answer is clearly understandable.

2. Answer each interrogatory separately and fully in writing under oath, unless it is objected to. Clearly state objections. Answers must be signed by the person making them, and objections must be signed by the attorney asserting the objection.
3. If any answer requires more space than provided, continue the answer on the reverse side of the page or on an added page.
4. You are under a continuing duty to supplement your responses with respect to any question directly addressed to the identity and location of persons having knowledge of discoverable matters, the identity of any person expected to be called as a witness at trial, and the subject matter on which he or she is expected to testify and to correct any response which you know or later learn is incorrect or incomplete.
5. "You" and "your" or "yourself" refer to the party requested to respond to discovery or to produce documents and any present or former director, officer, agent, contractor, consultant, advisor, employee, partner, or joint venture of such party.
6. "Identify," or "state the identity of," or "identified" means:
 - A. When used in reference to an individual, to state his full name and *present or last known position and business affiliation*;
 - B. When used in reference to a commercial or governmental entity, to state its full name, type of entity (e.g., corporation, partnership, single proprietorship), and its *present or last known address*;
 - C. When used in reference to a communication, to state the type of communication (i.e., letter, personal conversation, etc.), the date thereof, and the parties thereto and, in the case of a conversation, to state the substance, place, and approximate time thereof, and identity of other persons in the presence of each party thereto.

INTERROGATORIES

The following interrogatories are propounded upon Santanna in accordance with Ohio Adm. Code 4901-1-16(D)(5); therefore, IGS is specifically requesting that all responses be supplemented with subsequently acquired information at the time such information is made available.

INT 01 Identify all third-party agents or vendors you retained to provide outbound telephonic retail electric and natural gas telemarketing services to commercial and residential customers in Ohio from October 15, 2017 through April 30, 2018.

RESPONSE

INT 02 Identify the principal place of business and telephone number associated with each party listed in response to INT 01.

RESPONSE

INT 03 Identify all third-party agents or vendors you retained to solicit retail electric and natural gas services door-to-door to commercial and residential customers in Ohio from October 15, 2017 through April 30, 2018.

RESPONSE

INT 04 Identify the principal place of business and telephone number associated with each party listed in response to INT 03.

RESPONSE

INT 05 Please indicate whether you review and approve the sales and marketing scripts used by the parties identified in INT 01 and INT 03 to perform door-to-door and telephonic retail electric and natural gas sales and marketing.

RESPONSE

INT 06 Please indicate whether you, and/or the parties identified in response to INT 01 and INT 03, have ever used the telephone number 1-800-429-5708 and extension 234 for any business-related purpose, including, but not limited to, telephonic or door-to-door enrollment for commercial and residential customers in Ohio from October 15, 2017 through April 30, 2018.

RESPONSE

INT 07 If the answer to INT 06 is in the affirmative, please provide the audio recordings for all sales calls and verifications¹ initiated from the telephone number 1-800-429-5708.

RESPONSE

INT 08 Please indicate whether you, and/or the parties identified in response to INT 01 and INT 03, has ever operated under the business or trade name "Budget" or "Budget Energy" to telephonically solicit, conduct, promote, or advertise any business interest to commercial and residential customers in Ohio from October 15, 2017 through April 30, 2018.

¹ "Verifications" means third-party verifications as used pursuant to OAC 4901:1-21-06 and 4901:1-29-06.

RESPONSE

INT 09 If the answer to INT 08 is in the affirmative, please identify the principal place of business and telephone number for “Budget Energy” or any entity that uses the trade name “Budget” that enrolls customers on your behalf.

RESPONSE

INT 10 If the answer to INT 08 is in the affirmative, please identify all customers that were enrolled with your service by the entity listed above.

RESPONSE

INT 11 Please provide the audio recordings of all third-party verification enrollments for any customer that enrolled with your company through the entity “Budget” or “Budget Energy.”

RESPONSE

INT 12 Please indicate whether you, and/or the parties identified in response to INT 01 and INT 03, has ever used the telephone number 1-708-283-0947 for any business-related purpose, including, but not limited to, telephonic or door-to-door enrollment for commercial and residential customers in Ohio from October 15, 2017 through April 30, 2018.

RESPONSE

INT 13 If the answer to INT 12 is in the affirmative, please provide the audio recordings for all sales calls and verifications initiated from the telephone number 1-708-283-0947.

RESPONSE

INT 14 Please indicate whether you, and/or the parties identified in response to INT 01 and INT 03, has ever used the name "IDS," or "IDS Energy," during telephonic or door-to-door solicitation to otherwise conduct, promote, or advertise any business interest to commercial and residential customers in Ohio from October 15, 2017 through April 30, 2018.

RESPONSE

INT 15 If the answer to INT 14 is in the affirmative, please provide all audio recordings for all sales calls and verifications that you have in your possession where such name(s) was used.

RESPONSE

INT 16 Please indicate whether you, and/or the parties identified in response to INT 01 and INT 03, is aware of a retail electric or natural gas supplier that uses the name "IDS" or "IDS Energy" to transact business in Ohio.

RESPONSE

INT 17 Please indicate whether you, and/or the parties identified in response to INT 01 or INT 03, maintained call logs and retained audio recordings for the sales portion of all telephonic electric and natural gas enrollments that were made on behalf of commercial and residential customers in Ohio from October 15, 2017 through April 30, 2018.

RESPONSE

INT 18 Please indicate whether you, and/or the parties identified in response to INT 01 or INT 03, maintained call logs and retained audio recordings for the verification portion of all telephonic electric and natural gas enrollments that were made on behalf of commercial and residential customers in Ohio from October 15, 2017 through April 30, 2018.

RESPONSE

INT 19 Please indicate whether you, and/or the parties identified in response to INT 01 or INT 03, maintained call logs and retained audio recordings of all incoming and outbound telephone calls that were made from October 15, 2017 through April 30, 2018 and did not result in an electric or natural gas enrollment for a commercial or residential customer in Ohio from October 15, 2017 through April 30, 2018.

RESPONSE

INT 20 Please indicate whether you, and/or the parties identified in response to INT 01 or INT 03, employed or contracted with an individual that is named or uses an alias

"Kris White," and/or "Chris White," to telephonically solicit, conduct, promote, or advertise any business interest in Ohio.

RESPONSE

INT 21 If the answer to INT 20 is in the affirmative, please identify the total number of Ohio customers that were enrolled with Santanna for competitive retail electric and natural gas services by the individual listed above.

RESPONSE

INT 22 Please indicate whether you, and/or the parties identified in response to INT 01 or INT 03, employed or contracted with an individual that is named or uses an alias "Kris White," and/or "Chris White," to solicit, conduct, promote, or advertise any business interest via direct solicitation in Ohio.

RESPONSE

INT 23 If the answer to INT 22 is in the affirmative, please identify the total number of Ohio customers that were enrolled with Santanna for competitive retail electric and natural gas services by the individual listed above.

RESPONSE

INT 24 Please indicate whether you enrolled [REDACTED] on or around January 10, 2018 for competitive retail electric services at the property located at [REDACTED]
[REDACTED].

RESPONSE

INT 25 If the answer to INT 24 is in the affirmative, please identify whether that enrollment was performed via direct solicitation.

RESPONSE

INT 26 If the answer to INT 25 is in the affirmative, please indicate whether you obtained Ms. [REDACTED]'s signature on the contract for competitive retail electric services.

RESPONSE

INT 27 If the answer to INT 26 is in the affirmative, please indicate whether you retained the original contract Ms. [REDACTED] signed for competitive retail electric services.

RESPONSE

INT 28 If the answer to INT 24 is in the affirmative, please identify whether that enrollment was performed telephonically.

RESPONSE

INT 29 If the answer to INT 28 is in the affirmative, please indicate whether a date and time stamped audio recording of the sales portion and verification of the electric contract's terms and conditions was made.

RESPONSE

INT 30 If the answer to INT 29 is in the affirmative, please indicate whether you retained the date and time stamped audio recording of Ms. [REDACTED]'s enrollment and verification for competitive retail electric services.

RESPONSE

INT 31 If the answer to INT 24 is in the affirmative, please identify whether a third-party agent or vendor enrolled Ms. [REDACTED] on your behalf for competitive retail electric services.

RESPONSE

INT 32 Please identify the third-party agent and vendor you retained to enroll Ms. [REDACTED] for competitive retail electric services.

RESPONSE

INT 33 Please provide the total number of Ohio electric enrollments obtained on your behalf by the third-party agent and vendor identified in response to INT 32 from October 15, 2017 through April 30, 2018.

RESPONSE

INT 34 Please indicate whether you enrolled [REDACTED] on or around January 10, 2018 for competitive natural gas services at the property located at [REDACTED]
[REDACTED].

RESPONSE

INT 35 If the answer to INT 34 is in the affirmative, please identify whether that enrollment was performed via direct solicitation.

RESPONSE

INT 36 If the answer to INT 35 is in the affirmative, please indicate whether you obtained Ms. [REDACTED]'s signature on the contract for competitive natural gas services.

RESPONSE

INT 37 If the answer to INT 35 is in the affirmative, please indicate whether you retained the original contract Ms. [REDACTED] signed for competitive natural gas services.

RESPONSE

INT 38 If the answer to INT 35 is in the affirmative, please indicate whether you obtained Ms. [REDACTED]'s signature on the natural gas acknowledgement form associated with her enrollment.

RESPONSE

INT 39 If the answer to INT 35 is in the affirmative, please indicate whether you retained the original acknowledgement form Ms. [REDACTED] signed as part of her natural gas enrollment.

RESPONSE

INT 40 If the answer to INT 34 is in the affirmative, please identify whether that enrollment was performed telephonically.

RESPONSE

INT 41 If the answer to INT 40 is in the affirmative, please indicate whether a date and time stamped audio recording of the sales portion of the natural gas enrollment was made.

RESPONSE

INT 42 If the answer to INT 41 is in the affirmative, please indicate whether you retained the date and time stamped audio recording of the sales portion of Ms. [REDACTED]'s telephonic enrollment for competitive natural gas services.

RESPONSE

INT 43 If the answer to INT 34 is in the affirmative, please identify whether a third-party agent or vendor enrolled Ms. [REDACTED] on your behalf for competitive natural gas services.

RESPONSE

INT 44 Please identify the name of the third-party agent and vendor you retained to enroll Ms. [REDACTED] for competitive retail electric services.

RESPONSE

INT 45 Please provide the total number of Ohio natural gas enrollments obtained on your behalf by the third-party agent and vendor identified in response to INT 44 from October 15, 2017 through April 30, 2018.

RESPONSE

INT 46 Please identify whether you retained signed contracts for all direct solicitation enrollments performed by the third-party agent identified in INT 44 from October 15, 2017 through April 30, 2018.

RESPONSE

INT 47 Please identify whether you retained the sales portion of the call for all telephonic enrollments performed by the third-party agent identified in INT 44 from October 15, 2017 through April 30, 2018.

RESPONSE

INT 48 Please identify the telephone number, if any, the sales agent that enrolled Ms. [REDACTED] used to contact customers.

RESPONSE

REQUESTS FOR ADMISSIONS

The following requests for admissions are propounded upon Santanna in accordance with Ohio Adm. Code 4901-1-16(D)(5); therefore, IGS is specifically requesting that all responses be supplemented with subsequently acquired information at the time such information is made available.

- RFA 01 Admit that you, or your agent and/or vendor, used the telephone number 1-800-429-5708 and extension 234 to perform outbound electric and natural gas solicitations and/or enrollments to commercial and residential customers in Ohio.

RESPONSE

- RFA 02 Admit that you, or your agent and/or vendor, contacted commercial and residential customers in Ohio via telephone and represented to those customers that you were calling on behalf of "IDS Energy."

RESPONSE

- RFA 03 Admit that you, or your agent and/or vendor, intentionally misled customers into believing that you're affiliated with IGS so that customers will call you to inquire about the status of his or her account, and ultimately enroll with your products and services.

RESPONSE

- RFA 04 Admit that Kris White and/or Chris White is/was your employee or agent and is/was performing telephonic retail natural gas and electric solicitations and enrollments to Ohio customers on your behalf.

RESPONSE

RFA 05 Admit that [REDACTED] enrolled for competitive retail electric and natural gas services with Santanna on or around January 10, 2018.

RESPONSE

RFA 06 Admit that [REDACTED] enrollment for competitive retail electric and natural gas services with Santanna was performed via direct solicitation.

RESPONSE

RFA 07 Admit that the door-to-door agent and/or vendor that performed Jennifer [REDACTED]'s enrollment for competitive retail electric and natural gas services on your behalf did not obtain Ms. [REDACTED]'s consent to enrollment for either service.

RESPONSE

RFA 08 Admit that the door-to-door agent and/or vendor that performed Jennifer [REDACTED]'s enrollment for competitive natural gas services did not obtain a signed acknowledgement form.

RESPONSE

RFA 09 Admit that [REDACTED]'s enrollment for competitive retail electric and natural gas services with Santanna was performed telephonically.

RESPONSE

RFA 10 Admit that a date and time stamped audio recording of the sales portion of [REDACTED]
[REDACTED]'s telephonic electric and natural gas enrollment was not made.

RESPONSE

REQUEST FOR PRODUCTION OF DOCUMENTS

The following requests for production of documents are propounded upon Santanna in accordance with Ohio Adm. Code 4901-1-16(D)(5); therefore, IGS is specifically requesting that all responses be supplemented with subsequently acquired information at the time such information is made available.

- RFP 1 Please produce a copy of each document you identified, consulted, referred to, or utilized in preparing your response to the foregoing interrogatories and requests for admission.
- RFP 2 Please produce all audio recordings where “IDS,” “IDS Energy,” or some variation thereof is used by you, or your agent and/or vendor, in performing retail electric and natural gas telemarketing services to commercial and residential customers in Ohio from October 15, 2017 through April 30, 2018.
- RFP 3 Please produce all audio recordings of phone calls performed by “Kris White,” and/or “Chris White,” to telephonically solicit, conduct, promote, or advertise any business interest in Ohio.
- RFP 4 Please produce [REDACTED]'s signed contracts for competitive retail electric and natural gas services with Santanna.
- RFP 5 Please produce the acknowledgement form [REDACTED] executed as part of her enrollment for natural gas services with Santanna.

- RFP 6 Please produce the audio recordings of the telephonic verifications associated with [REDACTED]'s enrollment with Santanna for electric and natural gas services.
- RFP 7 Please produce all verifications, and/or requests for verification, that were initiated by a sales agent using the telephone number 1-708-283-0947.
- RFP 8 Please produce all audio recordings of the verifications referenced in RFP3.

CERTIFICATE OF SERVICE

I hereby certify that a copy of the Interrogatories, Requests for Admissions and Request for Production of Documents, Propounded Upon Santanna Natural Gas Corporation, *First Set*, has been served via electronic transmission upon the following parties of record this 4th day of March 2019.

/s/ Michael A. Nugent

Michael A. Nugent
Attorney for Complainant
Interstate Gas Supply, Inc.

SERVICE LIST

boiko@carpenterlipps.com
dressel@carpenterlipps.com

**BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO**

In the Matter of the Complaint of Interstate)
Gas Supply, Inc., d/b/a IGS Energy, v.)
Santanna Natural Gas Corporation, d/b/a) Case No. 19-362-GE-CSS
Santanna Energy Services, for Actions in)
Violation of the Ohio Revised and)
Administrative Codes.)
)

**INTERSTATE GAS SUPPLY INC.'S SECOND SET OF INTERROGATORIES AND
REQUESTS FOR PRODUCTION OF DOCUMENTS PROPOUNDED UPON
SANTANNA NATURAL GAS CORPORATION**

Michael Nugent (0090408)
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Counsel of Record
Joseph Olikier (0086088)
Email: joliker@igsenergy.com
IGS Energy
6100 Emerald Parkway
Dublin, Ohio 43016
Telephone: (614) 659-5000
Facsimile: (614) 659-5073

Interstate Gas Supply, Inc., d/b/a IGS Energy, hereby submits its second set of interrogatories and requests for production of documents to Santanna Natural Gas Corporation, d/b/a Santanna Energy Services ("Santanna"), pursuant to Rule 4901:1-16, Ohio Administrative Code ("OAC"), Rule 4901:1-17, OAC, and Rule 4901:1-20, OAC. Please submit all responses to:

Michael Nugent
Email: mnugent@igsenergy.com
Joseph Olikier
Email: joliker@igsenergy.com
IGS Energy
6100 Emerald Parkway
Dublin, Ohio 43016

DIRECTIONS

Please ensure that any responses comply with the directions provided below.

A. Definitions

The following definitions apply:

1. "Document" or "Documentation" when used in this discovery request, is used in its customary broad sense and means all originals of any nature whatsoever, identical copies, and all non-identical copies thereof, pertaining to any medium upon which intelligence or information is recorded in your possession, custody, or control regardless of where located; including any kind of printed, recorded, written, graphic, or photographic matter and things similar to any of the foregoing, regardless of their author or origin. The term specifically includes, without limiting the generality of the following: punch cards, printout sheets, movie film, slides, PowerPoint slides, phonograph records, photographs, memoranda, ledgers, work sheets, books, magazines, notebooks, diaries, calendars,

appointment books, registers, charts, tables, papers, agreements, contracts, purchase orders, checks and drafts, acknowledgments, invoices, authorizations, budgets, analysis, projections, transcripts, electronic mail, minutes of meetings of any kind, telegrams, drafts, instructions, announcements, schedules, price lists, electronic copies, reports, studies, statistics, forecasts, decisions, and orders, intra-office and inter-office communications, correspondence, financial data, summaries or records of conversations or interviews, statements, returns, diaries, work papers, maps, graphs, sketches, summaries or reports of investigations or negotiations, opinions or reports of consultants, brochures, bulletins, pamphlets, articles, advertisements, circulars, press releases, graphic records or representations/publications of any kind (including microfilm, videotape and records, however produced or reproduced), electronic, mechanical and electrical records of any kind and computer produced interpretations thereof (including, without limitation, tapes, tape cassettes, disks and records), other data compilations (including source codes, object codes, program documentation, computer programs, computer printouts, cards, tapes, disks and recordings used in automated data processing together with the programming instructions and other material necessary to translate, understand or use the same), all drafts, prints, issues, alterations, modifications, changes, amendments, and mechanical or electric sound recordings and transcripts to the foregoing. A request or discovery concerning documents addressing, relating or referring to or discussing a specified matter encompasses documents having a factual, contextual, or logical nexus to the matter, as well as documents making explicit or implicit reference thereto in the body of the documents. Originals and duplicates of the same document need not be separately identified or produced; however, drafts of a document

or documents differing from one another by initials, interlineations, notations, erasures, file stamps, and the like shall be deemed to be distinct documents requiring separate identification or production. Copies of documents shall be legible.

2. "Communication" shall mean any transmission of information by oral, graphic, written, pictorial, electronic or otherwise perceptible means, including, but not limited to, telephone conversations, letters, telegrams, and personal conversations. A request seeking the identity of a communication addressing, relating or referring to, or discussing a specified matter encompasses documents having factual, contextual, or logical nexus to the matter, as well as communications in which explicit or implicit reference is made to the matter in the course of the communication.

3. "Person" includes any firm, corporation, joint venture, association, entity or group of persons unless the context clearly indicates that only an individual person is referred to.

4. Singular/Plural words expressing the singular number shall be deemed to also express the plural number; those expressing the masculine gender shall be deemed to express the feminine and neuter genders; those expressing the past tense shall be deemed to also express the present tense; and vice versa.

5. "Santanna" means Santanna Natural Gas Corporation, its affiliate Santanna Energy Services, and any agents acting on its behalf.

6. "IGS" means Interstate Gas Supply, Inc. and its affiliate IGS Energy.

B. Instructions for Answering

1. Where an interrogatory calls for an answer in multiple parts, each part should be separate in the answer so that the answer is clearly understandable.

2. Answer each interrogatory separately and fully in writing under oath, unless it is objected to. Clearly state objections. Answers must be signed by the person making them, and objections must be signed by the attorney asserting the objection.
3. If any answer requires more space than provided, continue the answer on the reverse side of the page or on an added page.
4. You are under a continuing duty to supplement your responses with respect to any question directly addressed to the identity and location of persons having knowledge of discoverable matters, the identity of any person expected to be called as a witness at trial, and the subject matter on which he or she is expected to testify and to correct any response which you know or later learn is incorrect or incomplete.
5. "You" and "your" or "yourself" refer to the party requested to respond to discovery or to produce documents and any present or former director, officer, agent, contractor, consultant, advisor, employee, partner, or joint venture of such party.
6. "Identify," or "state the identity of," or "identified" means:
 - A. When used in reference to an individual, to state his full name and present or last known position and business affiliation;
 - B. When used in reference to a commercial or governmental entity, to state its full name, type of entity (e.g., corporation, partnership, single proprietorship), and its present or last known address;
 - C. When used in reference to a communication, to state the type of communication (i.e., letter, personal conversation, etc.), the date thereof, and the parties thereto and, in the case of a conversation, to state the substance, place, and approximate time thereof, and identity of other persons in the presence of each party thereto.

INTERROGATORIES

The following interrogatories are propounded upon Santanna in accordance with Ohio Adm. Code 4901-1-16(D)(5); therefore, IGS is specifically requesting that all responses be supplemented with subsequently acquired information at the time such information is made available.

INT 02-01 Please indicate whether any of the third-party agents and/or vendors you identified in Attachment A to IGS' First Set of Interrogatories, Requests for Admissions, and Requests for Production of Documents were retained to *solicit retail electric and natural gas services door-to-door to commercial and residential customers in Ohio from October 10, 2017 through April 30, 2018.*

RESPONSE

INT 02-02 If the answer to INT-02-01 is in the affirmative, please identify the third-party agents and/or vendors that performed door-to-door electric and natural gas solicitations in Ohio on your behalf from October 10, 2017 through April 30, 2018.

RESPONSE

INT 02-03 Please indicate whether any of the entities, or their affiliates, identified in response to INT 02-01 has ever operated under the business or trade name of "Budget Energy."

RESPONSE

INT 02-04 Identify the principal place of business and telephone number associated with each party listed in response to INT-02-02.

RESPONSE

INT 02-05 Please provide the total number of retail electric enrollments that were obtained on your behalf by the parties identified in response to INT-02-02 from October 10, 2017 through April 30, 2018.

RESPONSE

INT 02-06 Please provide the total number of retail natural gas enrollments that were obtained on your behalf by the parties identified in response to INT-02-02 from October 10, 2017 through April 30, 2018.

RESPONSE

INT 02-07 Please indicate whether you reviewed and approved the sales and marketing scripts used by the parties identified in response to INT-02-02.

RESPONSE

INT 02-08 Please indicate whether you retained the signed contract and customer acknowledgement forms for every door-to-door retail natural gas and electric enrollment that the parties identified in response to INT 02-02 obtained on your behalf from October 10, 2017 through April 30, 2018.

RESPONSE

INT 02-09 Please indicate whether you received complaints from retail electric and natural gas customers in Ohio regarding the sales and marketing practices used by the parties identified in response to INT-02-02 from October 10, 2017 through April 30, 2018.

RESPONSE

INT 02-10 Please indicate whether you received complaints from current or former IGS electric and natural gas customers in Ohio regarding the sales and marketing practices used by the parties identified in response to INT-02-02 from October 10, 2017 through April 30, 2018.

RESPONSE

INT 02-11 If your answer to INT 02-09 is in the affirmative, please provide the number of complaints received, the date(s) those complaints were received, and a detailed summary of the actions taken to resolve those customer complaints.

RESPONSE

INT 02-12 If your answer to INT 02-09 is in the affirmative, please indicate whether you conducted an internal investigation to identify the pervasiveness of your agent's conduct and whether that conduct adversely impacted other Ohio customers.

RESPONSE

INT 02-13 If your answer to INT 02-09 is in the affirmative, please provide the identity of the third-party agents and/or vendors alleged to have engaged in the acts and practices complained of.

RESPONSE

INT 02-14 If your answer to INT 02-09 is in the affirmative, please indicate whether you reported your agent's conduct to the Public Utilities Commission of Ohio and provide the date that the report was made.

RESPONSE

INT 02-15 If your answer to INT 02-10 is in the affirmative, please provide the number of complaints received, the date(s) those complaints were received, and a detailed summary of the actions taken to resolve those customer complaints.

RESPONSE

INT 02-16 If your answer to INT 02-10 is in the affirmative, please indicate whether you conducted an internal investigation to identify the pervasiveness of your agent's conduct and whether that conduct adversely impacted IGS' customers in Ohio.

RESPONSE

INT 02-17 If your answer to INT 02-10 is in the affirmative, please provide the identity of the third-party agents and/or vendors alleged to have engaged in the acts and practices complained of.

RESPONSE

INT 02-18 If your answer to INT 02-10 is in the affirmative, please indicate whether you reported your agent's conduct to IGS and provide the date that the report was made.

RESPONSE

INT 02-19 Please indicate whether you formally terminated your relationship with any of the third-party agents and/or vendors identified in response to INT-02-02.

RESPONSE

INT-02-20 If your answer to INT-02-19 is in the affirmative, please identify the third-party agent(s) and/or vendor(s) terminated, the approximate date you formally terminated that business relationship as well as any justifications for doing so.

RESPONSE

INT-02-21 Please indicate whether any of the third-party agents and/or vendors you identified in Attachment A to IGS' First Set of Interrogatories, Requests for Admissions, and Requests for Production of Documents enrolled [REDACTED]

█████ for competitive retail electric services with Santanna Natural Gas Corporation on or around January 10, 2018.

RESPONSE

INT-02-22 If your answer to INT-02-21 is in the affirmative, please identify the third-party agent and/or vendor that performed the enrollment.

RESPONSE

INT-02-23 Please provide the total number of Ohio electric enrollments obtained on your behalf by the third-party agent and vendor identified in INT-02-22.

RESPONSE

INT-02-24 Please indicate whether any of the third-party agents and/or vendors you identified in Attachment A to IGS' First Set of Interrogatories, Requests for Admissions, and Requests for Production of Documents enrolled ██████████ ██████ for competitive retail natural gas services with Santanna Natural Gas Corporation on or around January 10, 2018.

RESPONSE

INT-02-25 If your answer to INT-02-24 is in the affirmative, please identify the third-party agent and/or vendor that performed the enrollment.

RESPONSE

INT-02-26 Please provide the total number of Ohio natural gas enrollments obtained on your behalf by the third-party agent and vendor identified in INT-02-25.

RESPONSE

REQUEST FOR PRODUCTION OF DOCUMENTS

The following requests for production of documents are propounded upon Santanna in accordance with Ohio Adm. Code 4901-1-16(D)(5); therefore, IGS is specifically requesting that all responses be supplemented with subsequently acquired information at the time such information is made available.

RFP 02-01 Please provide a copy of the sales and marketing script used by the third-party agents and/or vendors identified in INT-02-22 and INT-02-25.

RESPONSE

RFP 02-02 Please provide all contracts and acknowledgement forms associated with the retail electric and natural gas enrollments that were credited to the parties identified in response to INT 02-22 and INT-02-25.

RESPONSE

RFP 02-03 Please provide all audio recordings of complaints you received from electric and natural gas customers in Ohio regarding your third-party agents' and/or vendors' sales and marketing practices from October 10, 2017 through April 30, 2018.

RESPONSE

RFP 02-04 Please provide all audio recordings of complaints you received from IGS' electric and natural gas customers in Ohio regarding your third-party agents' and/or vendors' sales and marketing practices from October 10, 2017 through April 30, 2018.

RESPONSE

CERTIFICATE OF SERVICE

I hereby certify that a copy of the Interrogatories and Request for Production of Documents, Propounded Upon Santanna Natural Gas Corporation, *Second Set*, has been served via electronic transmission upon the following parties of record this 29th day of April 2019.

 /s/ Michael A. Nugent
Michael A. Nugent
Attorney for Complainant
Interstate Gas Supply, Inc.

SERVICE LIST

bojko@carpenterlipps.com
dressel@carpenterlipps.com

**BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO**

In the Matter of the Complaint of Interstate)
Gas Supply, Inc., d/b/a IGS Energy, v.)
Santanna Natural Gas Corporation, d/b/a) Case No. 19-362-GE-CSS
Santanna Energy Services, for Actions in)
Violation of the Ohio Revised and)
Administrative Codes.)
)

**INTERSTATE GAS SUPPLY INC.'S THIRD SET OF INTERROGATORIES AND
REQUESTS FOR PRODUCTION OF DOCUMENTS PROPOUNDED UPON
SANTANNA NATURAL GAS CORPORATION**

Michael Nugent (0090408)
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Counsel of Record
Joseph Olikier (0086088)
Email: joliker@igsenergy.com
IGS Energy
6100 Emerald Parkway
Dublin, Ohio 43016
Telephone: (614) 659-5000
Facsimile: (614) 659-5073

Interstate Gas Supply, Inc., d/b/a IGS Energy, hereby submits its third set of interrogatories, requests for admissions, and requests for production of documents to Santana Natural Gas Corporation, d/b/a Santanna Energy Services ("Santanna"), pursuant to Rule 4901:1-16, Ohio Administrative Code ("OAC"), Rule 4901:1-17, OAC, and Rule 4901:1-20, OAC. Please submit all responses to:

Michael Nugent
Email: mnugent@igsenergy.com
Joseph Olier
Email: jolier@igsenergy.com
IGS Energy
6100 Emerald Parkway
Dublin, Ohio 43016

DIRECTIONS

Please ensure that any responses comply with the directions provided below.

A. Definitions

The following definitions apply:

1. "Document" or "Documentation" when used in this discovery request, is used in its customary broad sense and means all originals of any nature whatsoever, identical copies, and all non-identical copies thereof, pertaining to any medium upon which intelligence or information is recorded in your possession, custody, or control regardless of where located; including any kind of printed, recorded, written, graphic, or photographic matter and things similar to any of the foregoing, regardless of their author or origin. The term specifically includes, without limiting the generality of the following: punch cards, printout sheets, movie film, slides, PowerPoint slides, phonograph records, photographs, memoranda, ledgers, work sheets, books, magazines, notebooks, diaries, calendars,

appointment books, registers, charts, tables, papers, agreements, contracts, purchase orders, checks and drafts, acknowledgments, invoices, authorizations, budgets, analysis, projections, transcripts, electronic mail, minutes of meetings of any kind, telegrams, drafts, instructions, announcements, schedules, price lists, electronic copies, reports, studies, statistics, forecasts, decisions, and orders, intra-office and inter-office communications, correspondence, financial data, summaries or records of conversations or interviews, statements, returns, diaries, work papers, maps, graphs, sketches, summaries or reports of investigations or negotiations, opinions or reports of consultants, brochures, bulletins, pamphlets, articles, advertisements, circulars, press releases, graphic records or representations/publications of any kind (including microfilm, videotape and records, however produced or reproduced), electronic, mechanical and electrical records of any kind and computer produced interpretations thereof (including, without limitation, tapes, tape cassettes, disks and records), other data compilations (including source codes, object codes, program documentation, computer programs, computer printouts, cards, tapes, disks and recordings used in automated data processing together with the programming instructions and other material necessary to translate, understand or use the same), all drafts, prints, issues, alterations, modifications, changes, amendments, and mechanical or electric sound recordings and transcripts to the foregoing. A request or discovery concerning documents addressing, relating or referring to or discussing a specified matter encompasses documents having a factual, contextual, or logical nexus to the matter, as well as documents making explicit or implicit reference thereto in the body of the documents. Originals and duplicates of the same document need not be separately identified or produced; however, drafts of a document

or documents differing from one another by initials, interlineations, notations, erasures, file stamps, and the like shall be deemed to be distinct documents requiring separate identification or production. Copies of documents shall be legible.

2. "Communication" shall mean any transmission of information by oral, graphic, written, pictorial, electronic or otherwise perceptible means, including, but not limited to, telephone conversations, letters, telegrams, and personal conversations. A request seeking the identity of a communication addressing, relating or referring to, or discussing a specified matter encompasses documents having factual, contextual, or logical nexus to the matter, as well as communications in which explicit or implicit reference is made to the matter in the course of the communication.

3. "Person" includes any firm, corporation, joint venture, association, entity or group of persons unless the context clearly indicates that only an individual person is referred to.

4. Singular/Plural words expressing the singular number shall be deemed to also express the plural number; those expressing the masculine gender shall be deemed to express the feminine and neuter genders; those expressing the past tense shall be deemed to also express the present tense; and vice versa.

5. "Santanna" means Santanna Natural Gas Corporation, its affiliate Santanna Energy Services, and any agents acting on its behalf.

6. "IGS" means Interstate Gas Supply, Inc. and its affiliate IGS Energy.

B. Instructions for Answering

1. Where an interrogatory calls for an answer in multiple parts, each part should be separate in the answer so that the answer is clearly understandable.

2. Answer each interrogatory separately and fully in writing under oath, unless it is objected to. Clearly state objections. Answers must be signed by the person making them, and objections must be signed by the attorney asserting the objection.
3. If any answer requires more space than provided, continue the answer on the reverse side of the page or on an added page.
4. You are under a continuing duty to supplement your responses with respect to any question directly addressed to the identity and location of persons having knowledge of discoverable matters, the identity of any person expected to be called as a witness at trial, and the subject matter on which he or she is expected to testify and to correct any response which you know or later learn is incorrect or incomplete.
5. "You" and "your" or "yourself" refer to the party requested to respond to discovery or to produce documents and any present or former director, officer, agent, contractor, consultant, advisor, employee, partner, or joint venture of such party.
6. "Identify," or "state the identity of," or "identified" means:
 - A. When used in reference to an individual, to state his full name and present or last known position and business affiliation;
 - B. When used in reference to a commercial or governmental entity, to state its full name, type of entity (e.g., corporation, partnership, single proprietorship), and its present or last known address;
 - C. When used in reference to a communication, to state the type of communication (i.e., letter, personal conversation, etc.), the date thereof, and the parties thereto and, in the case of a conversation, to state the substance, place, and approximate time thereof, and identity of other persons in the presence of each party thereto.

INTERROGATORIES

The following interrogatories are propounded upon Santanna in accordance with Ohio Adm. Code 4901-1-16(D)(5); therefore, IGS is specifically requesting that all responses be supplemented with subsequently acquired information at the time such information is made available.

INT 03-01 Please identify the name of the third-party agent and vendor you retained to enroll [REDACTED] for competitive natural gas services at the property located at [REDACTED]

RESPONSE

INT 03-02 Please provide the total number of Ohio natural gas enrollments obtained on your behalf by the third-party agent and vendor identified in response to INT 03-01.

RESPONSE

INT 03-03 Please indicate whether you enrolled [REDACTED] and/or [REDACTED] on or around March 21, 2018 date for competitive retail natural gas services at the property located at [REDACTED].

RESPONSE

INT 03-04 If the answer to INT 03-03 is in the affirmative, please identify whether that enrollment was performed via direct solicitation.

RESPONSE

INT 03-05 If your answer to INT 03-04 is in the affirmative, please indicate whether you obtained either [REDACTED] and/or [REDACTED]'s signature on the contract for competitive natural gas services.

RESPONSE

INT 03-06 If your answer to INT 03-05 is in the affirmative, please indicate whether you retained the original contract either [REDACTED] and/or [REDACTED] signed for competitive natural gas services.

RESPONSE

INT 03-07 If your answer to INT 03-05 is in the affirmative, please indicate whether you retained the original acknowledgement form either [REDACTED] and/or [REDACTED] signed for competitive natural gas services.

RESPONSE

INT 03-08 If your answer to INT 03-04 is in the affirmative, please identify the third-party agent and/or vendor that performed the enrollment.

RESPONSE

INT-03-09 Please provide the total number of Ohio natural gas enrollments obtained on your behalf by the third-party agent and vendor identified in response to INT 03-08 from October 15, 2017 through April 30, 2018.

RESPONSE

INT 03-10 If your answer to INT 03-03 is in the affirmative, please indicate whether that enrollment was performed telephonically.

RESPONSE

INT 03-11 If your answer to INT 03-10 is in the affirmative, please indicate whether a date and time stamped audio recording of the sales portion and verification of the natural gas contract's terms and conditions was made.

RESPONSE

INT 03-12 If your answer to 03-10 is in the affirmative, please indicate whether you retained the date and time stamped audio recording of either [REDACTED] and/or [REDACTED] enrollment and verification for competitive natural gas services.

RESPONSE

INT-03-13 If your answer to INT 03-10 is in the affirmative, please identify whether a third-party agent or vendor enrolled either [REDACTED] and/or [REDACTED] on your behalf for competitive natural gas services.

RESPONSE

INT-03-14 If your answer to INT 03-13 is in the affirmative, please identify the third-party agent and/or vendor that performed the telephonic enrollment.

RESPONSE

INT-03-15 Please provide the total number of Ohio natural gas enrollments obtained on your behalf by the third-party agent and vendor identified in response to INT 03-14 from October 15, 2017 through April 30, 2018.

RESPONSE

INT-03-16 Please indicate whether Ms. [REDACTED] contacted you directly by telephone to rescind her March 2018 enrollment with Santanna for competitive retail natural gas services.

RESPONSE

INT-03-17 Please indicate whether Ms. [REDACTED]'s request to rescind her March 2018 enrollment with Santanna for competitive retail natural gas services was processed and completed as requested.

RESPONSE

INT-03-18 Please provide the date Ms. [REDACTED]'s request to rescind her enrollment with Santanna for competitive retail natural gas services was processed.

RESPONSE

INT-03-19 Please indicate whether you made a second attempt to process Ms. [REDACTED]'s enrollment with Santanna for competitive natural gas services after she contacted you to rescind her enrollment.

RESPONSE

INT-03-20 Please identify whether you retained signed contracts for all direct solicitation enrollments performed by the third-party agent(s) identified in INT 03-08 and INT 03-27 from October 15, 2017 through April 30, 2018.

RESPONSE

INT-03-21 Please identify whether you retained the sales portion of the call for all telephonic enrollments performed by the third-party agent(s) identified in INT 03-14 and INT 03-31 from October 15, 2017 through April 30, 2018.

RESPONSE

INT-03-22 Please identify the telephone number, if any, the sales agent(s) that enrolled Ms. [REDACTED] used to contact customers.

RESPONSE

INT-03-23 Please indicate whether you enrolled [REDACTED] on or around January 22, 2018 for competitive retail electric services at the property located at [REDACTED]

RESPONSE

INT-03-24 If the answer to INT 03-23 is in the affirmative, please indicate whether that enrollment was performed via direct solicitation.

RESPONSE

INT-03-25 If the answer to INT 03-24 is in the affirmative, please indicate whether you obtained Ms. [REDACTED]'s signature on the contract for competitive retail electric services.

RESPONSE

INT-03-26 If the answer to INT 03-24 is in the affirmative, please indicate whether you retained the original contract Ms. [REDACTED] signed for competitive retail electric services.

RESPONSE

INT 03-27 If your answer to INT 03-24 is in the affirmative, please identify the third-party agent and/or vendor that performed the enrollment.

RESPONSE

INT-03-28 If the answer to INT 03-23 is in the affirmative, please indicate whether that enrollment was performed telephonically.

RESPONSE

INT-03-29 If the answer to INT 03-28 is in the affirmative, please indicate whether a date and time stamped audio recording of the sales portion and verification of the electric contract's terms and conditions was made.

RESPONSE

INT-03-30 If the answer to INT 03-23 is in the affirmative, please identify whether a third-party agent or vendor enrolled Ms. [REDACTED] on your behalf for competitive retail electric services.

RESPONSE

INT-03-31 If the answer to INT 03-30 is in the affirmative, please identify the third-party agent and vendor you retained to enroll Ms. [REDACTED] for competitive retail electric services.

RESPONSE

INT-03-32 Please provide the total number of Ohio electric enrollments obtained on your behalf by the third-party agent and vendor identified in response to INT 03-31 from October 15, 2017 through April 30, 2018.

RESPONSE

REQUESTS FOR ADMISSIONS

The following requests for admissions are propounded upon Santanna in accordance with Ohio Adm. Code 4901-1-16(D)(5); therefore, IGS is specifically requesting that all responses be supplemented with subsequently acquired information at the time such information is made available.

RFA 03-01 Admit that you do not review and approve the sales and marketing scripts used by the parties identified in INTs 03-08 and 03-28.

RESPONSE

RFA 03-02 Admit that you received complaints from current or former IGS electric and natural gas customers in Ohio regarding the sales and marketing practices used by your telephonic and door-to-door sales representatives from October 10, 2017 through April 30, 2018.

RESPONSE

RFA 03-03 Admit that none of the vendors listed in Attachment A (Confidential) to IGS' First Set of Interrogatories, Requests for Admissions, and Requests for Production of Documents provide in-person solicitation services on your behalf.

RESPONSE

REQUEST FOR PRODUCTION OF DOCUMENTS

The following requests for production of documents are propounded upon Santanna in accordance with Ohio Adm. Code 4901-1-16(D)(5); therefore, IGS is specifically requesting that all responses be supplemented with subsequently acquired information at the time such information is made available.

RFP 03-01 Please provide a copy of the sales and marketing script used by the third-party agents and/or vendors identified in INTs 03-08, 03-14, 03-27 and 03-31.

RESPONSE

RFP 03-02 Please provide all contracts and acknowledgement forms associated with the retail electric and natural gas enrollments of [REDACTED] and/or [REDACTED] and Deborah Bukovan with Santanna.

RESPONSE

RFP 03-03 Please provide all audio recordings associated with the retail electric and natural gas enrollments of [REDACTED] and/or [REDACTED] and [REDACTED] with Santanna.

RESPONSE

RFP 03-04 Please provide the March 2018 audio recording of Ms. [REDACTED]'s request to rescind her retail natural gas enrollment with Santanna.

RESPONSE

CERTIFICATE OF SERVICE

I hereby certify that a copy of the Interrogatories and Request for Production of Documents, Propounded Upon Santanna Natural Gas Corporation, *Third Set*, has been served via electronic transmission upon the following parties of record this 17th day of June 2019.

/s/ Michael A. Nugent

Michael A. Nugent
Attorney for Complainant
Interstate Gas Supply, Inc.

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May 13, 2019

VIA E-MAIL

Angela Hawkins
Legal Director
Public Utilities Commission of Ohio
180 East Broad Street, 11th Floor
Columbus, Ohio 43215
angela.hawkins@puco.ohio.gov

Re: Public Records Request for Records of Informal Complaints and/or Contacts

Dear Ms. Hawkins,

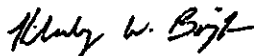
Pursuant to R.C. 149.43, et seq., Ohio's public records law, the undersigned hereby requests to obtain copies of certain public records relating to informal complaints that have been received by the Public Utilities Commission of Ohio (Commission). Specifically, this is a request for documents relating to the following:

1. All informal complaints and/or contacts to the Commission's call center regarding Interstate Gas Supply, Inc., IGS, or IGS Energy, beginning January 1, 2018 through the date of this letter.
2. All informal complaints and/or contacts to the Commission's call center regarding IDS Energy or IDS, beginning January 1, 2018 through the date of this letter.

The undersigned requests the above-described records in an electronic format, to be received via email to bojko@carpenterlipps.com as soon as possible, but no later than May 28, 2019. If the Commission expects a significant delay in responding to or fulfilling this request, please advise as to when the requested public records can be expected.

Please do not hesitate to contact me if you have any questions. Thank you.

Sincerely,



Kimberly W. Bojko

Brian Dressel

From: PublicRecords@puco.ohio.gov
Sent: Monday, June 24, 2019 2:01 PM
To: Brian Dressel; PublicRecords@puco.ohio.gov
Subject: RE: Public Records Request
Attachments: IGS Contact Report PPR 5.13.19-2019-05-14-13-21-37.xlsx

Mr. Dressel,
Please see the attached record responsive to your public records request.

Donald Leming

Public Utilities Commission of Ohio
Legal Department
Associate General Counsel
(614) 644-8955
www.PUCO.ohio.gov



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

From: Brian Dressel [mailto:dressel@CarpenterLipps.com]
Sent: Thursday, June 13, 2019 12:29 PM
To: PUCO PublicRecords <PublicRecords@puco.ohio.gov>
Subject: Public Records Request

Hello,

I wanted to follow up on the status of a public records request that I submitted regarding informal complaints and/or contacts to the Public Utilities Commission of Ohio's call center regarding Interstate Gas Supply, Inc., IGS Energy, IGS, IDS Energy, and/or IDS. On May 13, 2019. I was wondering if there is any update on this request and when we can expect to receive a response to the request. Any information that you can provide on the status of the request would be greatly appreciated.

Thank you for your time,

Brian W. Dressel
CARPENTER LIPPS & LELAND LLP
Columbus • Chicago
280 Plaza, Suite 1300
280 N. High Street
Columbus, OH 43215
(614) 365-4131
dressel@carpenterlipps.com

CONFIDENTIALITY NOTICE

Motion for Protective Order Against IGS Energy

The sender intends this message to be used exclusively by the addressee. This message may contain information that is privileged, confidential and exempt from disclosure under applicable law. Unauthorized disclosure or use of this information is strictly prohibited. If you received this communication in error please dispose of the message and reply to or contact Brian Dressel at (614) 365-4131.

IGS Contact Report PPR 5.13.19

As of 2019-03-14 11:21:37 - Generated by: Barbara Bosart - Sorted by Date/Time Opened (Descending)

Filtered By:
Date First Opened Date equals Custom (1/1/2018 to 5/13/2019)
Show: All cases
Units: Hours
Account in Question contains Interstate Gas Supp'r
PUCO ID equals 300112

Specific Code ↑ Case Account in Question Date/Time Opened PUCO ID Case Comments

Advertising &
Marketing

0018918 Interstate Gas Sup018 4:50 PM 3001: icb
caller states IGS came to door and wrote on bill and caller does not understand what the rep was doing.
caller states rep said would save \$21 on bill.
rep said \$55.9.

caller is talking in circles cannot understand.
advised caller would need to call IGS to go over contract.

Interstate Gas Sup018 4:50 PM 3001: provided number.

0019448 Interstate Gas Sup18 11:49 AM 3001: ICB
Caller cancelled supplier IGS, caller states the next day Consumer retention specialist rob ludden showed up at door at 9am. Caller states that he asked him to leave several times and rep would not and would not take no for an answer. caller states rep was only there a few minutes.
caller states getting calls advised to opt out of marketing as well.

Interstate Gas Sup18 11:49 AM 3001: icb

Billing Dispute

0018546 Interstate Gas Sup18 11:17 AM 3001: close
customer called, stated that she just received a \$800 bill this month. her bill was \$481 last month, and \$131.23 in Nov 2017. she called her supplier IGS in Oct 2017 to renew her contract rate for 5.99, but IGS has been apparently charging her a higher rate than that. her rate on the current bill is 7.41/kwh, and last month it was 7.11/kwh. she was also charged 7.11/kwh in Aug 2017 and 2016. IGS keeps telling her she's paying 5.99, but her bill says 7.41. she doesn't understand what is going on. her bill also says she used 7492 kwh.

i advised we can contact the supplier regarding her charges and the rate she's under contract for. gave her the case id and

Interstate Gas Sup18 11:17 AM 3001: inv time frame. invited call back

Interstate Gas Sup18 11:17 AM 3001: *** no response from cust - close case - will reopen upon the cust's contact ***

I called the cust and spoke with Frances Maynard - adv of the co response - she is going to send the PUCO the bill copy

Interstate Gas Sup18 11:17 AM 3001: showing a higher rate - provided mailing address.

Interstate Gas Sup18 11:17 AM 3001: review company response

0019428 Interstate Gas Sup018 4:35 PM 3001: RT IGS to cancel. Discussed A2A rates.

On 1/18, Frontier called her re: electric supply. Still has IGS, but wants to cancel.

Interstate Gas Sup018 4:35 PM 3001: Discussed current electric A2A supplier rates. RT IGS to cancel.

0019718 Interstate Gas Sup018 3:48 PM 3001: spoke to cust regarding co. rsp

I am on level billing with IGS Energy at the rate of \$81 per month. My level bill with DP&L is \$58 for a monthly total of \$139. Over the past year my actual IGS charge has been about \$31. I was told to call in March to change my level bill rate as April is their settle up month. My current budget balance with IGS is -\$427.09. When I called to reduce the \$81 charge I was told it could not be changed. When I asked for my \$427.09 overpayment, they told me it was up to DP&L to rectify that. I told IGS to cancel my level billing as of today. I called DP&L to ask about my overpayment owed me by IGS, I was told they have nothing to do with that. However, DP&L offered me a total level bill of \$76 per month, which includes the supplier amount. I called IGS and cancelled my account with them and told them I wanted my overpayment check submitted to me. They told me it would take two billing cycles of another \$81 each month to cancel. I told them to add it to the amount of overpayment they owe me and I would not be paying an additional \$81 until they got their paperwork in

Interstate Gas Sup018 3:48 PM 3001: order. My question is how can I re coop the \$427.09 IGS owes me? I would appreciate your assistance.

Per ph conv w/cust., advd co. rpts her budget was set at \$81.00 dollars a month. IGS processed her request to cancel.

Once the account terminates a credit will be processed and sent to DPL.

the credit will be in the range of \$346.09. She said that she knew she'd have a final bill and thought it would be lower than

Interstate Gas Sup018 3:48 PM 3001: what she originally thought. I asked if she had any questions and she said no. Advd cls case.

-caller says back in Nov, 2017, she was approved for PIPP @ \$62 a month

-caller says prior to enrolling on PIPP, she had chosen IGS Energy as her electric supplier

-caller says she rec'd a ltr from OE stating that \$205.36 has been written off - although, IGS Energy claims she owe them \$205.36

-caller mentions Collections, etc...

-caller says she should not be held responsible for the \$205.36 write-off

-forwarding to investigation to resolve

0019874 Interstate Gas Sup18 11:27 AM 3001: -case # provided

Called the customer to go over the company response and close. Explained that OE charges are placed into arrears and if she had OE supplying her generation, those charges would have been placed in her arrears, but IGS charges do not get placed in PIPP arrears. Advised that OE did not write-off her charges, they simply sent them back to IGS and that is why she is hearing from IGS. Advised that IGS is willing to offer her a payment arrangement. She said that she would call IGS

Interstate Gas Sup18 11:27 AM 3001: to set that up. Advised that I would close the investigation and invited a call back with any future utility concerns.

0019883 Interstate Gas Sup018 3:14 PM 3001: called to close, see comments

called cust and advised this was a good enrollment with the govern aggregation. It is now over and Greene county is going with AEP energy as the new aggregation. Stated he does not want to be placed into that. provided the number to opt out.

Also, went over bills with cust. Advised Dec- Feb were est bills, which could have been low est. Due to march being an

Interstate Gas Sup018 3:14 PM 3001: actual it tried up any missed usage.

cust calling to speak with S.B.
Interstate Gas Sup018 3:14 PM 3001: Transferred over to vm
govern aggregation. Stated most recent bill how more then doubled. Stated he never agreed to this. Stated there was a fee on the bill. Stated he has not contacted IGS (he hates them and does not feel the need to contact them).

Interstate Gas Sup018 3:14 PM 3001: advised can invest and will contact back
Interstate Gas Sup018 3:14 PM 3001: tried calling cust. no answer and no vm. will try back

Dear Samantha Boerstler.. thank you for making an investigation into my complaint. Is there any update as to the status of my complaint? I did not agree at all to have IGS as a supplier to me. I never authorized it. It was the local Jamestown government that did this without my consent or knowledge. I cannot afford to pay this huge monthly charge which is fraudulent. My only income is fixed income SSDI because I am in a wheelchair. Please let me know. Earnestly.. Philip Equi
Oct - Feb bills were estimated. Due to March bill being act if any est were low this trued up the difference. There is no additional fee on his bill from IGS. Would need to contacted either DP&L or IGS to cancel. There is no ETF to cancel with
Interstate Gas Sup018 3:14 PM 3001: IGS
Customer is calling about CGO and IGS. She stated that she used to have CGO with IGS as her supplier, but now resides where she has gas provided as a part of her rent. CGO has continued to debit her account for \$11 -13 per month for IGS charges and she is trying to find out what they are for. She had been on budget billing with CGO. She said that she called IGS and was told that the charges would stop, but she doesn't know why she has been charged. Provided IGS number and
0019903 Interstate Gas Sup018 2:02 PM 3001: ea number at CGO, and invited a call back.
0020013 Interstate Gas Sup018 2:21 PM 3001: LM. ICB.
Interstate Gas Sup018 2:21 PM 3001: LM inviting call back with any remaining questions or concerns regarding her AEP bill after being contacted by AEP.
Caller contacting on behalf of mother-in-law (Ms. Shelton). Caller states that she works for Palmco and had switched MIL to her co from IGS in Nov or Dec. Caller states that MIL had been on budget for \$50 per month. Caller states that now states that MIL had paid money to catch up with her AEP bill the weke of 3/12 for \$466. Caller is now being advised that her AEP bill is caught up but that there is still a charge from IGS on AEP bill (Caller states that AEP advised that their portion is caught up (?)). Caller also states that MIL had been on PIPP some two ago. Caller is looking to have Issue
Interstate Gas Sup018 2:21 PM 3001: clarified. Advised caller of investigative process.
0020159 Interstate Gas Sup018 3:44 PM 3001: -caller advised to put her concerns in writing in her own words and submit to the PUCO
-caller says she there is a By-passable generation & Transmission charge on her TE bill that she does not approve of
-caller also mention that IGS Energy is on her bill and she didn't authorize it
-caller says she want a refund of \$18.33
-caller was advised that the PUCO does not provide refunds
-caller asked if she can file a complaint with the PUCO
Interstate Gas Sup018 3:44 PM 3001: -caller was advised to put her concerns in writing, in her own words, and submit to the PUCO
Caller states that they had IGS at a rate of 6.96. They received a call and signed back up at a rate of 6.46. They were on budget billing and their budget rate went from \$415 to \$492. They told her it was because they had a bad winter. Advised her that it does not sound like she had a rate issue but a usage issue. They are all-electric. Advised her that the IGS rate is not that high and explained to her to look at it according to the PTC. She stated that DP&L rep told her that their rate does not go over 4 cents and she could have saved money. Advised her that she can review old bills to determine how the rate compared to the PTC and that there were probably some months where they actually saved money. She asked rep at DP&L to cancel IGS. IGS will be charging her an \$98 ETF. She asked if she should sign back up with IGS. Advised that is her decision. Advised all I can do is check with IGS on the rate and cancellation and confirm whether or not she has an ETF and if she has to pay it. She asked about what she has to pay once IGS is cancelled. Advised it depends on her balance.
0021130 Interstate Gas Sup018 2:34 PM 3001: Referred her to the DP&L hotline for guidance on the balance due and payment options.
Caller states that they had IGS at a rate of 6.96. They received a call and signed back up at a rate of 6.46. They were on budget billing and their budget rate went from \$415 to \$492. They told her it was because they had a bad winter. Advised her that it does not sound like she had a rate issue but a usage issue. They are all-electric. Advised her that the IGS rate is not that high and explained to her to look at it according to the PTC. She stated that DP&L rep told her that their rate does not go over 4 cents and she could have saved money. Advised her that she can review old bills to determine how the rate compared to the PTC and that there were probably some months where they actually saved money. She asked rep at DP&L to cancel IGS. IGS will be charging her an \$98 ETF. She asked if she should sign back up with IGS. Advised that is her decision. Advised all I can do is check with IGS on the rate and cancellation and confirm whether or not she has an ETF and if she has to pay it. She asked about what she has to pay once IGS is cancelled. Advised it depends on her balance.
Interstate Gas Sup018 2:34 PM 3001: Referred her to the DP&L hotline for guidance on the balance due and payment options.
0022364 Interstate Gas Sup018 3:20 PM 3001: spoke with cust - close case
Interstate Gas Sup018 3:20 PM 3001: *** sent initial email ***
Interstate Gas Sup018 3:20 PM 3001: *** review company response ***
account number 07006252352. Michael from the Canton, Ohio office has been trying to fix this issues with no success. We had a tenant take over another account at our building 3501 Lesh Street NE Canton, Ohio 44705. After we asked AEP to remove our exterior parking lot lights from one account and move them to the account I referenced above, AEP back charged me for these lights back to 2016 even though I already paid monthly for these lights over the years. Not only did we get a \$5k+ bill from AEP but I am getting high bills from IGS Account Number 5726516, another utility company because of this. This is fraud. Customer service is terrible.
Interstate Gas Sup018 3:20 PM 3001: Related to #223564
I called the cust - receptionist provided Robert Smith's cell phone number - 330-495-9544 - called the cust and left a
Interstate Gas Sup018 3:20 PM 3001: message for a return call.
I called the cust and spoke with Robert Smith - confirmed AEP's response --- on 8/29/18, CSR contacted him to apologize for the inconvenience and to let him know that a system error occurred and that AEP Ohio has adjusted the account to reflect a credit balance of \$747.98 that AEP Ohio owes him --- cust states that AEP has provided him a check and he thinks that everything has been corrected - he will know when he receives the new bill - adv that the correction on the system
Interstate Gas Sup018 3:20 PM 3001: error should correct his IGS acct - invited call back.

0022565 Interstate Gas Sup018 1:45 PM 3001: mailed letter to cust, see file
Introduces as- DPL energy resources (stated IGS purchased DPL)
IGS- \$0.0595 fixed 12 months

Interstate Gas Sup018 1:45 PM 3001: Agent advised cust of budget during the sales call and cust agreed to go on budget with IGS
Called in regarding supplier IGS on her DP&L account. Customer states she never signed up for budget billing with IGS. Bill is showing budget balance true up of 678.44. Called DP&L and spoke with Andrew and he advised customer may be on budget billing with supplier. Customer states she did not sign up for budget billing and wasn't looking into these

Interstate Gas Sup018 1:45 PM 3001: charges. Gave case# and invited call back.
Caller was looking for update on case. Advised caller that case is still open and that SB has received an initial response.

Interstate Gas Sup018 1:45 PM 3001: Caller is being advised by IGS that she owes them \$755.

Interstate Gas Sup018 1:45 PM 3001: see excel spreadsheet for breakdown
When cust agreed to going with IGS as a 12 month fixed rate of \$0.0595 she also agreed to go on a budget plan. Per the information received from DP&L and also the fixed rate her budget was placed at \$48.82. At the end of the 12 month IGS changed her budget based off of the new rate charge and per there company will not go over a certain percent. Due to

Interstate Gas Sup018 1:45 PM 3001: the amount of the budget her true up came due and did not cover all that was charged.

Interstate Gas Sup018 1:45 PM 3001: tried calling cust, no answer and no vm, will try back

Interstate Gas Sup018 1:45 PM 3001: tried calling cust to go over the IGS charge on her billing. no answer will try back

Interstate Gas Sup018 1:45 PM 3001: Tara from IGS called regarding the case- 614-659-5058.

Interstate Gas Sup018 1:45 PM 3001: tried calling cust, no answer and no vm, will draft letter

Interstate Gas Sup018 1:45 PM 3001: mailed letter to cust

0022733 Interstate Gas Sup018 1:48 PM 3001: Explained that \$100.37 was supply charges and \$99 was ETF.
Customer has Columbia gas and IGS/supplier

Columbia Gas (Acct# 131553110010007)
IGS Customer # not available at the moment.

Billing dispute

Customer renewed with supplier IGS, and believes she was misled with what her rates would be.
Customer claims she believed she had to choose a supplier from what the IGS rep told her during sign up originally.

After noticing increased supplier rates after renewal, Customer called supplier IGS to cancel the subscription for gas/electric.
Customer claims IGS charged 2 ETF's to her electric bill (\$100 gas + \$99 electric)
Customer claims her electric bill is now \$300

Interstate Gas Sup018 1:48 PM 3001: Customer claims her rates changed with renewal, appears to be variable.
I spoke w/ customer and advised of company response after reviewing both TPVs from Sept. '16 and May '18 for both gas and electric. Mrs. Vance believes that AEP is billing both the gas and electric ETFs on her AEP bill only. This is creating a bill of \$287.

Interstate Gas Sup018 1:48 PM 3001: I advised her that I would check w/ AEP EA and confirm what the charges on her bill are, and call her back today.
3wy w/ Emily@HL. She advised that \$100.37 was IGS supply, \$99 ETF and \$88 AEP budget.

I advised caller of the \$100 being supply charges and not an ETF. She understands. Also discussed budget billing and

Interstate Gas Sup018 1:48 PM 3001: reducing her bill.

0022735 Interstate Gas Sup018 2:16 PM 3001: Confirmed that \$100.37 were supply charges and not ETF.
Customer has AEP and IGS/supplier

AEP Acct # 07743627213
IGS Customer # not available at the moment.

Billing dispute

Customer renewed with supplier IGS, and believes she was misled with what her rates would be.
Customer claims she believed she had to choose a supplier from what the IGS rep told her during sign up originally.

After noticing increased supplier rates after renewal, Customer called supplier IGS to cancel the subscription for gas/electric.
Customer claims IGS charged 2 ETF's to her electric bill (\$100 gas + \$99 electric)
Customer claims her electric bill is now \$300.

Interstate Gas Sup018 2:16 PM 3001: Customer claims her rates changed with renewal, appears to be variable.
3wy w/ Emily@HL. IGS supply was \$100.37, \$99 ETF and \$88 AEP budget.

I advised caller of the \$100 being supply charges and not an ETF. She understands. Also discussed budget billing and

Interstate Gas Sup018 2:16 PM 3001: reducing her bill.

Interstate Gas Sup018 2:16 PM 3001: Working off of case 00227333

0023712 Interstate Gas Sup018 3:47 PM 3001: spoke with cust - close case

* review company response *

I called the cust and spoke with Dorothy Stewart - adv of the company response --- IGS does show that they spoke to you in May, IGS reviewed and replaced the NEST and gave you a 100 good will credit. You have a balance of 60.96 with IGS at this time. IGS will write off your balance. IGS is showing that you returned the NEST, so she would not be billed for the NEST. --- inquired if she has a bill showing the NEST - cust states that she does not but she states that AEP said that she did not get the credit - cust then states that the credit of \$100 was for her bill that was around \$800 - adv that the amount

Interstate Gas Sup018 3:47 PM 3001: that she now owes IGS is zero, as IGS states that they are writing off her bal of \$60.96.

Caller states that she agreed to sign up with IGS last Nov - IGS installed a nest thermostat if they agreed to use them - after the thermostat was put in, her bill was \$800 then the following month it was \$600 - the electric mtr just kept billing she told IGS and they referred her to contact nest thermostat - caller state that she did but was told that it was not their problem - that they gave the thermostats to IGS - after she had IGS removed the nest thermostat - her bill went down to \$220 - she states that her current bill is \$126.94 - she has cancelled with IGS and was told they would waive the ETF on 3/7/18 - but AEP told her that they have not waived the ETF - caller would like to know if IGS will give her a refund from the high bill due to the nest thermostat - adv of inv timeline.

Interstate Gas Sup018 3:47 PM 3001: * sent initial email *
Interstate Gas Sup018 3:47 PM 3001: Sean Bowers with IGS calling for DP.

0023778 Interstate Gas Sup18 12:39 PM 3001: Transfer to DP voicemail.
Sean Bowers from Igs is calling to speak with D.P
Interstate Gas Sup18 12:39 PM 3001: transferred over to vm

Informed customer of enrollment, my inability to require a reduction of charges since they billed per the contract terms and we do not control their budget billing. Informed her they are willing to set up a pymt arr. Also informed her they typically remove the supplier charges after two billing cycles and bill directly from there so it wont affect her utility svc.

Interstate Gas Sup18 12:39 PM 3001: ICB.

Informed customer of enrollment, my inability to require a reduction of charges since they billed per the contract terms and we do not control their budget billing. Informed her they are willing to set up a pymt arr. Also Informed her they typically remove the supplier charges after two billing cycles and bill directly from there so it wont affect her utility svc.

Interstate Gas Sup18 12:39 PM 3001: ICB.

Customer says IGS took over her original contract and things have been haywire ever since. Co claims she owes them \$1,700 though she's paid her DP&L bill every month, including the IGS charges. She requested they drop from her account in September and they refused to process her request. She had to go through DP&L to cancel and they are still on her bill. She needs help getting this resolved. She and her husband are on fixed incomes and can not afford to pay \$1,700 in addition to what they have already paid for their electric.

Interstate Gas Sup18 12:39 PM 3001: DP&L/IGS- IGS did not bill DP&L correctly for 1 yr. Stated from the year she over paid. Stated she cancelled with IGS, November 6. IGS is informing her they did not bill DP&L enough within the contract. Last 2 or three bill she only charged DP&L delivery service. Still receiving bills from DP&L with IGS. Stated was on a budget with IGS for \$20.00 a month.

Cust is wondering where payments are being applied to. Also she believes IGS is not billing her properly. Informed cust I can open an invest regarding the contract and billing

0.06667 Sept '17 12 month
0.0719 sept '18- 12 month

0025106 Interstate Gas Sup19 12:03 PM 3001: explained payment priority to customer. Stated she contacted DP&L and informed her as to why she has been informed how much is owed to DP&L and did not inform her that the payment would assessed to IGS.
Interstate Gas Sup19 12:03 PM 3001: Per Drake R. awaiting a response from tara
Interstate Gas Sup19 12:03 PM 3001: due to issues with the company issued a credit of \$74.95 to customer

Called and spoke with customer- due to issues with the company issued a credit of \$74.95 to customer
Cust advised me the level billing was incorrect and continued to inform IGS about the low budget amount. Explained to the customer how budget billing works. Unfortunately IGS set a budget that was low and a true up was owed. Cust then stated in Nov she cancelled her account. Informed cust it can take 1-2 billing cycles. Advised cust have payment priority is how payments are made. Cust wanted to go over all the billing with DP&L. went over billing to provide that she was billed correctly. Cust was confused about when DPL energy went to IGS. Informed cust that IGS purchased DPL energy. Cust wanted to go over the budget that IGS did not do correctly. Explained to cust we have no way of changing her budget amount. Cust then started to state DP&L was over charged. Cust stated she did not agreed to go with IGS energy. Cust does not understand the payment priority and thinks that she over paid both companies.

Advised cust I can break down the billing for her regarding the payment priority.

Interstate Gas Sup19 12:03 PM 3001: Cust then stated DP&L should have questions the low budget amount that IGS was charging her.
Spoke with Miliza about what to send to customer. Looked at attachment that was sent from DP&L and stated to send that breakdown to the customer
Interstate Gas Sup19 12:03 PM 3001: mailed to cust, see file
Interstate Gas Sup19 12:03 PM 3001: mailed payment information to customer, see file

Customer is calling about IGS for electric. She says that she cancelled service with IGS in January but IGS keeps billing her \$11.95 each and she does not know why. The charges do not appear on her OE bill, the company is simply debited her bank account each month. Suggested that this might be for some line protection. She says that she never enrolled in anything like that. Provided case ID, explained time frame and invited a call back.

0025953 Interstate Gas Sup019 3:52 PM 3001: Customer's husband, Patrick, enrolled in Home Warranty Program on 12/9/16 when he enrolled with the company for supply service. She needs to call 877 995-4447 to cancel.

Interstate Gas Sup019 3:52 PM 3001: Called Tara at IGS. This was for Home Warranty at \$11.95 per month. Customer enrolled in this in 2016 when she enrolled her electric service. Customer needs to call to cancel at 877 995-4447. Tara will send the signed docs from 2016.

Interstate Gas Sup019 3:52 PM 3001: Reached a message which asked for my remote access
Interstate Gas Sup019 3:52 PM 3001: code.
Interstate Gas Sup019 3:52 PM 3001: Customer response mailed

Caller states that he has a letter dated March 1 that he rec'd from IGS saying that he owes \$99.00. Caller said that he did not tell him there would be an ETF. Caller states that he did not contact the company about this to question this. Advd caller will look into this. Asked about the term of his contract and he said he doesn't remember that, only remembers that he was not told about an ETF.

0026129 Interstate Gas Sup019 2:30 PM 3001: Advd will send for invt. Advd co time line.

RESPONSE TO CASE 261293 (2ND CASE 257410)

Per ph conv w/cust., advd the following
IGS case

he owes an ETF of \$99.00. He said at the time of the enrollment, he doesn't recall being told there would be a fee to cancel.

Co. provided a copy of the enrollment card- fixed \$3.89/mcf for 36 mths—dated March 8, 2017, cust signed and provided acct number and email address

**at the bottom of the enrollment card it does state, this includes an ETF of \$99.00

Co. provided a copy of a contract, which includes rate, terms and ETF, \$99.00.

Interstate Gas Sup019 2:30 PM 3001: He said ok, I was wrong then. I asked if he had other questions and he said no, I think you covered it. Advd cls case.

Per ph conv w/cust., advd the following
IGS case

he owes an ETF of \$99.00. He said at the time of the enrollment, he doesn't recall being told there would be a fee to cancel.

Co. provided a copy of the enrollment card- fixed \$3.89/mcf for 36 mths—dated March 8, 2017, cust signed and provided acct number and email address

**at the bottom of the enrollment card it does state, this includes an ETF of \$99.00

Co. provided a copy of a contract, which includes rate, terms and ETF, \$99.00.

Interstate Gas Sup019 2:30 PM 3001: He said ok, I was wrong then. I asked if he had other questions and he said no, I think you covered it. Advd cls case.

Billing Inquiry

0018585 Interstate Gas Sup18 12:43 PM 3001: Advise she is to call IGS and verify if sh is in a contract and if an ETF is part of the cancellation. She is paying over \$4.00 per MCF.

Interstate Gas Sup18 12:43 PM 3001: Advise she is to call IGS and verify if sh is in a contract and if an ETF is part of the cancellation.

0018770 Interstate Gas Sup18 12:33 PM 3001: Educated customer.

Linda calling in stating that IGS is "messing" with their account. Stated she had IGS. She went online and signed-up with FES. She stated that an agent came to her door and was talking with her husband. He stated that IGS stated something about fixing what was messed-up. She then went on-line and signed back up with FES. Spoke to Mary at the company regarding the account. She stated that she did not see what the customer was saying. She stated that IGS is set to drop

Interstate Gas Sup18 12:33 PM 3001: as of 3/7/18 and it everything appears to be normal. Advised customer. She stated okay and she hung-up at that point.
0019012 Interstate Gas Sup018 1:55 PM 3001: Call IGS

Caller states that she is paying \$.69 per ccf under IGS but was unable to reach them. Attempted a call with IGS and they were in a company wide conference until 530pm. Caller then asked for SCO rate and fixed rate offers. Advised caller of

Interstate Gas Sup018 1:55 PM 3001: SCO and offer from New Wave. Also advised caller to contact IGS on 2/9 to inquire about contract status. Invited callback
0019174 Interstate Gas Sup18 10:18 AM 3001: Suggested he call IGS.

High bill this month. Called DP&L and told nothing could be done. As we talked I determined he has a supplier. He was not able to locate the PTC so I called the ea.

PTC is S.O. Been with supplier since 2013. Current rate is \$6.69/kwh. Over 3,000 kwh for the month.

Interstate Gas Sup18 10:18 AM 3001: I adv caller of above. Suggested he call IGS. Inquire about an etf.
0019995 Interstate Gas Sup018 4:31 PM 3001: spoke w cust - close case
I have been unable to reconcile an issue regarding billing with IGS Energy and well as AEP UNIO, hence this letter to your offices.

By way of explanation, I was approached by a representative of IGS Energy at my home address the first part of January, 2018. At that time I asked what our per hour kilowatt charge was for comparison purposes to AEP. I also told him that I'd be glad to talk with him again the following Wednesday..

This same day, I believe it was a Monday, I called the number for AEP and asked for a quote, the lady was kind enough to tell me it was in the neighborhood of \$0.056 per KWH. Since this cost was cheaper than what IGS was charging me, i.e., \$0.078 or so, I told the lady to transfer my account over to AEP from IGS since they already had my info. Remember now, this was mid-January.

My last regular pre change payment to IGS/AEP was on 11-21-17 in the amount of \$115.00 (electronic transfer). Taking for granted then that I should have owed for part of November all of December and partially for January as my DISCONNECT NOTICE noted, I calculate that I should have been billed in the neighborhood of \$400 plus, for that time period.

Interstate Gas Sup018 4:31 PM 3001:

Interstate Gas Sup018 4:31 PM 3001: *** sent initial email ***

Interstate Gas Sup018 4:31 PM 3001: *** review company response ***

I called the cust and spoke with Steven Kirby - cust states that he did get his refund back for \$512.10 - cust states that

Interstate Gas Sup018 4:31 PM 3001: everything has been settled - cust states, thank you - invited call back.

0020124 Interstate Gas Sup018 4:22 PM 3001: SCO

0020246 Interstate Gas Sup018 4:22 PM 3001: Caller states that he had received a letter from IGS welcoming caller as a customer under SCO. Advised caller of what SCO entails and that he will be charged the same as Vectren. Also advised caller that he can contact DP&L and Vectren for more details. put on Do Not Solicit list. Invited callback.

0020246 Interstate Gas Sup018 8:32 AM 3001: EA of AEP, Call IGS
Caller states that she had been on budget for \$151 per month, \$71 of which was an IGS charge when she received her most recent AEP bill that had a "Budget True Up" of \$285 from IGS. Caller was looking to see how IGS came up with that amount. Caller was unsure if this was an anniversary month and had advised IGS that she was letting contract expire at the end of April. Advised caller to contact EA of AEP for more details on her usage vs budget payment and to contact IGS regarding the charge. Invited callback.

0020669 Interstate Gas Sup018 1:55 PM 3001: Call IGS
Caller states that she had a door-to-door rep from IGS enroll her for both electric and gas on 2/27 and was looking to see if this was a good deal. Advised caller of SCO price and how to find price-to-compare offers on TE bill. Also quoted offers on a2a website for IGS for 36 months fixed. Caller will be contacting IGS to cancel out of both. Invited callback.

0020986 Interstate Gas Sup018 9:35 AM 3001: Caller states that he had received a disconnect notice for 6/4 with \$522 due. Caller states that he had been on budget for \$99 per month for the past three years. Caller states that he has yet to speak with CG. Advised caller of number for EA of CG for further details. Invited callback.

Interstate Gas Sup018 9:35 AM 3001: Called customer to close, valid enrollment, left vm.
CALLING BACK,
Caller asking to speak with MY.
Caller wrote down HL number wrong.
Caller keeps asking why his bill is so high.

Caller has IGS, being charged a high rate.
caller states they tricked him, asked if he cancelled caller states co trying to charge 99 to cancel.

advised i would ask for contract info

Interstate Gas Sup018 9:35 AM 3001: advised of case number

0021282 Interstate Gas Sup018 3:21 PM 3001: RTC
customer called, stated that he has questions about his electric, gas, and water bills. his IGS appears on his electric bill and they are charging 0.0779/kwh and he believes he cancelled them already. he doesn't recall when he called them. he says they are still charging him when they shouldn't be. he says that he is confused about all the charges on his account.

Interstate Gas Sup018 3:21 PM 3001: he says he also has CGO and city of cleveland water. i advised him to contact AGO for water bill issue. ICB.

0021805 Interstate Gas Sup018 10:51 AM 3001: referred to IGS
customer called, wondering why he's paying 4.74/mcf, says his bill says he has IGS, he never enrolled with them. i advised Interstate Gas Sup018 10:51 AM 3001: he should call them to inquire about his rate and contract status. ICB.
The customer wanted IGS number to make sure she had no cancellation fees.

0022931 Interstate Gas Sup018 9:41 AM 3001: Gave number
The customer wanted IGS number to make sure she had no cancellation fees.

Interstate Gas Sup018 9:41 AM 3001: Gave number
Customer calling regarding supplier charges on the bill. Answered questions regarding suppliers. Customer wanted to know why there was supplier and deliver charges on bill. Invited call back.

0023068 Interstate Gas Sup018 3:58 PM 3001: We, and several of our friends, have had the supposed amount of electric tripled on this months billed. We have changed nothing in this house and the stated kwh used increased from 124kwh to 1115kwh. AEP appears to be gouging its customers and many will pay this bill without any questions. Who can investigate these overcharges? People with automatic bill payment and the elderly will pay these bills without questions and AEP will be robbing them!!! sent initial email to AEP as the notes show this is an issue regarding AEP and the KWH used. Nothing in the notes

0023873 Interstate Gas Sup018 1:01 AM 3001: discusses IGS although they are the company of record.
LM ON VM TO CLOSE

Interstate Gas Sup018 1:01 AM 3001: explained meter was misread and correction was made on rebill.
returned customer call and left VM

Interstate Gas Sup018 1:01 AM 3001: advised we received newest address issue and forwarded for INV also.
Customer called requesting to speak LG.
Informed customer LG was currently unavailable.

Interstate Gas Sup018 1:01 AM 3001: Transferred customer to LG voicemail as requested.

0024254 Interstate Gas Sup018 11:47 AM 3001: Customer doesn't want to proceed with the investigation. Advised to call back. if she wants to proceed. Invited call back

Interstate Gas Sup018 11:47 AM 3001: Customer doesn't want to proceed with the investigation. Advised to call back. if she wants to proceed. Invited call back.
Customer calling about IGS. Cust calling about IGS. Customer states the rate they are charging her is wrong. Customer thinks they signed up with IGS in Mar. 0.0659 is the rate she was given on the enrollment letter. Caller could not identify the term length of the actual contract. Opening an investigation to get original contract info to see if IGS is honoring the contract. Gave case# and invited call back.

Customer called to discuss his current supplier charges.
Customer is calling on behalf of his mother, who is elderly.
Customer recently received an electric bill, from \$0.54 to \$0.81Kwh

Customer believes they have been with the same supplier for over 20 years.
Customer questioned rather or not he would be able to collect a refund for being overcharged.
I informed the customer, typically when a contract ends, the customer is placed on a variable rate.

Customer is unsure of his contract terms and conditions.
I advised the customer to contact the supplier to request a copy of his contract, and review the terms.
Customer will be returning to having his distributor pick the supplier for him.

I provided the contact information for IGS.
I provided my name.

0024350 Interstate Gas Sup018 7:54 AM 3001: ICB should the customer have further questions after reviewing his contract terms.
Advised to contact IGS and review contract terms and conditions.

Interstate Gas Sup018 7:54 AM 3001: Icb.

Caller stated that she was with IGS and then signed-up with NRG. She was charged a \$100 ETF by IGS. She does not recall having an ETF with IGS. Also, she is not sure of the rate with IGS but notes her bill was higher and she was charged a deposit with AEP. Advised customer she would need to review the T&C with IGS. She did not have them. Does not recall having them. Referred her to call IGS and inquire about the rate that she agreed to and if she was charged that rate for her contract term and to get the contract term info. She can also ask about the ETF and if they would be willing to waive

0024355 Interstate Gas Sup18 12:54 PM 3001: it. Advised if any further concerns to feel free to give us a call back.

Interstate Gas Sup18 12:54 PM 3001: Referred to IGS.

Caller states that he noticed IGS on his bill, but he didn't sign up with them and his bill is higher than previous bills.

0024479 Interstate Gas Sup019 2:39 PM 3001: Edu caller that IGS is one of the suppliers for the SCO and his rate is through CGO. Reviewed the AZA chart to show caller that the SCO rate has actually decreased and verified on his bill the the reads are actual reads. Icb.

Interstate Gas Sup019 2:39 PM 3001: Edu caller that IGS is one of the suppliers for the SCO and his rate is through CGO. Reviewed the AZA chart to show caller that the SCO rate has actually decreased and verified on his bill the the reads are actual reads. Icb.

customer states he has OE and then IGS is on his bill too and wanted to know why? I explained at some point he was signed up with IGS and explained CHOICE. he states that OE charges are more and I told him their charges do not go away when a customer is with a supplier. He wants to know why his bill is high, I explained I can not explain why his bill is high. He first needs to call OE and inquire about his bill as I do not have account info here. He then needs to call IGS to find out how and why he was signed up with them. I can not tell him that. I explained when a customer is with a supplier that they pay for the actual electric to them. I also explained to the customer that his bill could be higher due to the rate he is paying and I asked what his rate is and he does not know. I told him he first needs to call OE about his bill and then IGS about how he was signed up. He wanted to know why he has to have both and I told him he does not, I don't know how

0024569 Interstate Gas Sup019 1:52 PM 3001: and when he was signed up with IGS. he needs to find that out. Gave him phone numbers to both companies. ICB.

customer states he has OE and then IGS is on his bill too and wanted to know why? I explained at some point he was signed up with IGS and explained CHOICE. he states that OE charges are more and I told him their charges do not go away when a customer is with a supplier. He wants to know why his bill is high, I explained I can not explain why his bill is high. He first needs to call OE and inquire about his bill as I do not have account info here. He then needs to call IGS to find out how and why he was signed up with them. I can not tell him that. I explained when a customer is with a supplier that they pay for the actual electric to them. I also explained to the customer that his bill could be higher due to the rate he is paying and I asked what his rate is and he does not know. I told him he first needs to call OE about his bill and then IGS about how he was signed up. He wanted to know why he has to have both and I told him he does not, I don't know how

Interstate Gas Sup019 1:52 PM 3001: and when he was signed up with IGS. he needs to find that out. Gave him phone numbers to both companies. ICB.

Caller was looking what rate she is currently paying with IGS. Advised caller of current SCO rate for comparison and gave

0024592 Interstate Gas Sup19 10:57 AM 3001: number for EA of DEO for further details. ICB

Interstate Gas Sup19 10:57 AM 3001: EA of DEO

Caller states that she had enrolled with IGS in Nov and had been paying \$4.74 per mcf under IGS with 18.1 mcf on her most recent bill. Caller had contacted DEO about this and was advised to contact PUCO. Advised caller that if her bill had

0024757 Interstate Gas Sup19 12:20 PM 3001: jumped it would be due to the usage. Advised caller of number for EA of DEO for further details. ICB

Interstate Gas Sup19 12:20 PM 3001: EA of DEO

cust stating igs came to her home back in Dec pretending to be her current supplier
the rep told her they made a mistake and put her on the variable rate and needs to get her on fix so cust allowed them
cust got er jan bill showing her real supplier vista is charging her an etf
cust called oe and they said she signed up with IGS Dec 15th
cust wants to report this she was mislead and lied to thinking they were vista and they switched her
adv cust to contact vista to see about getting fee waived and going back with them
but cust wants to make sure IGS cancels her and doesn't charge a fee for the misleading rep
adv cust of investigation process

0024908 Interstate Gas Sup019 3:53 PM 3001: Icb

reviewed cust complaint and co. rsp. my findings is that the agent was not misleading w/this enrollment, the co. name is on all signed electronic documents that the company provided me with.

**CHANGED CODING ON CASE RECORD TO BILLING INQUIRY

Per ph conv w/cust, advd -Co. provided their GPS tracking sys. for her enrollment, showing cust address., name, time stamp and date stamp.

-Co. provided a copy of her signed acknowledgement form for the enrollment on Nov 27, 2018 to where she answered yes to all required statements and then signed.

-IGS did call and speak to her regarding her enrollment.

-She stated that their agent showed her his ID badge and permit.

-She seemed to be confused regarding IGS sale vs the Vista Energy sale.

-IGS told her they would cancel her contract

-IGS agreed to waive the fee (\$99.00) in hopes once she sorts things out, she would consider enrolling again with IGS.

Interstate Gas Sup019 3:53 PM 3001:

Interstate Gas Sup019 3:53 PM 3001: cust called to give account number
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Per ph conv w/cust, advd -Co. provided their GPS tracking sys. for her enrollment, showing cust address., name, time stamp and date stamp.

-Co. provided a copy of her signed acknowledgement form for the enrollment on Nov 27, 2018 to where she answered yes to all required statements and then signed.

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-She stated that their agent showed her his ID badge and permit.

-She seemed to be confused regarding IGS sale vs the Vista Energy sale.

-IGS told her they would cancel her contract

-IGS agreed to waive the fee (\$99.00) in hopes once she sorts things out, she would consider enrolling again with IGS.

Interstate Gas Sup019 3:53 PM 3001: She said that all the rep showed her was a crumbled up permit from the city that looked like it had been wet. I advd my caller states the IGS charges on the current CGO bill are 90¢, which makes the bill \$101. States he lived in the house for 17 years and the bill was never this high, states he doesn't know who IGS is and he hasn't contacted CGO.

Asked caller if the bill says he is billed under the SCO or Choice - he states it says standard but he doesn't know.

***** Advised caller he can contact CGO to verify since the PUCO does not have access to his bill. Advised If IGS is assigned under the Choice program he can give PUCO a call back and we can ask IGS how he was enrolled or he can contact IGS directly. *****

Caller states he remembers way back when he could only get gas from CGO and now he can get it from carry outs.

Advised caller supplier charges may be higher if his usage has increased. Caller claims the gas bill for his other 1800 sq ft house isn't this high. ***** Advised caller what the SCO rate is currently and what it is based on. *****

Advised caller again PUCO can not see his bill so he can contact CGO for confirmation regarding whether or not IGS is assigned under the SCO or Choice. Advised he can also discuss his usage with CGO.

0025040 Interstate Gas Sup019 3:46 PM 3001: ***** Invited call back earlier in the call. *****

Interstate Gas Sup019 3:46 PM 3001: Referred to CGO to verify if IGS is billed under SCO or Choice, ICB.

Customer had IGS. SFE offered a lower rate and then he received an ETF from IGS. Customer was told by SFE to call the PUCO to have ETF waived by IGS. Customer enrolled in SFE on Feb 15. Customer has not contacted IGS regarding \$99 ETF per utility (DEO and OE).

0025521 Interstate Gas Sup019 2:45 PM 3001: I advised if he agreed to an ETF the PUCO cannot force IGS to waive charges. I advised customer to call IGS. ICB.

Interstate Gas Sup019 2:45 PM 3001: Ed ref

Calling about his house account. States that he called IGS on 1/11 to drop them. Rep at AEP told him he will see the AEP rate in effect 4/19. She did tell him it takes 1-2 bill cycles. Advised 1-2 bill cycles is industry standard. Also, sounds like he missed January cut-off and I am thinking he will see the AEP rate on April bill and not change over in April. Referred to hotline to ask for more of an explanation regarding the timing issues. Advised if any further concerns to feel free to give

0025588 Interstate Gas Sup019 9:40 AM 3001: us a call back.

Interstate Gas Sup019 9:40 AM 3001: Referred to hotline. ICB.

0025934 Interstate Gas Sup019 10:50 AM 3001: caller advised by Tamara, via EA hotline

-senior citizen

-caller says he's calling about his \$185 gas bill

-when asked, caller could not identify the name of the supplier on his bill >> caller kept saying GS Energy

-caller has not contacted DEO first

-Intake Rep routed call over to Tamara, via EA hotline for furtherance >> according to company records, Choice supplier: IGS Energy - since 2013 | customer's usage is higher this winter b/c the temperatures were colder than last winter's temperature average

Interstate Gas Sup019 10:50 AM 3001: -caller advised by Tamara, via EA hotline

0025965 Interstate Gas Sup019 10:54 AM 3001: EA of DP&L

Caller states that he had gone into a 1/3 payment arrangement with DP&L in Dec. Caller had been making his payments to DP&L when he received a notice from IGS advising that he owed an amount (Caller was unaware of this amount). Caller has also received notice from IGS that his account with them will end on 4/3 due to this bill. Caller is current with DP&L. Caller had contacted IGS regarding his bill and was advised that DP&L hadn't paid them. Advised caller of payment

Interstate Gas Sup019 10:54 AM 3001: process between utility and supplier and gave number for EA of DP&L to see if this is so and why. ICB

customer called, says that she is with IGS Energy and they are charging her \$0.559/ccf. she says she renewed her contract with them about 6mos ago and it was supposed to be a 6yr contract. ehs says that their charged are \$81.61 this month. she says the rate is high.

0026389 Interstate Gas Sup19 11:09 AM 3001: I advised she should call IGS directly to get more info about this rate.
Interstate Gas Sup19 11:09 AM 3001: RTC
0026422 Interstate Gas Sup019 4:15 PM 3001: Since she could not find the rate on her bill, I advise her to call CGO to inquire if the rate is good or not.
Call Company First 0018313 Interstate Gas Sup18 12:05 PM 3001: RTC
Caller states they have IGS for natural gas supply. States they received a call today from someone saying they are from IGS and that their current rate is about to expire. Caller states she doesn't believe the call was with IGS. When she called IGS, she was told that yes, IGS had called her and yes, her supplier is IGS, and yes her contracted rate is expiring. Caller still doesn't believe she was speaking with IGS because her husband told her that a letter he received in 2017 said he didn't have to do anything to remain with IGS.

Asked caller if the letter states when the current term ends, she states she doesn't have the letter because they are in Florida right now and the letter is at home in Ohio.
Caller wants the PUCO to tell her if it was really IGS that called her. Advised caller PUCO does not have access to that type of info, suggested she call IGS customer service and gave her the number.
Interstate Gas Sup18 12:05 PM 3001: TWWC
0018471 Interstate Gas Sup18 8:13 AM 3001: TWWC
0019087 Interstate Gas Sup18 10:43 AM 3001: referred to IGS
customer called, says her mother the acct holder passed away, is now trying to switch accts over into her name. gave her the number to IGS.
Interstate Gas Sup18 10:43 AM 3001: TWWC
0019363 Interstate Gas Sup18 12:43 PM 3001: gave number to IGS
cust wants to know if she stays with IGS energy what their rate will change to
Interstate Gas Sup18 12:43 PM 3001: gave cust number to IGS
0019370 Interstate Gas Sup018 2:12 PM 3001: Referred to Company
Customer states 1 month ago IGS came to her door and customer enrolled because they told her if she did not she would have a \$100 fee. Customer then called OE and told them she did not want any changes to occur. Customer received notification today that her supplier is changing. Customer does not want supplier to change.
Interstate Gas Sup018 2:12 PM 3001: I advised customer should have 7 days from notification to cancel without etf. I advised of number for OE.
0019552 Interstate Gas Sup18 9:33 AM 3001: TWWC
0019658 Interstate Gas Sup018 4:10 PM 3001: gave number to IGS
cust just wants to make sure that IGS is still his supplier
gave number to IGS
Interstate Gas Sup018 4:10 PM 3001: icb
0019775 Interstate Gas Sup018 3:52 PM 3001: gave number to IGS
cust wants to know when her contract ends and when she can switch with no penalty
gave number to IGS
Interstate Gas Sup018 3:52 PM 3001: icb
0020686 Interstate Gas Sup18 12:00 PM 3001: RT IGS 800-280-4474.
Calling to confirm whether or not there is an ETF for her account w/ IGS. TWWC>
Interstate Gas Sup18 12:00 PM 3001: RT IGS 800-280-4474.
0020840 Interstate Gas Sup018 2:37 PM 3001: Adv acct in good standing.
Received a notice he'd be dropped if pmt not received. He just paid the utility over \$400. I told him it is possible the pmt and the notice crossed in the mail.
Interstate Gas Sup018 2:37 PM 3001: I called the ea at IGS. Pmt was received and no longer in collections. I adv caller.
0021074 Interstate Gas Sup18 11:56 AM 3001: RTC
Interstate Gas Sup18 11:56 AM 3001: customer trying to reach IGS to new renew her contract. RTC
0021514 Interstate Gas Sup18 10:12 AM 3001: icb
cust wants to cancel IGS
gave number adv to keep cancellation number
Interstate Gas Sup18 10:12 AM 3001: icb
0021536 Interstate Gas Sup18 12:32 PM 3001: RTC
customer called, stated that she received a visit from a young man, he came to her door, told her he was from IGS Energy. she wants to remain with OE who's been her carrier since 1959. I asked if he asked to see her bill and she said yes, advised her to call OE to cancel the switch.
Interstate Gas Sup18 12:32 PM 3001: her to call OE to cancel the switch.
0021544 Interstate Gas Sup018 4:19 PM 3001: Call IGS
Caller states that she had received a \$99 bill from IGS and was unable to reach the company via local number. Advised caller of toll free number and invited callback if bill is still in dispute.
Interstate Gas Sup018 4:19 PM 3001: ICB
0021553 Interstate Gas Sup18 11:05 AM 3001: ICB
Interstate Gas Sup18 11:05 AM 3001: Caller wanted number for IGS, provided and icb
0021561 Interstate Gas Sup018 3:08 PM 3001: Advised IGS is showing as supplier
Caller has Vectren
Caller has IGS Energy as supplier
Caller questions if IGS energy is still a supplier
Interstate Gas Sup018 3:08 PM 3001: Advised it is.
0021783 Interstate Gas Sup18 11:37 AM 3001: RTC
Caller states she received a notice from IGS so she called DEO for the number to IGS, states she was given the number to the PUCO. *****Caller has questions for IGS about the notice. Gave caller # to IGS. *****
0021975 Interstate Gas Sup018 5:03 PM 3001: Advised him to have uncle call in or give us authorization to talk to him. Invited call back.
Called in for his uncle because IGS is charging an early term fee because their rates went up and he switched. Advised him to have uncle call in or give us authorization to talk to him. Invited call back.
Interstate Gas Sup018 5:03 PM 3001: him to have uncle call in or give us authorization to talk to him. Invited call back.
0021985 Interstate Gas Sup18 11:25 AM 3001: contact info to reach IGS Energy provided for furtherance

-caller that she reached IGS Energy
-caller says she rec'd a ETF from IGS Energy

Interstate Gas Sup18 11:25 AM 3001: -contact info to reach IGS Energy provided for furtherance
0021992 Interstate Gas Sup018 1:46 PM 3001: twwc
0022281 Interstate Gas Sup018 4:35 PM 3001: Advised of IGS contact info.
Customer called to reach supplier IGS Energy.
Interstate Gas Sup018 4:35 PM 3001: Provided the contact info as requested.
Calling to cancel IGS and stay with his previous supplier. He enrolled with IGS a couple weeks ago.
Informed him it may be too late to cancel before the switch is processed. Suggested requesting a cancellation
0022354 Interstate Gas Sup18 10:52 AM 3001: confirmation number from IGS. Xfrd to IGS. ICB.
Calling to cancel IGS and stay with his previous supplier. He enrolled with IGS a couple weeks ago.
Informed him it may be too late to cancel before the switch is processed. Suggested requesting a cancellation
Interstate Gas Sup18 10:52 AM 3001: confirmation number from IGS. Xfrd to IGS. ICB.
Adv caller to contact DEO to confirm the process of switching from one supplier to another, ensure that Direct Energy
0023106 Interstate Gas Sup18 9:42 AM 3001: doesn't switch her too soon and supplied the number. Icb.
Interstate Gas Sup18 9:42 AM 3001: Calling to cancel IGS, advised PUCO, offered number, call cut out.

Caller is calling back after dropping the call. Caller states that she is elderly with no one to help her and she switched to IGS about 3 months ago for a 4 month term. Caller says that she is switching to Direct Energy (rep's name Kyla, 443-925-9042) after a visit at her home. Caller says that she was given an ID number of 00140060754(or 9)3068 by Kyla for the switch and was told to call the PUCO to adv that she didn't want to pay the ETF.

Caller is very nervous now because after speaking with M.H. and finding out that the PUCO doesn't handle billing, she tried to contact Kyla and received a vm, which scared her into feeling swindled.

Adv caller to contact DEO to confirm the process of switching from one supplier to another, ensure that Direct Energy
Interstate Gas Sup18 9:42 AM 3001: doesn't switch her too soon and supplied the number. Icb.
0023122 Interstate Gas Sup018 3:16 PM 3001: Icb
IGS Energy - Supplier

Customer called to verify rather or not IGS Energy can charge an early cancellation penalty.
Customer is paying more than SCO customers.
Informed customer IGS can charge a early cancellation penalty if the contract is cancelled before the end date.
Advised customer to contact IGS Energy to verify contract terms and expiration.

Provided my name
Interstate Gas Sup018 3:16 PM 3001: Icb
Caller said she noticed IGS on her bill and she wants to be back on the SCO. Informed her I can open an investigation in to the enrollment. She said she doesn't care how the enrollment occurred. Advised she would need to contact DEO to
0023151 Interstate Gas Sup018 3:43 PM 3001: request to be returned to therl rate. ICB.
0023155 Interstate Gas Sup18 8:57 AM 3001: referred to IGS
Interstate Gas Sup18 8:57 AM 3001: customer called, wants to cancel enrollment with IGS that took place on 10/9/18. gave her the number to IGS. ICB.
0023336 Interstate Gas Sup18 12:21 PM 3001: CCF

OE came to his door to sell different supplier. Signed up with IGS. Does not want IGS and wants to keep regular supplier.
Wanting to cancel. Stated he cannot get in touch with anyone at OE due to auto system. Suggested hitting 0 when calling
Interstate Gas Sup18 12:21 PM 3001: OE to speak with a rep. Informed him that we have no authority over his account to cancel a switch for him
0023352 Interstate Gas Sup18 8:14 AM 3001: Advised Igs
Caller has Ohio Edison and Dominion
Caller wants to make sure she has Igs
Interstate Gas Sup18 8:14 AM 3001: Advised of Igs number
0023352 Interstate Gas Sup18 8:17 AM 3001: Advised of Igs number
Caller has Ohio Edison and Dominion
Caller wants to make sure he is with Igs
Interstate Gas Sup18 8:17 AM 3001: Advised of Igs number
0023392 Interstate Gas Sup18 12:19 PM 3001: supplier
trying to find out who her supplier is. She stated she signed something to go with dominion energy but is with IGS.
Interstate Gas Sup18 12:19 PM 3001: suggested contacting DEO and they would be able to provide account info
0023474 Interstate Gas Sup18 9:38 AM 3001: TWWC.
0023799 Interstate Gas Sup18 9:12 AM 3001: Call ONG then IGS

Caller currently has ONG and is being offered a renewal rate of \$.57 per ccf. Caller is being offered \$.44 per ccf from IGS.
Interstate Gas Sup18 9:12 AM 3001: Advised caller to contact ONG first to see if they can match offer and then check on status of contract. ICB
Caller calling back to find out who he has for his supplier.
Advised no access to his account info-Advised to contact Company
Interstate Gas Sup18 9:12 AM 3001: (Updated address and last name- Caller states should be 4705 not 3705 and Fortener not Fortner.)
0023813 Interstate Gas Sup018 1:41 PM 3001: call company first
Interstate Gas Sup018 1:41 PM 3001: customer called for the number to IGS Energy.
0024091 Interstate Gas Sup018 3:14 PM 3001: ICB
customer called, currently under contract with IGS, wants to find out status of contract. gave him the number to IGS and
Interstate Gas Sup018 3:14 PM 3001: NOPEC at his request. ICB.
0024107 Interstate Gas Sup018 2:09 PM 3001: Adv caller to contact Duke to see if the switch was completed and icb.
Caller states that her property has 2 floors, with 2 meters and she was trying to sign up with IGS as a supplier, but isn't sure that the second floor was accepted.

Interstate Gas Sup018 2:09 PM 3001: Adv caller to contact Duke to see if the switch was completed and icb.

0024263 Interstate Gas Sup018 3:36 PM 3001: twwc
twwc
Interstate Gas Sup018 3:36 PM 3001: wanted to know when contract ended
Caller states that his bill is over \$65, when normally it is around \$43. Adv caller to contact CEI directly about the bill and
0024316 Interstate Gas Sup18 12:43 PM 3001: supplied the number.
Interstate Gas Sup18 12:43 PM 3001: Adv caller to contact CEI directly about the bill and supplied the number.
Caller has Dominion
Caller received a bill from Igs and has questions on it.
0024475 Interstate Gas Sup019 1:36 PM 3001: Advised of Co number/icb
Interstate Gas Sup019 1:36 PM 3001: Advised of Co number
customer called, is comparing gas rates and wanted to find out if his current supplier contract has a ETF fee. i gave him the
0024482 Interstate Gas Sup019 3:20 PM 3001: number to IGS Energy.
Interstate Gas Sup019 3:20 PM 3001: RTC
customer called, says he received a letter from DEO that he was switched to Kratos but he wants to return to previous
0024761 Interstate Gas Sup019 1:43 PM 3001: supplier IGS Energy. gave him their number.
Interstate Gas Sup019 1:43 PM 3001: ICB
Customer called for a contract number for IGS. Gave# to IGS. Customer states CGO would not tell them what rate IGS
was charging her. Called Betsy at CGO and customer is being charge. .589 per ccf. Rate goes back to September so the
0025865 Interstate Gas Sup19 10:27 AM 3001: rate is fixed. Reviewed SCO option and advised customer of variable rate on SCO. Invited call back.
Received a call from the customer transferred by LC. She started with CGO, who refused to tell her what her supplier was
charging her. LC called he and found out that information. She felt he was very patient and professional and wanted to
Interstate Gas Sup19 10:27 AM 3001: compliment him. Advised that I would let others here know and invited a call back.
Interstate Gas Sup19 10:27 AM 3001: ICB
ICB
Received a call from the customer transferred by LC. She started with CGO, who refused to tell her what her supplier was
charging her. LC called he and found out that information. She felt he was very patient and professional and wanted to
Interstate Gas Sup19 10:27 AM 3001: compliment him. Advised that I would let others here know and invited a call back.
The customer is calling to reach IGS Energy. The customer received a mailer which informed the customer their property
would be turned over to the state if they did not respond. I provided the contact information for IGS Energy as the
customer requested, and advised she call us back should she have further questions/concerns after speaking with IGS
0026063 Interstate Gas Sup19 9:13 AM 3001: Energy. I provided my name, ICB.
Interstate Gas Sup19 9:13 AM 3001: ICB
0026299 Interstate Gas Sup019 2:45 PM 3001: Advised of number for IGS
Customer states she received a letter that the fixed rate is ending. She states it says to call IGS but the number is not on
the letter. Customer would like number or for LL to call IGS to state that she wants to renew.
Interstate Gas Sup019 2:45 PM 3001: i advised only an authorized party on the account can renew. I advised of number for IGS.
Cancellation Issues 0018519 Interstate Gas Sup018 3:15 PM 3001: referred to IGS
caller Mike called for his mother, says he just found out she was switched to IGS and they sent her a letter on 1/11/18 and
Interstate Gas Sup018 3:15 PM 3001: received the letter on 1/16. he wants to cancel this and return to DEO. I gave him the number to IGS to cancel.
left v.m. explaining IGS bought out DPL Energy customer base. I apologized and explained there is no way to switch
customers back any quicker, due to the steps the law requires anytime a customer changes providers. Advised IGS is
waiving the ETF and he should be in the progress of being switched back to DPL. Advised anytime he receives a letter from
0018547 Interstate Gas Sup18 11:38 AM 3001: DPL he should read it, as they will always let him know before any changes are made to his account.
I have been using DP&L as my Electric Company since 1976 and have been happy with their service. Last August I was
switched to IGS Energy from DP&L Energy, due what I found out was the sale of DP&L Energy to IGS Energy. After talking
to DP&L today I found out that back in 2012 I was switched to DP&L Energy from DP&L Offering. I thought that DP&L
Energy was DP&L. I have ask DP&L to switch me back to DP&L Offering, but they tell me this will take one to two billing
cycles. I am a total electric home, this last billing cycle, IGS Energy charged me Approx. \$165 more than what DP&L
Offering would have been. The next two billing cycles will be in the coldest months with the highest electrical usage. Why
Interstate Gas Sup18 11:38 AM 3001: does it take two cycles to change suppliers? I really feel ripped off from all the confusion and delays!
Company response: I have attached a copy of the letter IGS mailed to all customer when we purchased the DPLER
accounts. I still trying to track down his DPLER Proof of enrollment. However it appears he just wants the fee waived. I
Interstate Gas Sup18 11:38 AM 3001: will waive the early termination fee for the customer the account is already in the process of being cancelled.
left v.m. explaining IGS bought out DPL Energy customer base. I apologized and explained there is no way to switch
customers back any quicker, due to the steps the law requires anytime a customer changes providers. Advised IGS is
waiving the ETF and he should be in the progress of being switched back to DPL. Advised anytime he receives a letter from
Interstate Gas Sup18 11:38 AM 3001: DPL he should read it, as they will always let him know before any changes are made to his account.
0018599 Interstate Gas Sup018 4:01 PM 3001: close

Caller states has been going back and forth between AEP and IGS for two hours.
AEP says he has IGS, IGS saying he is not a customer.
Caller states IGS sent separate bill in Dec and caller mailed in payment.

3way to get more info Caller is elderly and having hard time understanding.
caller signed up with IGS in 2011
AEP says no drop
most current bill 43.28 from IGS energy -> as of 1/17

advised could investigate

Interstate Gas Sup018 4:01 PM 3001: advised caller of info. caller states he is just going to cancel IGS out completely
I returned the cust's call and spoke with Forrest Pratt - adv of the company response - cust states that he did cancel his svc
Interstate Gas Sup018 4:01 PM 3001: with IGS - adv that is what triggered the early termination fee.
Customer called in regarding the investigation. Stated that he wants to get the matter settled today. Investigator was not available. He did not want to leave a voice mail. Advised I would send a message for a call back. He stated that he wanted a call back today. Advised I would let the investigator know but since I did not know her schedule then I could not
Interstate Gas Sup018 4:01 PM 3001: promise a call back today.
Interstate Gas Sup018 4:01 PM 3001: *** review company response ***

CALL BACK >

-Note: senior citizen

-caller says he went and cancelled IGS Energy >> rec'd confirmation ltr from AEP and rec'd a \$99 ETF from IGS Energy
-caller says he refuse to pay the ETF b/c IGS owe him \$118.94 for charging him twice on a bill
-caller says he will not pay the ETF >> they won't get it!!
-caller wants the PUCO to investigate and found out how IGS think they can charge him when they overcharged his bill, etc...

Interstate Gas Sup018 4:01 PM 3001: -case # provided
0018680 Interstate Gas Sup018 9:48 AM 3001: close case

Interstate Gas Sup018 9:48 AM 3001: I called the cust and left a message - adv of the company response and invited a call back if he had any further questions.
Interstate Gas Sup018 9:48 AM 3001: review company response

Caller has Dayton Power and Light
Caller has IGS as the supplier
Caller states he signed up with the supplier 4 years ago. (Caller is not sure of what the terms was)
Caller states IGS is charging him more now
Caller called IGS to cancel and was advised of an ETF of \$25.00
Caller states that IGS advised him that he was auto renewed and a letter was mailed
Caller states he never received a letter and never agreed to auto renew at the start.
Advised would send for investigation/advised of timeline/invited call bac
Caller want info on his initial sign up/ Caller wants proof he agreed to auto renew Caller wants supplier cancelled/ Caller

Interstate Gas Sup018 9:48 AM 3001: does not want an ETF
0018912 Interstate Gas Sup018 3:21 PM 3001: AEP has no record of IGS calling them to re-enroll her. IGS has cancelled her and waived the ETF.
I called AEP and spoke to Emily. I asked her if she could tell me if they have any notes of the supplier Direct Energy calling AEP and signing her account back up. she was able to tell me they have never spoken to the company. The have a drop
Interstate Gas Sup018 3:21 PM 3001: request dated on 2/7/18. will call to close.

Customer states she is 81 yrs old. she states that she cancelled with IGS to go back to AEP. Well IGS called AEP and told them she was not cancelling. she got a letter fro AEP telling her she was back with IGS. she sates that she called AEP and was told to call us. she states that her bills have been higher with them and they want to charge her an ETF of 100.00 and she is not paying that she did not agree to go back with the company. She wants to make sure she is cancelled with IGS. I
Interstate Gas Sup018 3:21 PM 3001: told her I would send for investigation and when I get a response I will contact her back. she thanked for help.
I called the customer and left detailed message. I explained that I contacted both AEP and IGS. AEP has no record of IGS calling them and telling them that she did not want to cancel. AEP states they have not received any type of phone call from the supplier. I contacted IGS and they have cancelled her and will NOT be charging the early termination fee. I explained that it can take one to two billing cycles before she returned to AEP, but she has been cancelled. left call back

Interstate Gas Sup018 3:21 PM 3001: info if she has any other questions. close case.
0019378-Interstate Gas Sup018 3:53 PM 3001: Called consumer with investigation results March 14, 2018.

Customer states 1 year ago Brian Hannaway, a representative from IGS, came to customer door and states that the Township had recommended citizens enroll with IGS energy and if customer did not enroll she would regret it because everyone needs to have a supplier. Customer enrolled with IGS. Customer spoke to the CAA and was told that she does not need a supplier and could cancel, but it would take 2 billing cycles to have supplier removed. No one could tell the customer why it takes 2 billing cycles and customer does not understand why it takes little time to enroll and 2 months to cancel.

Customer cancelled the contract on Dec 8, 2017. Customer states she paid the \$200 IGS was asking for and the AEP portion of the bill was paid by People In Need. Customer states she was told by AEP that IGS is no longer on her account and does not owe them any money, but customer was billed \$131 by IGS and received a disconnect notice. Customer does not wish to pay this bill because she does not believe she owes IGS any more money.

Customer would like to dispute charges.

Interstate Gas Sup018 3:53 PM 3001: I advised of investigative process.

Called and left message for Ms. Thompson at the NIQ: Advised both IGS and AEP Ohio have confirmed the enrollment cancellation was processed December 1, 2017. Further, both have confirmed that she does not owe any charges. And AEP Ohio advised that the payment arrangement she was on has been adjusted to stop the disconnection and that the charges that were due for disconnection were AEP Ohio only charges.

Interstate Gas Sup018 3:53 PM 3001: Left name and 800 # for call back if she has any further questions. Closing investigation.

Called back.

I read the notes from the company saying they spoke with her on 3/9 and reset payment plan and initial payment of \$50. She said she took an old bill and paid \$92 a short time ago but could not remember when and did not seem to remember talking to the company on 3/9. I suggested she speak with AEP 1st to see if she still needs to pay the \$50 initial payment since she says she was told to pay \$92 to reset up payment plan and she said she did pay. The company response is

Interstate Gas Sup018 3:53 PM 3001: unclear if the 92 payment has been received and the \$50 payment is still needed. Offered call back.

0019573 Interstate Gas Sup018 4:36 PM 3001: Response letter mailed to consumer from case 00195733.

Initial submission of a Consumer Complaint

Please Respond Within 10 Business Days

CASE ID: 00195733

COMPANY:

CUSTOMER: Brenda Leonard

ADDRESS: 610 Mount Joy Street

Springfield, Ohio 45505

SERVICE ADDRESS: 610 Mount Joy Street Springfield, Ohio 45505

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: 110014422734

NIQ:

DESCRIPTION OF ISSUE:

Interstate Gas Sup018 4:36 PM 3001: Good afternoon.

Caller states IGS and verde on bill.

Caller states has been arguing with co's to cancel b/c she is on pipp

IGS has been on bill for over year

Caller states she agreed to go with verde several months ago, caller is elderly and was very confused.

Caller states she has been calling both companies for over 6 months and they say they will cancel.

Caller has been on pipp for the last year.

Sending to investigation, how is caller able to have two suppliers on bill at same time while on pipp.
Also for cancellation dispute.

advised of case number and time frame.

Interstate Gas Sup018 4:36 PM 3001:

0019615 Interstate Gas Sup018 2:03 PM 3001: TWWC- RTC and gave number

Interstate Gas Sup018 2:03 PM 3001: TWWC. States she wants to cancel her enrollment. Said she's been w/ them for yrs. RTC (800) 280-4474; invtd cb.

0019622 Interstate Gas Sup018 4:29 PM 3001: referred to IGS

customer called, says she has been with Statewise for about a month, she enrolled with IGS Energy last week, she was advised she would be charged \$252 if she cancels the Statewise Energy contract. I advised her to call CEI to cancel the

Interstate Gas Sup018 4:29 PM 3001: enrollment with IGS.

0019657 Interstate Gas Sup018 3:30 PM 3001: Discussed ETF- cancellation issues

Ohio Gas & Elect. contacted him the other day and it was much better than IGS. IGS is now wanting to charge an ETF of \$99.00. Caller wants to know if this can be done. Advd this would be disclosed in his contract terms and to reference the contract. Advd the co. would have conducted a TPV, which is a legal binding authorization. Advd he should be requesting a copy of the contract if he hasn't rec'd one and, he can call the co. and request to be able to review the TPV. He thanked

Interstate Gas Sup018 3:30 PM 3001: me, invtd cb.

0019673 Interstate Gas Sup18 10:04 AM 3001: ETF waiver

Customer agreed to electric and gas supply with a supplier IGS Energy rep that came door to door on 1/25/18. She responded to rescission letter from Ohio Edison on 1/27. She called her existing company Just Energy on 1/30 to advise she was going w/ IGS. When Just Energy counter offered her, she agreed to stay for both electric and gas supply. Mrs. Conner then called IGS to inform them that she would not be going with them after all. They acknowledged this. Now customer recvd a letter with an ETF for \$100, claiming that they didn't receive the request to cancel until 2/28.

Interstate Gas Sup18 10:04 AM 3001: Sending to IGS to request that they review records to confirm customer cancelling srvc at the end of Jan.

Interstate Gas Sup18 10:04 AM 3001: Sent customer to the investigator's vm.

Interstate Gas Sup18 10:04 AM 3001: LM advising of \$10 waiver, ICB if they do not credit it.

Caller calling for Investigator D.P

D.P not avail

Interstate Gas Sup18 10:04 AM 3001: Transferred to voicemail (Caller states has left messages/Advised would send email to invest as well)

LM stating I am following up to ensure IGS has not billed her as they agreed to cancel the enrollment and waive the ETF.

Interstate Gas Sup18 10:04 AM 3001: ICB.

0019709 Interstate Gas Sup18 12:57 PM 3001: Advised it can take up to 2 billing cycles.

12/15/17 3:55 pm Kelly Mabre

The customer cancelled his supplier (IGS) on November 1st and he was not cancelled until 12-14. He is NOT in agreement with the long wait.

Interstate Gas Sup18 12:57 PM 3001: Advised it can take up to 2 billing cycles.
0020378 Interstate Gas Sup18 12:59 PM 3001: Referred to company
Customer enrolled with IGS yesterday, but found out she will have an etf with Constellation if she switches. Customer would like to cancel the enrollment and DEO told customer to call PUCO to do so.
I advised PUCO does not have access to account information. I advised customer to call IGS and request a cancellation
Interstate Gas Sup18 12:59 PM 3001: confirmation number.
0020407 Interstate Gas Sup018 4:35 PM 3001: referred to Vectren
customer called, wants to cancel enrollment with IGS. she was referred to PUCO by Vectren. I advised her Vectren can
Interstate Gas Sup018 4:35 PM 3001: cancel it and be reverted back to SCO. gave her the number to Vectren.
Customer cancelled outside rescission period so the ETF was not adjusted. Request sent over to add the customer to the
0020513 Interstate Gas Sup018 3:48 PM 3001: DNC list per his request.
-on/about Jan 15, caller signed-up with IGS Energy, and then on Feb 12, he signed up with Eligo Energy b/c they gave him a lower rate, and he called and cancelled IGS Energy within the 7 day grace window to avoid the ETF
-caller says somehow his request wasn't honored within the allotted time and now IGS want a \$99 ETF, which has been added to his AEP bill
-caller wants to know why wasn't his cancellation request honored when he called?
Interstate Gas Sup018 3:48 PM 3001: -case # provided
Call to customer. Advised of time limits and company not willing to waive the ETF. He asked that they put him on the DNC
Interstate Gas Sup018 3:48 PM 3001: list as he does not want to receive any further correspondence from them. Advised will send over the request.
Interstate Gas Sup018 3:48 PM 3001: Customer added to the DNC list. Okay to close.
Call to the hotline at AEP and spoke to Carmen. She stated that the company received the enrollment and sent the rescission letter out on January 12 and customer had to respond by January 20 if he did not wish to enroll. No objection
Interstate Gas Sup018 3:48 PM 3001: received. Account started with IGS on February 10 and dropped on April 10.
IGS Response:
IGS shows the customer enrollment on Jan 10, 2018. IGS shows we received a utility drop on March 30, 2018. This is well
Interstate Gas Sup018 3:48 PM 3001: outside the 7 day window.
Interstate Gas Sup018 3:48 PM 3001: Called and left a message for Tara to give me a call back.
Called and left a message for the customer that the company contact has added him to all of their DNC lists this morning.
Interstate Gas Sup018 3:48 PM 3001: left contact number.
CALL BACK >
-caller says he was told by the PUCO that he would never be solicited by IGS again, although, he just rec'd a rate offer via US mail
-caller says he want the PUCO to handle this b/c he was promised by the PUCO that he would never be contacted by IGS again
-caller wants to hear back from the PUCO about this
Interstate Gas Sup018 3:48 PM 3001: -case # provided
Spoke to Tara at IGS. She put him on all of their lists this morning so it should not be any further issues. They typically do not remove names from the list, she cannot say what has happened that he received something as she cannot see what goes out in a mass mailing as they just did one for AEP. He did not pay the ETF so he may receive something regarding
Interstate Gas Sup018 3:48 PM 3001: that. Also, if there is a GA mailing, he will receive that as well.
0020592 Interstate Gas Sup018 8:49 AM 3001: IGS has now cancelled both accounts and placed customer on the do not solicit list.
Letter mailed to customer advising the customer that when the account was enrolled in IGS by her mother Renee Jacimine while the account was in her father Ron Jacimine's name. Ron passed away and the account was transferred into Kim's name on 12/1/17. Since it was a name transfer, everything else on the account, including the supplier remained the same. Kim called IGS on 12/1/17 and stated to place gas back on IGS and keep the electric account on IGS service. IGS has now
Interstate Gas Sup018 8:49 AM 3001: cancelled both accounts and placed customer on the do not solicit list.
cust stating she has called IGS energy to cancel on her duke account multiple times for both gas and electric
cust stating her mom who lives there but not on her account gave permission a while back but she has cancelled since then
cust stating they did cancel at one point but they keep becoming her supplier for some reason
cust stating she just found out from duke that they have been on her account on and off since 2013 and since they have her account number they can do that at any point but not allowed to
cust upset that they keep enrolling her without permission and she just wants them to take her information out their system and wants it cancelled
cust also wants to see about getting a credit since 2013 because this was supposed to be cancelled and wasn't even supposed to be enrolled
adv cust of investigation
Interstate Gas Sup018 8:49 AM 3001: icb
Interstate Gas Sup018 8:49 AM 3001: Email to company sent out via parent case.
0020686 Interstate Gas Sup18 12:23 PM 3001: Adv that when a customer cancels a contract prematurely, they will be charged the agreed upon ETF.
The customer signed up with IGS and she cancelled. Now they are charging her a 99.00 ETF.
Interstate Gas Sup18 12:23 PM 3001: Adv that when a customer cancels a contract prematurely, they will be charged the agreed upon ETF.
0020906 Interstate Gas Sup18 10:37 AM 3001: Placed on DNC list.
Caller handles the accounts for his mother in law, Mary Reedy. He enrolled her with NAP and she later agreed to switch to
Interstate Gas Sup18 10:37 AM 3001: IGS at a higher rate which cancelled out the original enrollment.
Informed Ms. Reedy that IGS has placed the account on the DNC list and there is an understanding that she is going with
Interstate Gas Sup18 10:37 AM 3001: another supplier.

0020994 Interstate Gas Sup18 12:56 PM 3001: Advised the customer that she should go back to her supplier and she was placed on the DNC list.
Advised the customer that she should go back to her supplier and she was placed on the DNC list.

Interstate Gas Sup18 12:56 PM 3001: IGS will be placing her account on our DNS list, to avoid any further confusion
IGS came to her home to sign her up in early May 2018 and she told them that she had a supplier and she was not going to change due to the \$100 ETF. The rep told her to please sign to help them get commission with her signature, but it was not going to switch her services.

She received a phone call from Ohio Gas and Electric about her account cancelling and she found that IGS did try to switch her accounts for gas and electric, but she stopped it in time. She wants the company to be contacted based on the reps

Interstate Gas Sup18 12:56 PM 3001: misrepresenting themselves and signing up customers who do not want to be signed up.
0021039 Interstate Gas Sup018 1:38 PM 3001: RTC.

Caller stated that she has CGO and CEI as her utility companies. She stated that she had IGS as a supplier. In December, IGS contacted her and advised her that her contract is soon to end (in February) and she needs to renew. She did renew. Now she is saying that CGO, CEI and IGS are all sending her notices regarding ETFs. Advised utilities do not send ETFs notices. She then stated that she received a letter from IGS stating that \$99 is due by 5/17. She also mentioned something about Ohio Gas being her gas company. She does not know the status of her account or which company is on the account. She thinks she is back with CGO. CGO asked her to split the ETFs. Referred her to the hotline at CGO to get a status of the account and to have them explain to her what has happened with the account to see if it is something that they can get resolved for her. Advised her if she needs further help to give us a call back. Advised her to have them

Interstate Gas Sup018 1:38 PM 3001: explain to her what needs to be done and to write it down so she will know what to explain to us when she calls back.
0021125 Interstate Gas Sup18 12:15 PM 3001: Both \$99 ETFs, gas and electric have been waived.
Customer would like to know what is going on with the case and has not been able to reach AT.

I advised AT is currently on the hotline and unable to take calls.

Customer would like to know when he is off the line.

Interstate Gas Sup18 12:15 PM 3001: I advised AT will be off the hotline at 3pm. I advised will request call back.
I called customer and she advised that IGS mailed her a bill for \$99 ETF bill dated 5/28/18 that she rec'd on 6/1/18 with a due date of 6/25/18.

Interstate Gas Sup18 12:15 PM 3001: I advised her that I would contact IGS just to double check that everything is fine and nothing goes to collections.
Interstate Gas Sup18 12:15 PM 3001: trans to AT vm with permission

customer called, stated that she is being constantly harassed by a Braden from IGS Energy telling her she has to pay a \$99 ETF and trying to re-enroll her for a contract that she doesn't want. she says she originally signed up with IGS Energy a few years ago for both gas and electric they sent her a letter that she received about 2mos ago and that told her the contract was ending, but she never called them and just let the contract run out. she then decided to sign up with Direct Energy on 5/18, and after that she was contacted by IGS Energy telling her she had to pay a \$99 ETF. she says the letter never mentioned the contract auto-renewing, so she didn't respond.

Braden's number is 419-212-1618.

Interstate Gas Sup18 12:15 PM 3001: i advised we can contact the supplier about the contract terms and the ETF.

Caller calling for A.T
A.T. not avail
Caller wants to leave a message

Interstate Gas Sup18 12:15 PM 3001: Transferred to vm
Called customer to confirm that IGS has now waived the other \$99 ETF. So both the gas and electric ETFs have been waived.

Interstate Gas Sup18 12:15 PM 3001: ** Closing case
0021198 Interstate Gas Sup18 12:52 PM 3001: ETF was upheld by the company.

Caller states that he was with DE. Agreed to switch to IGS for a lower rate. DE called back and counter-offered so he agreed to cancel IGS and go back to DE. Now IGS wants a \$99 ETF. He states he enrolled with IGS on 4/13 (6W30Q) and back with DE on 4/18 (41961209). He stated the rep from DE told him that he did not have to do anything and that they would cancel with IGS. IGS said they were not advised of anything within the rescission period. He feels that he should not be responsible since he believed what the rep said in that they would take care of everything. Put him on hold to try and check with CGO to confirm what the transaction dates were to see whom he would need to try and resolve this issue. Spoke to DI at the CGO hotline. She pulled up the account but she was not able to confirm anything for me as she was unable to properly read the supplier notes. Customer states that at this point he wants to stay with DE. He was told by Mr. Skaggs at IGS that he wanted the issue resolved in 3 days. Advised him can contact DE but they have 3 business days to respond and that I could not guarantee anything will be resolved in 3 days or that he would not have to pay the ETF.

Interstate Gas Sup18 12:52 PM 3001: Advised will check with both companies and I can let him know what I can find out when I get a response.
Called and spoke to the customer. Explained to him that we contacted both companies and neither were willing to pay the fee on his behalf. He asked what he should do--pay it now or wait for another collection letter to see if they drop it. Advised I can not make that recommendation as the company may send the amount directly to collections and/or it just may end up on his credit report and then it could be a credit issue. He stated that he did not want to ruin his credit so he may just pay it anyway. Recommended the contact the AGO and talk with them about the effects any action can have on

Interstate Gas Sup18 12:52 PM 3001: the credit report.
0021254 Interstate Gas Sup18 9:12 AM 3001: EA of DEO

Caller states that she had enrolled with IGS on 5/29 and had cancelled out the next day, but can't recall if she contacted Interstate Gas Sup018 9:12 AM 3001: IGS or DEO. Advised caller of number for EA of DEO to see if enrollment was cancelled. Invited callback if it has not.

0021323 Interstate Gas Sup018 3:20 PM 3001: RTC
customer called, says that about a week ago he switched to Direct Energy for his gas and electric accounts. afterwards he was approached by an IGS rep who told him they can not switch and he would be charged a \$100 ETF if he switched from IGS. he says he is not under a contract with them and it has been years since IGS was chosen for him by DPL and Vectren, but he did not agree to a contract with them. they didn't say whether the \$100 is for gas or electric. i advised he should request proof of this ETF or contract terms and if they can not produce that info he can call the PUCO back to investigate.

Interstate Gas Sup018 3:20 PM 3001: ICB.

0021323 Interstate Gas Sup018 3:25 PM 3001: RTC
customer called, says that about a week ago he switched to Direct Energy for his gas and electric accounts. afterwards he was approached by an IGS rep who told him they can not switch and he would be charged a \$100 ETF if he switched from IGS. he says he is not under a contract with them and it has been years since IGS was chosen for him by DPL and Vectren, but he did not agree to a contract with them. they didn't say whether the \$100 is for gas or electric. i advised he should request proof of this ETF or contract terms and if they can not produce that info he can call the PUCO back to investigate.

Interstate Gas Sup018 3:25 PM 3001: ICB.
Customer is calling about IGS, CEI and DEO. He enrolled but wants out. He just received his notice of rescission from DEO. He thought we were company. Provided DEO ea number to call and cancel (He has until the 27th) and the CEI number to

0021435 Interstate Gas Sup18 11:59 AM 3001: cancel as well. Invited a call back.
Customer is calling about IGS, CEI and DEO. He enrolled but wants out. He just received his notice of rescission from DEO. He thought we were company. Provided DEO ea number to call and cancel (He has until the 27th) and the CEI number to

0021436 Interstate Gas Sup18 12:08 PM 3001: cancel as well. Invited a call back.

0021486 Interstate Gas Sup18 8:05 AM 3001: EA of DEO
Caller states that he had enrolled with IGS the week of 6/18. Caller was advised by CS of DEO to cancel out through PUCO.

Interstate Gas Sup18 8:05 AM 3001: Advised caller to contact EA of DEO to cancel and to be put on Do Not Solicit list. Invited callback.

0021518 Interstate Gas Sup18 12:04 PM 3001: RTC
customer called, stated that she is calling for her elderly mother in law who has been slammed by both IGS Energy and Statewise most recently. she says that she signed up with Statewise around the week of after they showed up at her door telling her that they could give her a cheaper rate. they made her complete the TPV while the marketer was still present and told her to lie and say he wasn't there. she says the letter she received from them says the enrollment took place on 6/2/18, but she says it didn't happen on that date. i advised her of the 7-day grace period. customer says that after that happened someone from IGS Energy showed up telling her that she would be charged a \$200 ETF immediately if she doesn't cancel the enrollment with Statewise Energy. she noted that both companies lied because she is able to get a cheaper rate through the local aggregate.

Interstate Gas Sup18 12:04 PM 3001: i advised her to contact both suppliers to see if they will cancel and waive any ETFs. ICB.
customer called, stated that he is having an issue with IGS Energy. he says that he was under a contract with them that ended in May 2018. they sent him two notices informing him of renewal, the letter was dated 3/25, he called to notify he didn't want to renew contract. he called them yesterday, and they told him he voided the cancellation but he denies that. they are trying to charge him a \$25 ETF now.

0021522 Interstate Gas Sup018 2:21 PM 3001: i advised he should ask them to play the recorded call of him voiding the cancellation. ICB if they refuse to.
cust calling back stating he finally got them cancelled
cust stating now hes being charged a \$25 fee for cancelling
cust is disputing this because because he never gave them permission to sign him up
looked up aggregation don't see there was one
adv cust of investigation process

Interstate Gas Sup018 2:21 PM 3001: icb
No early termination fee was charged.

Normal a contract renewal will not override any sort of cancellation. Our = IT department checked to make sure this did not affect any other customers.

Mr. Weaver called at 10:51 on March 26,
His contract renewal was processed at 11:38 on March 26.

IGS does not always know the last date of service. That is determined by the utility.

The customer received a total of \$11.49 in credit.. but the \$5.36 was sent = to him by a check due to the fact he no longer appearing on his utility bill= I.

Thank you,

Interstate Gas Sup018 2:21 PM 3001: Tara Chapman
SPOKE WITH CUSTOMER TO CLOSE

Interstate Gas Sup018 2:21 PM 3001: verified he received refund.

igs not canceling service >>

0021530 Interstate Gas Sup18 9:27 AM 3001: canceled service 4/18 . still paying igs rates paid \$99.00 early cancelation fee. it should not take this long to cancel .
SPOKE WITH CUSTOMER TO CLOSE

Interstate Gas Sup18 9:27 AM 3001: explained drop processed May 17 received by EDU May 22 final charged June 20.

0021539 Interstate Gas Sup018 1:37 PM 3001: Fee waived.

Interstate Gas Sup018 1:37 PM 3001: i/m on a/m. Explained the etf was waived.
Advised of Opt out process

0021589 Interstate Gas Sup18 8:55 AM 3001: Advised of Igs number

Caller has Columbia Gas and Ohio Edison
Caller states she switched to IGS and wants to cancel the switch
Advised of Opt out process
Interstate Gas SupJ18 8:55 AM 3001: Advised of Igs number
Advised of Opt out process
0021590 Interstate Gas SupJ18 9:12 AM 3001: Advised of Igs number
cust calling back wanting to cancel IGS and get oe in her name
gave numbers
Interstate Gas SupJ18 9:12 AM 3001: lcb
:
Caller has Columbia Gas and Ohio Edison
Caller states she switched to IGS and wants to cancel the switch
Advised of Opt out process
Interstate Gas SupJ18 9:12 AM 3001: Advised of Igs number
0021898 Interstate Gas SupJ18 7:32 PM 3001: responded to company
I called IGS Energy on 5.15.18 to cancel my electricity supply agreement that expired in June 2018 by the deadline of May 30, 2018 that they notified me of in writing. The IGS Energy rate is too high so I am going back to DP&L. I have been waiting for the new lower rate to show on my billing but I received my DP&L bill today with a higher IGS rate beginning 6.15-7.17.18. I called IGS and they have record of my 5.15.18 call but was informed the note in their computer was to convert my service. The customer service rep didn't know what that mean other than to cancel so he and his supervisor agreed to let me out of the IGS contract that apparently renewed at the new higher rate and not charge me an early cancellation fee. However, they will not give me a credit to start with when my IGS service should have been cancelled and told me it would take 1-2 billing cycles for the new DP&L rate to take effect. So basically I have to overpay for three months because IGS did not cancel my service as I requested. I want a refund of the higher rate that IGS has charged me for one month and will charge me for two months. IGS also tried to tell me DP&L should have notified them but I told
Interstate Gas SupJ18 7:32 PM 3001: them I was there customer so I cancelled with them.
Interstate Gas SupJ18 7:32 PM 3001: IGS is waiting for account to final bill to adjust
Called and left vm for customer. IGS agreed the cancellation process was not well explained to the customer. Re-rated
Interstate Gas SupJ18 7:32 PM 3001: account for 2 months, a refund amount of \$28.23

Customer states he noticed IGS was his supplier and he called IGS. IGS informed the customer that DPL no longer generates the service and IGS has purchased the generation facilities. Customer states DPL advised the information from IGS is untrue and customer has the option to purchase generation from IGS, but could also get the service from DPL. Customer states he requested cancellation with IGS and they advised the customer could not terminate the contract before March 11, 2019 or he will get a \$25 ETF. DPL states the contract could be cancelled August 13, 2018 without ETF.

Customer would like to know why he is being charged an ETF when he never authorized service with IGS.
0021923 Interstate Gas SupJ18 10:14 AM 3001: I advised of investigative process.
Letter mailed to customer advising IGS purchased the supplier DP&L Energy Resources. The customer was sent a letter
Interstate Gas SupJ18 10:14 AM 3001: advising of the change. In March 2018. The customer cannot cancel without ETF until May 2019.
Advise that she needs to call CGO and verify how long she has been with them and if their rate is higher...fixed or variable.
0021929 Interstate Gas SupJ18 1:24 PM 3001: If they will not cancel her with out an ETF...she can call back and I will try to get it waived.
She had no idea that she was with IGS until recently. They told her that she has been with them for 10 yrs, but she recalls cancelling 9 yrs ago or so. She then said the supplier called her today and said her new rate would start today.... Advised that she should be able to cancel if that is the case,

Advise that she needs to call CGO and verify how long she has been with them and if their rate is higher...fixed or variable.
Interstate Gas SupJ18 1:24 PM 3001: If they will not cancel her with out an ETF...she can call back and I will try to get it waived.
0022005 Interstate Gas SupJ18 9:29 AM 3001: called regarding IGS and early term fee. Advised he would have to call them to see if they were will to wave it.
0022038 Interstate Gas SupJ18 3:31 PM 3001: IM for cust - close case
Please see the contract for DPL whom was bought out by IGS. I am the homeowner/customer and this was not signed by me. I also see that it was expired in 2015. I am very upset that they are this shady, and that this is allowed to happen.

Thank you,

Kimberly Edwards
Kimberly Edwards
Information Services
City of Beavercreek
1368 Research Park Drive
Beavercreek, OH 45432
Tel: 937-427-5500
Fax: 937-427-5544

Interstate Gas SupJ18 3:31 PM 3001:

Caller has Dayton power and light
Caller calling about Igs supplier
Caller states city of Beavercreek has an aggregation with Aep energy.
Caller called to opt out and this is how she found out she had Igs.

Caller called Igs and was advised that she signed up with Dpl years ago and Igs bought them out.
(Caller states she never signed up with Dpl)
Caller states that she was advised by Igs that she has a contract with an etf of \$25.
Caller states Igs advised that she has been in contract with them since June 23rd, 2017.
Caller states Igs advised her that they sent her notice- Caller states she received no notice.
Caller states that she requested a copy of the contract and Co advised would email her.
Caller states Co did not give exact info on when she allegedly signed up with Dpl.

Advised would send up for investigation/ Advised of timeline/ tcb
Caller wants proof of how she was signed up with Dpl/Igs

Interstate Gas Sup018 3:31 PM 3001: Caller wants the supplier cancelled

Interstate Gas Sup018 3:31 PM 3001: *** review company response ***

Interstate Gas Sup018 3:31 PM 3001: *** sent initial email ***

I called the cust and left a message - adv of the company response --- copy of the contract with DPL Energy is signed by Alan Miller dated 8/13/13 - account does have an early termination fee of \$25.00 - went ahead and waived the early

Interstate Gas Sup018 3:31 PM 3001: termination fee for you --- invited call back if she has any further questions.

9/5/2018 10:30 AM

Comment:

Left vm, advd when we last spoke, and that he was going to cb regarding his bills and if he pd more because of this enrollment. Advd of today, Sept 5, I've not heard from him. Advd will keep case open till cls of business on Fri, and if I

0022259: Interstate Gas Sup018 3:10 PM 3001: don't hear from him, I'll cls the case. RTHL#

Email sent from case number 222603

Good morning!

Mr. West states that a sales agent with IGS, Omar Rodriguez, contacted his current supplier, Statewise, and requested to cancel his electric and gas enrollments.

He alleges that Omar Rodriguez requested to cancel his current enrollments. Statewise provided Mr. West with Omar Rodriguez' name and phone number, 813-476-0443. Mr. West states that Omar Rodriguez is a territory manager for IGS Energy.

Are you able to confirm that Omar Rodriguez is employed with IGS Energy?

If he is, please address the above allegations and advise what action the company takes internally to address this issue.

Interstate Gas Sup018 3:10 PM 3001: Thank you!

-caller says he had been with IGS Energy for about 4 years and decided to move on to another supplier due to a better rate for his gas & electric.
-he recently enrolled with Statewise around the end of July - although, he rec'd a cancellation notice informing him that his enrolled was cancelled on/about Aug 7, due to an ETF from IGS Energy
-caller says he contacted Statewise to learn more about the cancellation, and was told that he called and cancelled b/c he didn't want to pay IGS Energy any ETFs
-caller says he didn't do that!!!
-caller says Statewise provided him with the phone # that the call came from - #813/476-0443
-caller says 813/476-0443 is NOT his phone #, it belongs to Omar Rodriguez, a Territory Mgr for IGS Energy
-caller is accusing IGS Energy of identity fraud, etc...

-Note: caller will forward the cancellation notice to the PUCO for review and if possible the recorded call placed to Statewise to verify the voice of the person who posed as him (Michael West) >> mailing address & fax # provided

Interstate Gas Sup018 3:10 PM 3001: -case # provided for future reference

Related to case 222603

On 9/5/2018 10:30 AM

Comment:

Left vm, advd when we last spoke, and that he was going to cb regarding his bills and if he pd more because of this enrollment. Advd of today, Sept 5, I've not heard from him. Advd will keep case open till cls of business on Fri, and if I

Interstate Gas Sup018 3:10 PM 3001: don't hear from him, I'll cls the case. RTHL#

0022260 Interstate Gas Sup018 3:27 PM 3001: No response from cust., cls case

-caller says he had been with IGS Energy for about 4 years and decided to move on to another supplier due to a better rate for his gas & electric
-he recently enrolled with Statewise around the end of July - although, he rec'd a cancellation notice informing him that his enrolled was cancelled on/about Aug 7, due to an ETF from IGS Energy
-caller says he contacted Statewise to learn more about the cancellation, and was told that he called and cancelled b/c he didn't want to pay IGS Energy any ETFs
-caller says he didn't do that!!!
-caller says Statewise provided him with the phone # that the call came from - #813/476-0443
-caller says 813/476-0443 is NOT his phone #, it belongs to Omar Rodriguez, a Territory Mgr for IGS Energy
-caller is accusing IGS Energy of identity fraud, etc...

-Note: caller will forward the cancellation notice to the PUCO for review and if possible the recorded call placed to Statewise to verify the voice of the person who posed as him (Michael West) >> mailing address & fax # provided

Interstate Gas Sup018 3:27 PM 3001: -case # provided for future reference
rcvd from Tara.Chapman@igs.com marked undeliverable 8/28 2:22

I waived all ETF..Gas and Electric..99.00 each.

It appears the gas may have billed for 3. Ccf at .5733.

It appears the electric billed correctly. Drop notice 8-02-2018 and the last billing was for usage. 7-19-2018 to 08-21-2018.

Interstate Gas Sup018 3:27 PM 3001: Does this help?

Per ph conv w/cust., advd co. rsp. He said that he was w/IGS for approx. 4 yrs. He then processed an enrollment w/Statewise.

Once IGS found out that he went w/a different supplier, this sales agent, Omar Rodriguez, contacted Statewise and claimed it was him (Mr. West) and canceled his enrollment. He said Statewise is the one that gave him the number that is linked to Omar.

Caller said that he is going to pull his bills to determine if he billed more w/IGS than what he would have with Statewise and then he's going to cb.

He said his elect is w/DP&L and gas w/Vectren.

I offered to ask for bill copies and he said no, he wanted to look at the bills himself and determine just how much more he pd and will call me back. Provided direct number and gave case number.

Interstate Gas Sup018 3:27 PM 3001: Advd out at 4 and then clsd Monday, but can call back anytime and leave me a vm. He said, that's what he'll do.

Left vm, advd when we last spoke, and that he was going to cb regarding his bills and if he pd more because of this enrollment. Advd of today, Sept 5, I've not heard from him. Advd will keep case open till cls of business on Fri, and if I

Interstate Gas Sup018 3:27 PM 3001: don't hear from him, I'll cls the case. RTHL#

0022261 Interstate Gas Sup018 3:49 PM 3001: icb

cust wants to cancel igs
referred to company

Interstate Gas Sup018 3:49 PM 3001: icb

0022694 Interstate Gas Sup018 4:52 PM 3001: Advised could escalate

Caller has Columbia Gas

Caller has Igs energy for his supplier.

Caller wants to get out of contract as he has found a cheaper supplier

Supplier advised caller he was in a contract until 06/2020.

He was advised could not cancel unless pays a \$99 etf.

Caller questions if this is accurate.

Advised caller if agreed to contract and if ends early may have an etf.

Caller states he does not recall the terms- but thinks he may have agreed to a contract.

Interstate Gas Sup018 4:52 PM 3001: Advised caller could escalate to check on what terms were- Caller states that is ok.. He will leave it alone.

0022871 Interstate Gas Sup018 3:58 PM 3001: LVM to close

Caller states signed up with co two years ago at 5.13 KWH, caller states a few months ago switched to variable rate. caller states was told the automatically enrolled him into a new 3 year rate and there is a \$90 Etf.
110064884387

caller states rate went up to 6.49kwh.

advised would reach out to co about contract and rate.

Interstate Gas Sup018 3:58 PM 3001: caller states he had a high bill with OE and they told him reading right. advised caller could have co test meter.

Co response:

Attached if the proof of enrolment form Mr. Sarich. Mr. Sarich is billing at a fixed rate that he signed up for on Oct 3, 2017. The rate is good for 36 months.

IGS did speak to him and advised his rate had not changed but his usage for 7-20 to 8-16 had increase about 1000 kwh.

That he may want to call the utility.

The bill increase is due to usage not rate. There has not been a change in rate.

Reviewed info and bill copies, caller did sign up for rate of 6.49 for 36 mo and has not increased.

Interstate Gas Sup018 3:58 PM 3001: LVM to close

Customer calling about IGS early term fee. Customer switching to Dominion Energy. Customer got early term fee from IGS and wanted to know if they could charge her an early term fee. Advised they could if it's in the contract. Advised to get copy of contract from IGS to make sure it states early term fee in contract. Invited call back.

0022985 Interstate Gas Sup18 12:35 PM 3001: Customer is calling about IGS for CGO and . He was enrolled by a door-to-door marketer and he wants to rescind. Explained the notices that OE and CGO would be sending him and the instructions contained therein. Advised that he could call the companies to rescind, but recommended that he give the companies time to receive the requests and call

0023141 Interstate Gas Sup18 12:14 PM 3001: Monday. Invited a call back.

Customer is calling about IGS for CGO and . He was enrolled by a door-to-door marketer and he wants to rescind. Explained the notices that OE and CGO would be sending him and the instructions contained therein. Advised that he could call the companies to rescind, but recommended that he give the companies time to receive the requests and call

0023142 Interstate Gas Sup18 12:21 PM 3001: Monday Invited a call back.

0023150 Interstate Gas Sup18 3:21 PM 3001: IGS processed the cancel request and placed the customer on our Do Not Knock list.

Customer said a slick talking rep came by and talked him into enrolling. Once he thought about it after he left he wants to cancel immediately so this change never happens.

Cautioned customer to be on the look out for a switch notification from the utility so she can immediately call and cancel

Interstate Gas Sup18 3:21 PM 3001: just in case there is a delayed response from IGS.

Interstate Gas Sup18 3:21 PM 3001: LM advising IGS processed the cancel request and placed the customer on our Do Not Knock list.

0023165 Interstate Gas Sup18 12:00 PM 3001: Referred to IGS to cancel

Caller states she just signed up with IGS with someone who came to her door. States the person told her that IGS is already on her CGO bill, caller confirmed this. She states IGS is billing as the SCO. She wants everything to stay like it is because of Budget Billing.

Advised caller to contact the supplier to cancel the enrollment she just completed today. She states if she does it will be \$99, why should she have to pay it???? She went on to say that someone at CGO told her she is paying \$0.27 with IGS and the new rate with IGS will be \$0.37 so she doesn't see how enrolling with the supplier saves her any money. (Explained to her there is no requirement to enroll in the Choice program and that there is no requirement to enroll with someone just because they come to her door or call her.)

Pulled up the CGO A2A, advised her the current SCO is \$0.425 so I'm not sure why CGO told her it is \$0.27. Advised IGS is an SCO supplier so yes, it would be a true statement that IGS is already on the CGO bill, she confirmed that she sees IGS on the CGO bill. Advised if she didn't intend to enroll in a non-SCO contract she would need to follow the steps on the paperwork she received at the door today to cancel the pending enrollment.

Interstate Gas Sup18 12:00 PM 3001: Caller then stated all she received was a post card that told her to call CGO because effective Oct 8, 2018 IGS will be the ment:

SPOKE WITH CUSTOMER TO CLOSE

explained signed contract shows 36 months and ETF. She says she did not read the paperwork or the acknowledgement

0023223 Interstate Gas Sup18 11:59 AM 3001: form. Advised caller with signed paperwork charges are valid.

Interstate Gas Sup18 11:59 AM 3001: Customer called for update on the case.

caller states she enrolled with IGS in March and states she was not told about the ETF. does not remember TPV. does not realize she was under 3 year contract.

Interstate Gas Sup18 11:59 AM 3001: explained time frames

SPOKE WITH CUSTOMER TO CLOSE

explained signed contract shows 36 months and ETF. She says she did not read the paperwork or the acknowledgement

Interstate Gas Sup18 11:59 AM 3001: form. Advised caller with signed paperwork charges are valid.

Interstate Gas Sup18 11:59 AM 3001: Customer called for update on the case.

Caller has Columbia Gas

Caller calling about IGS.

Caller states she cancelled with IGS a year ago and is now finding out that the supplier never cancelled.

Caller states supplier came to her door between September or November 2017 to renew and she advised that she was not interested as she was soon to move.

Caller called Columbia Gas to transfer her service and just found out that IGS is still on her bill.

She called IGS today and spoke with Keith and was advised she called Dec 2 2017.

Keith advised her that the records show that there was a request to cancel electric-- but there are no notes about cancelling gas.

Supplier advised that they would get back with her as they have no other info for her.

Caller does not feel that anyone will get back with her. She told them she will be calling the attorney general as well.

Caller states she knows she requested both electric and gas be cancelled when she called.

0023362 Interstate Gas Sup18 11:29 AM 3001:

Letter mailed to customer advising that the call from Dec 2 was reviewed and determined there was no mention of gas

Interstate Gas Sup18 11:29 AM 3001: service in the call. The customer's gas service was cancelled effective Oct 22.

Customer called regarding cancellation with IGS. He wants to stay with current supplier. TWWC. Gave number to CE.

0023438 Interstate Gas Sup18 11:46 AM 3001: Invited call back.

LM for cust - close case - 11/2

0023454 Interstate Gas Sup18 10:32 AM 3001: spoke with cust - close case - 11/20

I cancelled my service with IGS Energy on 7/20/18 because I wanted to stay with the Illuminating Company as my main supplier. IGS forcing me to choose a plan and I wanted to cancel IGS. They are still charging me a flat rate on my bill due

Interstate Gas Sup18 10:32 AM 3001: 10/29/18 and they will not accommodate me.

Interstate Gas Sup18 10:32 AM 3001: * sent initial email *

Interstate Gas Sup18 10:32 AM 3001: * review company response *

I called the cust and left a message - adv of the company response --- IGS is not finding an account with the info. The last

Interstate Gas Sup18 10:32 AM 3001: time IGS shows you were with IGS was over 8 years ago. --- invited call back if he has any further questions.

* review company response - I called and spoke with TM at IGS - she states that she will look over the response and provide a follow up response *

Interstate Gas Sup18 10:32 AM 3001: Dave Orlando - LM on my vm - that he is returning my call - states that I can reach him at 440-937-8972 - cust states that he has cancelled with IGS, but they continue to bill him a flat charge of \$49.

Interstate Gas Sup18 10:32 AM 3001: Cust called in for ST. Transferred to vm.

Interstate Gas Sup18 10:32 AM 3001: * review company response *

Caller states that he had received his most recent CEI bill and it shows IGS still on the account for \$49 per month. Caller states that his CEI bill has gone from \$64 to \$82 and is currently \$144 (226 kwh used). Caller does state that he is caught up with his bill. Caller is looking to see why IGS is still on his account and to look further into his CEI bill. Advised caller of investigative process.

Interstate Gas Sup18 10:32 AM 3001: I called the cust and spoke with Dave Orlando - inquired if he received the message I left him on 11/2 at the number that he provided on his initial email to the PUCO - cust states that is his wife's phone number and he did get a message - cust states that the acct was in his daughter's name, Dana Doherty - cust states that he called IGS to cancel on 7/20 - he was provided, CEI17864404 - it was not cancelled, so he called IGS back on 10/23 to cancel again - he was given a notification number, 749236767 - cust states that IGS continues to bill his daughter a flat monthly rate of \$49 - he states that her acct number was 110059407913 - cust states that he has since put the svc in his name as of 10/23 - he is not sure why IGS is on his bill (in his name) - the new acct number in his name is 110134392338 - cust states that IGS should have been cancelled on his daughter's acct and he should not have IGS on his new acct - adv of inv timeline.

Interstate Gas Sup18 10:32 AM 3001: Customer contacted public affairs via Facebook Messenger. Customer stated:

Case number is 00234547.

A PUCO Call Center Representative has not contacted me to discuss my case from 10/26/18.

Interstate Gas Sup18 10:32 AM 3001: Investigator - Please try to reach customer to discuss current status of complaint.

Interstate Gas Sup18 10:32 AM 3001: * sent follow up email *

Interstate Gas Sup18 10:32 AM 3001: I called the cust - LM for a return call.

I called the cust and spoke with Dave Orlando - adv of the timeline for the cancellation - IGS for the confusion has waived the early termination fee of \$99 - invited call back.

0023549 Interstate Gas Sup018 2:51 PM 3001: cancellation issues

IGS- unable to change electric suppliers and having issues. Last summer called DP&L and was advised he would need to contact IGS to have him switch back to DP&L. he contacted IGS to have that done. Called Aug 16 and requested again to be cancelled. Called another time and rep stated they could see the cancellation request but was stopped.

Andrew EA- No notes of him requesting to be cancelled. stated when custs call about cancellation advise to make sure no ETF on account. put through cancellation from IGS to be on PTC effective next read date.

Interstate Gas Sup018 2:51 PM 3001: Advised cust of this.

0023702 Interstate Gas Sup18 12:15 PM 3001: RT IGS

Needs to cancel with IGS to avoid ETF from Star Energy.

Interstate Gas Sup18 12:15 PM 3001: RT IGS 800-280-4474.

The enrollment is valid and the company is not inclined to waive the early termination fee. The Home Energy Manager has attempted to contact the customer 6 times to see if there is any further reason that they should consider waiving the early termination fee, but the customer has not responded.

0023761 Interstate Gas Sup018 4:20 PM 3001: customer called, stated that she was advised by Vectren to call the PUCO about an issue she's having with IGS Energy. she says that in Sept 2018 she was approached by an IGS Energy rep who told her that they could save her money and lock her into a fixed rate. she says that she was confused at the time and had just gotten a divorce. she says that the marketer from IGS Energy also goes to her church so she trusted him, but he enrolled her for a rate of \$0.58/ccf, and on her last month's bill her rate with Vectren was only \$0.40/ccf. I advised her of the lowest offer on the a2a chart. she says she didn't know she would be paying more by signing up with IGS. she says this is a 36mo contract and there's a \$99 ETF. she would like to get out of this contract without paying that ETF because she was unaware of what she was getting into and was taken advantage of by someone she trusted.

Interstate Gas Sup018 4:20 PM 3001: I advised we can contact the company out of courtesy to see if they could waive the \$99 ETF.

I called customer and advised The enrollment is valid and the company is not inclined to waive the early termination fee. The Home Energy Manager has attempted to contact the customer 6 times to see if there is any further reason that they should consider waiving the early termination fee, but the customer has not responded.

Interstate Gas Sup018 4:20 PM 3001: should consider waiving the early termination fee, but the customer has not responded.

0023783 Interstate Gas Sup018 2:34 PM 3001: ICB

Customer calling about IGS. Rep came out on the 8th of Nov. Customer signed up and then cancelled the enrollment.

Interstate Gas Sup018 2:34 PM 3001: Customer had questions about early term fee. Advised of cancellation rule. Invited call back.

Caller had contacted DP&L to cancel out of IGS on 11/26 because he had noticed that he was paying 6.6 per kwh vs 5.6 with IGS. Caller states that DP&L was able to do so (confirmation number 1811274202). Caller had then received a call from IGS advising that he had owed a \$99 ETF. Caller states that he originally had DP&L before being bought out by IGS. Caller believes that IGS is not honoring the original contract and is looking to have the ETF waived. Advised caller of investigative process.

0023923 Interstate Gas Sup018 3:48 PM 3001: Per TPV the customer enrolled in a 12 mos fixed rate contract for 6.69/Kwh with a \$99 ETF on Jul 30, 2018.

Interstate Gas Sup018 3:48 PM 3001: Called to inform customer of investigation results. No answer or vm.

Informed customer of TPV and valid ETF, cautioned a bout being fully aware of contract terms because ETF's can be very costly and supplier contracts are legally binding. ICB if nec.

Interstate Gas Sup018 3:48 PM 3001: edu

0023941 Interstate Gas Sup018 2:09 PM 3001: edu

Caller states that he had IGS, then found out that he would have paid less if he had participated in his govt acct with DE. he then canceled with IGS and went to DE - he now has an ETF from IGS - he would like to know if they can charge an ETF. adv that they can, if it is in his contract an early termination fee - he inquired should he have received some papers - adv different methods that the contract or welcome packet is provided - invited call back.

Interstate Gas Sup018 2:09 PM 3001: discuss etf issues with customer. customer was told by aep energy rep that "fines" on the electric supply contract were against puco rules. advise customer this is not correct, electric suppliers can charge etf. aep energy rep provided incorrect information. customer understands information.

0024076 Interstate Gas Sup018 8:59 AM 3001: Hello,
Are energy suppliers allowed to apply fines to consumers accounts if the consumer chooses to switch provider?
Thanks,

Interstate Gas Sup018 8:59 AM 3001: Bob

Interstate Gas Sup018 8:59 AM 3001: vm robert nolan/614-506-5204, leave hotline number as cbr.
call customer, he states that aep energy rep said it was against the rules or law to charge a "fine" for electric supply contracts. advise customer that electric suppliers can charge etfs, aep energy rep provided incorrect information.

Interstate Gas Sup018 8:59 AM 3001: customer understands information.
leave customer message, advise could be early termination fees on a supplier contract, depends on the contract. leave

Interstate Gas Sup018 8:59 AM 3001: hotline as cbr.

"I attempted to return a call from Mariner Taft but the woman that answered the phone by hacking a lung up was argumentative and rude. Perhaps communicating through email would be a better option?" email from Customer. RJS.

0024216 Interstate Gas Sup018 4:35 PM 3001: EA of DEO
Caller was attempting to cancel out of new supplier and go to IGS via DEO, or face an ETF. Advised caller of number for EA

Interstate Gas Sup018 4:35 PM 3001: of DEO to cancel out of new supplier. ICB

0024369 Interstate Gas Sup018 1:24 PM 3001: Caller has yet to hear back from Stephanie at the EA of DEO. Transferred call.

Interstate Gas Sup018 1:24 PM 3001: Caller was unable to get through to EA. Connected caller to Stephanie at EA of DEO
Caller looking to cancel out of IGS and go back to Volunteer within the rescission period. Advised caller of number for EA

Interstate Gas Sup018 1:24 PM 3001: of DEO. ICB

Interstate Gas Sup018 1:24 PM 3001: EA
LEI - electric

Supplier complaint: IGS

IGS Representative:

Timothy Moro
Agent # 16011120
Contact Info (440)539-4835

12/20/18 - Representative with IGS went to the customer's home and spoke with his wife. Customer claims the representative used aggressive tactics and provided misleading information in regards to rates. Customer's wife signs up, and calls her husband (customer) to inform of what she signed up for. The customer reviews the information the same day when he arrives home, and immediately calls the Representative to cancel the agreement (The rep left his card with the wife). Customer claims the Representative who originally came to the door, confirmed the agreement would be

0024523 Interstate Gas Sup19 10:23 AM 3001: the wife). Customer claims the Representative who originally came to the door, confirmed the agreement would be

Interstate Gas Sup19 10:23 AM 3001: lcb.
Caller nas Columbia Gas
Calling about Igs.

Caller states she recently switched to Dominion Energy Solutions in November (she thinks.)
She just received an etf for \$99 from Igs.

Caller states she was not in a contract with Igs.
Caller called Igs and states they were short with her and advised that she was in a 3 year contract..

Caller states her husband is deceased and previously bills were in his name. She states that this account has been in her name for over a year and a half.

Advised would send up for investigation/ Advised of timeline/ lcb

Caller wants proof that she agreed to a 3 year contract

0024541 Interstate Gas Sup019 3:12 PM 3001: Caller wants the etf waived.

Interstate Gas Sup019 3:12 PM 3001: Called to close.
-caller want to cancel her enrollment with IGS Energy, but the door2door rep didn't leave a phone # to call, if she want to cancel
-caller says she has changed her mind and do not want IGS Energy to be her supplier
-provided #800/280-4474, to reach the company to cancel the enrollment

0024619 Interstate Gas Sup19 9:39 AM 3001: -invited call back, if necessary

Interstate Gas Sup19 9:39 AM 3001: invited call back, if necessary

-senior citizen; 80 y/o; widow
-caller says IGS Energy has been bothering her for years
-caller says apparently she enrolled with IGS Energy sometime in 2018 -or- 2017 >> was solicited by IGS via phone
-caller has recently dropped IGS from her DP&L acct and now IGS is charging her a \$199 fee for doing so
-caller says she don't recall signing anything with IGS Energy, and they didn't tell her there would be a fee of any kind
-caller is upset about this!!
-caller was advised that the PUCO can inquire about the contract, etc...

0024830 Interstate Gas Sup19 9:56 AM 3001: -case # and timeline provided for furtherance

Called and spoke to customer. She stated that she does not use the internet, etc. as she is 80 years old. Her daughter pays all of her bills and does it directly from the bank that she works at. She stated that she has an email address which she thinks is 'lakesvicky@gmail.com' and her daughter told her not to give it out to anyone and that she does not even use the computer that she has. States that her phone is programs to get emails from family but she does not have any knowledge of how that happens. Advised her that I would relay the info back to the company and see what they would Interstate Gas Sup019 9:56 AM 3001: say about the ETF. She is adamant that she did not sign-up with DPLR.

Called and left a message for the customer that I was following-up with her regarding the case since our last phone call. Advised her that IGS contact stated that she was not willing to waive the ETF. Advised her she can feel welcomed to give me a call back to discuss this issue. She also mentioned that her daughter handles a lot of the billing for her. Advised if Interstate Gas Sup019 9:56 AM 3001: she wants to have her daughter call me also, she can feel free to do so. Left our contact info.

Interstate Gas Sup019 9:56 AM 3001: IGS upheld the ETF that was billed.
cust stating she signed up with IGS energy oct 10th for both gas and electric
the electric is fine its just her gas
cust called the very next day on 10/11/2018 spoke with IGS to cancel was told there would be no fee
cust is showing IGS charges on her account and a \$99 charge from them
notice of cancellation was sent on oct 12th 2018 person she spoke with was Kathy and adv \$99 was removed
adv cust we will look into this to see what over charges were applied and if etf was waived
cust also states shes on budget billing and had a credit with deo but now she doesnt do to the etf
placed cust on hold to talk to M.C since we were doing side by side
also adv cust we will check with deo to see what happened to her credit and budget billing
adv cust of investigation process
cust also had multiple questions about suppliers briefly went over that
adv cust of energy choice she doesnt have access to internet adv will send a2a chart

0025084: Interstate Gas Sup019 2:06 PM 3001: icb

Called Tara at IGS. The customer did not rescind until after the rescission period had ended - a drop was received on Interstate Gas Sup019 2:06 PM 3001: 10/22/18. She enrolled 10/10/18. She called to cancel on 10/26/18.
Called the customer to go over the company's response and close. She says that she did call the next date. Advised that both company's state that she cancelled on 10/26/18. She says that she has letters to the contrary. Provided PUCO Interstate Gas Sup019 2:06 PM 3001: address so she could send tem. Advised that I would look at them and get back to her.
Called the customer to clarify address. Address was not in Hilliard. It was the same as her mailing address. Corrected Interstate Gas Sup019 2:06 PM 3001: the record.

Received and uploaded mail from the customer. There is a letter from OE dated 10/23/18 confirming of the cancellation of her electric supply with IGS. There is also a letter dated 10/29/18 from IGS confirming her cancellation of her MVR? supplier and her move to the SSO rate.(with her note that she cancelled 10/11/18).

Called Angie. The letter is confusing because the customer was never on the MVR. She re-affirmed that the customer did not cancel until 10/26/18, after the rescission period. She agreed that the letter is confusing and will discuss internally to Interstate Gas Sup019 2:06 PM 3001: have it changed. However, the customer did not call until 10/26/18 and did take service with IGS for one billing period.

Called Ms. Maki to go over the companies' response and close. Reached voice mail. Attempted to leave a message Interstate Gas Sup019 2:06 PM 3001: closing the case but was not able to do so before time ran out. Tried again and got message hat memory was full.
Interstate Gas Sup019 2:06 PM 3001: Called the customer to close. Reached message advising the the memory was full.
Called the customer to go over the company response and close. Reached voice mail. Left message asking for a return Interstate Gas Sup019 2:06 PM 3001: call. Left hotline number and case ID.
Interstate Gas Sup019 2:06 PM 3001: Customer calling back to speak with MC, IT to vm
Interstate Gas Sup019 2:06 PM 3001: FC packet mailed
Received a voice message from the customer who asked for a return call.

Called the customer to go over the company response and close. Explained that the material she sent me did show her notes that she cancelled IGS on October 11, 2018, but nothing that she sent from IGS or DEO substantiates that claim. Advised that both DEO and IGS are stating that her call to rescind was not placed until after the rescission period. Explained that the only regulation concerning budgets is that the company offer them. Advised that there are no regulations concerning when the company re-evaluates the budget amount or how it is calculated. She insists that she called to rescind on 10/11/18 and that no one from the company wants to own up to it. Discussed the next step of filing Interstate Gas Sup019 2:06 PM 3001: an FC. She would like one sent to her. Advised that I would do so.
FC packet mailed

Received a call from the customer transferred by AT. She says that DEO and IGS will make an adjustments. She wants to withdraw her FC. Contacted docketing and spoke to DH about the matter. Advised the customer to let DEO and IGS make Interstate Gas Sup019 2:06 PM 3001: motions to dismiss. Invited a call back.
Received a call from the customer transferred by AT. She says that DEO and IGS will make an adjustments. She wants to withdraw her FC. Contacted docketing and spoke to DH about the matter. Advised the customer to let DEO and IGS make Interstate Gas Sup019 2:06 PM 3001: motions to dismiss. Invited a call back.
Calling to speak w/ M.C.

Interstate Gas Sup019 2:06 PM 3001: IT to M.C.

0025260 Interstate Gas Sup019 3:11 PM 3001: icb

cust wants to cancel IGS

Interstate Gas Sup019 3:11 PM 3001: gave number icb

0025309 Interstate Gas Sup019 12:20 PM 3001: edu

Caller states that she is in contract with IGS until the middle of 2020 - she has had them for yrs but now the rate is 6.39 and her CE rate is 5.21 - she did ask IGS if they would waive the \$99 cancellation fee and was told, no - adv that the

Interstate Gas Sup019 12:20 PM 3001: supplier is not required to waive it - adv that I have noted her call - invited her call - invited call back.

Last sept rep contacted her from, caller switched gas and ele.

Caller states a week later direct energy contacted her, they were supplier before IGS.

Caller states cancelled IGS over the phone in oct. Nov 7th letter from IGS, thank you for being customer, Duke has notified IGS she no longer wants to have IGS.

The past few months shows IGS as supplier. Caller contacted DE on Friday, re-enrolled. Caller contacted Duke today, told IGS still supplier, and would have to pay \$99 cancellation fee, but has bills that show ETF reversed.

Nov 7th letter from IGS, thank you for being customer, Duke has notified IGS she no longer wants to have IGS.

Advised caller would open investigation.

0025503 Interstate Gas Sup19 10:20 AM 3001: Provided case number and time frame.

Duke follow up:

Ms. Phillips had been enrolled with Direct Energy as her gas and electric supplier. In September 2018 we sent her notice that her supplier was being switched to IGS. We did not receive any contact from the customer and then in November we sent her notification her supplier was switching to Verde Energy.

On 11/12 Ms. Phillips contacted us with IGS also on the phone and rescinded enrollment with Verde and choose to stay with IGS as her supplier.

Then on 2/25 Ms. Phillips contacted us and requested to drop IGS and she returned to Direct Energy as her gas and electric supplier as of her 3/20 meter reading date.

Interstate Gas Sup19 10:20 AM 3001: electric supplier as of her 3/20 meter reading date.

LVM to close advised of timeline of enrollments from duke, advised ETF from IGS is valid.

Interstate Gas Sup19 10:20 AM 3001: ICB

0025599 Interstate Gas Sup019 1:20 PM 3001: Ed ref

Customer states IGS asked to see his gas bill yesterday. Customer states IGS advised that he was illegally switched to Volunteer Energy Services, which removed his service with IGS. Customer signed some papers, but he changed his mind. Customer states he called IGS, but it referred him to call the agent directly to cancel and he emailed them, but he is not sure if he has to cancel in writing or by telephone.

I advised the company is required to have a toll free number to call and cancel. I advised customer to call IGS again and request to speak to a representative to cancel. I advised customer can also contact CGO to find out if an enrollment request has been received yet and they should be able to cancel if it has.

Interstate Gas Sup019 1:20 PM 3001: request has been received yet and they should be able to cancel if it has.

0025613 Interstate Gas Sup19 8:47 AM 3001: icb

cust calling on behalf of disabled son

says he gets people coming door to door and hes signing up with them

he signed up with igs but she wants this to not go through

she called cei they adv she has to check with igs to see if there is a fee for cancelling

cust wants the soliciting by door to stop because its confusing her son

adv cust to reach out to city to see about a non solicitation in the area

Interstate Gas Sup19 8:47 AM 3001: icb

Cust called regarding cancellation with IGS. Customer states she called to cancel with IGS and they told her to call DE. DE

0025711 Interstate Gas Sup19 10:54 AM 3001: told her to call us. I was getting info from customer and she hu.

Interstate Gas Sup19 10:54 AM 3001: cust hu

Caller has AEP

Caller states that she met with someone at NRG and advised that she was in a contract with IGS until August.

NRG advised her that her bill would be \$27.00 and that if she switched she would not have an etf with igs

Caller calling to see if she will have an etf.

0025722 Interstate Gas Sup019 3:11 PM 3001: Advised if she agreed to a contract and it had an etf- an etf can be assessed if she cancels before the contract is expired

Interstate Gas Sup019 3:11 PM 3001: Advised if she breaks her contract prior to it expiring she may be assessed an etf.

I had terminated my service with IGS many years ago, at least 5 years ago. I just realized today, upon looking at my online state that they had been the supplier of my resident gas usage. Which has been overpriced compared to compared to

0025949 Interstate Gas Sup019 2:49 PM 3001: SCO's rate, by as much as 25%. This is a fraudulent practice.

Interstate Gas Sup019 2:49 PM 3001: Called DI at CGO. IGS is the customer's CHOICE supplier.

Interstate Gas Sup019 2:49 PM 3001: Reviewed IGS response. IGS has no record of customer calling to cancel. IGS provided a copy of 11(G) letter sent in 2017.

Called the customer to go over the company response and close. Advised that IGS says that it has no record of her calling to cancel. Explained that the company only has to keep most records for two years. She says that she never thought of looking at her bill. She thought the once the fixed contract expired, she would be automatically returned to her utility.

Interstate Gas Sup019 2:49 PM 3001: She says that she now understands. Advised that I would close the investigation and invited a call back.

vm customer that per 3/21 call by company contact, customer decides to stay with igs. 1/15/19 contract shows customer billed 4.73cts/kwh. leave hotline number as cbr.

0025997 Interstate Gas Sup19 11:38 AM 3001: billed 4.73cts/kwh. leave hotline number as cbr.

Customer calling about IGS. Customer was paying 5.2 with CE and switched to IGS because they told her it would be lower. IGS is charging her 7.5 per Kwh. Opening investigation to see what the customer signed up for and if IGS is charging what the contract states. Customer is looking at switching and IGS is looking to charge a 100.00 EFT. What did

Interstate Gas Sup19 11:38 AM 3001: they offer the customer? What are the terms of the contract? Customer is elderly. Gave case# Invited call back.

customer calling for an elderly neighbor of hers. she says she signed up with IGS Energy and somehow the signed her up for the home warranty program too. she was signed up and also got an ETF for \$99. she has not called yet because she doesn't hear very well and doesn't have a hearing aid yet. i advised complaint will be noted. advised she can call the

0026274 Interstate Gas Sup019 1:36 PM 3001: company to see if they would waive it. ICB

Interstate Gas Sup019 1:36 PM 3001: ICB

Customer called back to add comments to her case. Stated that she called IGS and rep told her to wait until mid-May to call back and cancel in order to avoid the \$99 ETF. She then asked about getting on the SCO rate. Advised once IGS is cancelled then she will need to call customer service at DEO and ask to be put on the SCO rate. Also advised that DEO should send a letter to advise of the drop with IGS. ICB.

0026525 Interstate Gas Sup19 12:35 PM 3001: Caller state that she received a letter from IGS that her contract will expire on 6/21 - her fixed rate will go to a variable rate - she does not want to renew - she wants to get on DEO SCO rate - adv the caller to contact IGS to inquire if she has an early termination fee - adv that if she cancels too early, she could be subject to the ETF if there is one from her terms and conditions - adv that she has 2 billing cycles after she is returned to DEO to request to be placed on the DEO SCO rate - invited call back.

Interstate Gas Sup19 12:35 PM 3001: Caller thought she had a fixed rate with IGS, not variable - I had the cust read the letter again - ltr states that she does have a fixed rate, but it will go to a variable rate.

Interstate Gas Sup19 12:35 PM 3001: edu

0026535 Interstate Gas Sup019 4:38 PM 3001: Advised it is legal to charge early term fees
Caller wanted to see if her cancellation fees are legal for IGS to charge
She has them as a supplier for AEP and DOMINION

Interstate Gas Sup019 4:38 PM 3001: ICB

0026535 Interstate Gas Sup019 4:42 PM 3001: Advised cancellations fees are legal to apply
Caller wanted to see if her cancellation fees are legal for IGS to charge
She has them as a supplier for AEP and DOMINION

Interstate Gas Sup019 4:42 PM 3001: ICB

IGS/AEP-customer states at some time he entered in to a contract with IGS and did not know that. he states another supplier came to his home and he signed up with the other company. He then received a early termination fee from IGS for \$99.00. he states that he received links via e-mail but they did not work when he clicked on them. he does not think this is fair. I explained that we can contact IGS to find out how and when he signed up and if it was a valid enrollment. he states in the mean time he has to decided to either go with the new company or cancel and I told him that will be up to him. I guess he can look at it the new rate and decide if the etf is worth it. I can't tell him what to do in that situation. I wish I could but that is where he is at this point. I can not guarantee him we can get the etf waived. I asked when he has to decided by and he states the 23rd. I told him we will send for inv and he can call back on monday to see if there is a response but I can not promise him that. I explained the company has 10 business days and I cant change that. he states

0026536 Interstate Gas Sup019 4:58 PM 3001: he understand, he just did not know he was under contract with IGS. ICB.

Co response:

Customer enrolled on March 13, 2018 via d2d.
Gas account- 36 month fixed at 0.5590/CCF and Electric- 36 month fixed at 0.0669/Kwh. There was a \$99 etf per account

Co provided Documentation confirming this- (Welcome Letter/Signed Agreement/GPS data)

Interstate Gas Sup019 4:58 PM 3001: Customer will be assessed the \$99 etf

Interstate Gas Sup019 4:58 PM 3001: Received response- Reviewing.

Interstate Gas Sup019 4:58 PM 3001: Sent Initial- Waiting on Co response.

Called customer- Advised of Co response.

Advised Customer enrolled on March 13, 2018 via d2d.
Gas account- 36 month fixed at 0.5590/CCF and Electric- 36 month fixed at 0.0669/Kwh. There was a \$99 etf per account.

Co provided Documentation confirming this- (Welcome Letter/Signed Agreement/GPS data)

Interstate Gas Sup019 4:58 PM 3001: Customer will be assessed the \$99 etf

Called customer/ Advised of Co response (below)

Interstate Gas Sup019 4:58 PM 3001: Advised of my name/ h/i number.

0050073 Interstate Gas Sup19 12:15 PM 3001: edu

Caller states that someone from IGS came to her door a couple of days ago - she agreed to enroll by signing the ipad - she recd an email from IGS on 4/29 - caller states that she is not in a good place (husband passed away and she should not have done this right now) - she states that the person talked so fast and it sounded good - inquired if she read what she signed - she states, no not really - adv that going forward - she would want to read it before signing as that was her enrollment - she states that it was electric too - never said anything about cancelling - exp that unless she had recorded the conversation with the person at her door - what her enrollment would be is her signing the idpad and the information on that contract - adv of rescind notice (time sensitive) - caller states that she has recd it from OE and will call to cancel - she has not recd the DEO notice yet - adv that DEO is required and will send her a rescind notice - adv to keep an out of

Interstate Gas Sup19 12:15 PM 3001: the notice from DEO in the mail - invited call back.

Can't Contact Company

0019487 Interstate Gas SupJ18 9:39 AM 3001: Gave # to IGS
Caller wants to speak with IGS, states the number to the supplier is not on her bill statement.

Interstate Gas SupJ18 9:39 AM 3001: Gave caller # to IGS per her request.
Customer called the number for IGS, but 18002804471 was no longer in service.

Interstate Gas SupJ18 9:39 AM 3001: I advised of number (888) 995-0992.

0019550 Interstate Gas SupJ18 8:39 AM 3001: provided info for Home Services: 877/275-8197 for furtherance
-caller is trying to reach IGS Energy via 888/995-0992 about her gas furnace - although, the phone # isn't working >> caller can't get thru to the company
-caller says she has a repair/svc policy with IGS Energy

Interstate Gas SupJ18 8:39 AM 3001: -provided info for Home Services: 877/275-8197 for furtherance

0021855 Interstate Gas Sup018 8:58 AM 3001: Checking status

-caller recently switched over to Statewise Energy from IGS Energy b/c IGS Energy was charging her too much
-caller says IGS is now charging her a \$200 ETF, and she don't know why - b/c she says she'd been w/IGS long enough to not be charged an ETF
-caller was asked if she contacted IGS Energy >> caller says when she made an attempt to contact IGS - the phone system just kept transferring her to another automated system
-Note: caller could not provide the phone # she dialed to reach IGS Energy
-caller was advised to contact IGS and inquire >> contact info provided for furtherance

Interstate Gas Sup018 8:58 AM 3001: -invited call back, if necessary

AEP is the electric company.

Caller called in regarding IGS. She is upset regarding the early termination fee of 99.00 and wants to file a complaint. I asked her if she knew how long the contract was for. She did not have the paperwork to verify. Advised I would open an

Interstate Gas Sup018 8:58 AM 3001: investigation to review initial contract and early term agreement. Gave case# and invited call back.

Interstate Gas Sup018 8:58 AM 3001: Reviewing TPV.

LM advising of TPV clearly stating \$99 ETF for each acct enrolled. TPV was completed on 5/30/17 and were for 36 mos

Interstate Gas Sup018 8:58 AM 3001: contracts. ETF valid. ICB to hear recording.

-per Jessica, EA hotline, IGS Energy is a choice supplier as of Dec 17, the rate is .574/Ccf

Competition Issues /
Inquiries

0018210 Interstate Gas Sup018 4:23 PM 3001: enrollment on Oct 31, 2017

Interstate Gas Sup018 4:23 PM 3001: Vectren/IGS Energy: caller is questioning the relationship with the supplier

0018260 Interstate Gas Sup018 1:37 PM 3001: a2a

Caller states that she had cancelled out of IGS and was looking for a new supplier. Advised caller of a2a website and that she does not have to choose a supplier if she wishes not to. Invited callback.

0018351 Interstate Gas Sup018 3:57 PM 3001: Discussed current gas and electric a2a supplier rates in her area. Explained SCO and PTC vs. fixed rate contracts.

Calling re: gas rates in CGO area and electric rates in CEI area. Currently has IGS Energy for both and is expecting IGS tomorrow with new offers.

Interstate Gas Sup018 3:57 PM 3001: Discussed current gas and electric a2a supplier rates in her area. Explained SCO and PTC vs. fixed rate contracts.

0018370 Interstate Gas Sup018 12:49 PM 3001: explained I do not believe he was signed up with supplier

Customer states this address is one of his rentals. He states that he was outside today doing work for the up coming snow storm and some guy in a truck marked IGS pulled up and asked if about his bill. He states he told him that he did not want to change anything and that he was fine where he is. He already has a supplier. He states the guy put in his i-pad variable rate and left. I asked if he signed the i-pad and he states he did not, I asked if he did a TPV and he did not. I told him I do not think he was signed up. He states he just gets tired of this. He states CGO gave him our number and that is why he called. They told him if anything changes they will send him a card. I told him that is correct, but I do not think he was signed up, but he just may want to watch the mail for a while to make sure. I told him I will note the concern here. He

Interstate Gas Sup018 12:49 PM 3001: thanked for help.

0018381 Interstate Gas Sup018 4:13 PM 3001: a2a

Caller was inquiring as to whether a supplier on a2a website can be out of state. Advised caller that suppliers on a2a website are all certified to sell in OH. Advised caller of gas and electric rates vs fixed rates caller was looking for. Invited

Interstate Gas Sup018 4:13 PM 3001: callback if caller had any further questions

TWWC

0018407 Interstate Gas Sup018 9:25 AM 3001: Wanted to discuss his current contract with IGS. referred to IGS.

Caller has IGS at \$5.34. States IGS rep called him and offered him 3 years at \$4.36. He is confused why they would call him and offer to lower the rate when they already have him as a customer at a higher rate. referred caller to IGS to

Interstate Gas Sup018 9:25 AM 3001: discuss why they offered him a lower rate.

0018424 Interstate Gas Sup018 2:19 PM 3001: IGS cancelled contract and waived the \$99.00 ETF.

Customer refuses to speak with anyone except JLF. Customer would like to file a complaint with JLF.

Interstate Gas Sup018 2:19 PM 3001: Transfer to JLF voice mail.

Customer agreed to a contract at 39 months at 4.56 per mcf. He is getting the correct rate but believes they bate-and-switched him. He wants to be on a budget plan and they don't offer it. He does not have anything saying they would offer

Interstate Gas Sup018 2:19 PM 3001: a budget. He wants to cancel without penalty and the company refused.

Received email from PF for supervisor call back.

Called customer at contact phone number without answer. Left VM. Provided name and hotline phone number for a call

Interstate Gas Sup018 2:19 PM 3001: back.
received supervisor call back request.

Called Mr. Zeoloo at call back number provided.

Mr. Zeoloo advised that he is frustrated with regards to this issue he has been having with his most recent supplier IGS. In Sept 2017 a door to door representative from IGS came to the door. He advised about their offering and asked to look at Mr. Zeoloo's billing. Mr. Zeoloo provided the representative copies of their bills with DEO. The representative from IGS advised that they could offer the customer a lower rates and that it would include a budget. They discussed the offering in depth and Mr. Zeoloo agreed to switch to IGS. He signed the contract and didn't think anything else about it until they received the most recent billing for December 2017. The bill was very high, so he called DEO. DEO referred him to IGS, who informed him that he wasn't on a budget. IGS indicated that wasn't what he signed up for, and that a budget was discussed with the door to door representative. The company wouldn't do anything to resolve this issue.

Mr. Zeoloo believes this is a bait-and-switch tactic that IGS used. The offering presented to him included a budget plan and he feels that the company took advantage of him. Mr. Zeoloo wants to file a complaint and insists that the PUCO look into

Interstate Gas Sup018 2:19 PM 3001: this further.

Agreed to service last year with IGS Energy in an attempt to lower his bill. Customer now sees that their bill is too high as he was previously on budget billing with Quake Energy. Now customer believes he was "baited and switched" by IGS because they didn't explain this to him.

I attempted to explain to customer that DEO is regulated by PUCO, so they are REQUIRED to offer budget billing to customers that qualify. Gas suppliers are not regulated but are certified. They offer contracts. Most do not offer budget billing since that's done through DEO.

Customer disagrees and believes that suppliers should have regulatory oversight by PUCO. He's requesting to speak with a Supervisor.

Interstate Gas Sup018 2:19 PM 3001: IT to Supervisor Phone - P.F.

I called and spoke to the customer. I explained that I received a response from the company. I explained the following response:

GS was able to reach the son George. It appears George is not disputing the enrolled with IGS. It appears the account was kicked off the budget and the usage increased. George advised the Home Energy consultant he was driving to Florida at the time they were speaking and he would like to give him a call back next week when he could look more into budget and usage concern. IGS will follow up with George next week.

He became upset and started saying we were trying to wipe this under a rug and IGS and DEO are blaming each other and that this is wrong and that something needs to be done about this. I explained to the customer that is not the case and I was trying to ask him if the budget was the only issue he had. I explained that I was trying to figure out if I need to send this back to the company because this is the only response I received they did not address or answer my questions from the initial e-mail I sent. I did not say this was complete at this point. I was calling to verify information. He then proceeded explain that we need to have more regulation over the suppliers, he believes this is a bait and switch. He can not believe that we let them get away with this. he states he asked the rep about the budget and he told him that he could be placed on budget. get first bill and it is high and not on budget. I told him I understand, we get these complaints

Interstate Gas Sup018 2:19 PM 3001: on a daily basis. I explained that I can not verify what was said between him and the rep at his home. I will inquire about

I called and spoke to the customer. I explained that I has spoken to him back in February and I received a response back from them. The company has cancelled his account and waived the ETF. he states they did send him a letter that he was being charged the \$99.00 but thinks that has been taken care of. I explained to him that if would receive anything else concerning the charge to let me know, I have in writing they are waiving that fee. he states that he went with another supplier. he states he did speak to a gentleman from IGS and they even did a 3-way call to DEO. he states he told them that it is very frustrating dealing with two companies who keep pointing the finger at the other. he states he thinks they got it. he states his mother has not received anything else in the mail. He just wanted away from IGS as they caused him

Interstate Gas Sup018 2:19 PM 3001: a lot of problem. he thanked me for calling to follow up. close case.

0018443 Interstate Gas Sup18 10:00 AM 3001: Call OE

Caller states that a door-to-door rep from IGS came by on 1/16 to try and enroll caller for electric and gas. Caller was unsure if she was enrolled. Advised caller of enrollment rules and seven day cancellation period. Advised caller to contact

Interstate Gas Sup18 10:00 AM 3001: CG and OE to see if she has been enrolled and to cancel out if she has. Invited callback.

0018479 Interstate Gas Sup18 11:22 AM 3001: ed ref

Caller states that he already has IGS for gas - he wants to know what their electric rate is - provided all the fixed electric rates for IGS - provided number for IGS - adv the caller to contact IGS to see if they have a different rate for existing customers. Caller did not want to provide his phone number, email or demographics.

Interstate Gas Sup18 11:22 AM 3001: Cancel out of IGS

0018547 Interstate Gas Sup18 11:45 AM 3001: RTHL

Caller states that he currently has IGS and is looking to move out of the area soon. Caller was looking to go with another supplier. Advised caller that if he is on a variable rate with IGS to cancel with them and go back to CEI so that when he

Interstate Gas Sup18 11:45 AM 3001: moves, he doesn't have to worry about an ETF. Invited callback if issue with IGS

0018561 Interstate Gas Sup018 3:24 PM 3001: RTHL

Was supposed to be switched from IGS, but still sees them on his bill and his previous rate. TWWC>

Interstate Gas Sup018 3:24 PM 3001: RTHL

0018716 Interstate Gas Sup018 8:48 AM 3001: I advised concern will be documented.

Customer states he just received a letter from IGS stating that his contract is about to expire and will be automatically re-enrolled if he does not call them. Customer did not know he had IGS and believes he has been over paying for electric. IGS offered a rate that is still higher than DP&L. Customer states his wife usually handles all the mail and bills, so she may have signed up for IGS. Customer states he is aware that suppliers are not regulated as public utilities are and can enroll customer's in service if letter is not responded to, but believes this should change and suppliers should be regulated. Customer would like comments noted.

Interstate Gas Sup018 8:48 AM 3001: I advised concern will be documented.

0018744 Interstate Gas Sup018 3:25 PM 3001: invited call back

caller is complaining about his current rate. .0739/Kwh charged by IGS Energy
caller says his latest bill is \$753
caller resides in an all-electric home; 5-person HH
caller says his fixed rate offer expired in Aug/Sept
caller says he never rec'd anything from IGS about his rate expiring
caller says he just thought that when his rate expired he would go back to AEP
caller will put his concerns/comments in writing

Interstate Gas Sup018 3:25 PM 3001: invited call back

0018949 Interstate Gas Sup018 2:44 PM 3001: a2a website

Caller states that he currently has IGS as his supplier and is paying a rate of \$.84 per ccf. Advised caller of SCO rate and

Interstate Gas Sup018 2:44 PM 3001: gave a2a website to view other offers. Also advised caller to contact IGS to check on status of contract. Invited callback.

0019045 Interstate Gas Sup018 1:44 PM 3001: Called customer and advised her acct is now canceled and the \$99 ETF waived. Left hotline # in case of questions.

The customer stated that he cancelled IGS and went to a different supplier. He is billed via Ohio Edison and chose First Energy Solutions as his supplier. However, his enrollment keeps getting cancelled via the automated system. He was told that it was IGS most likely who was cancelling the request due to him cancelling his contract, because they get a letter as well showing that he was cancelling and who he is going with.

Interstate Gas Sup018 1:44 PM 3001: sent follow up to IGS. Their response was not clear, it indicated: Attached is the signed enrollment card for Mr. Nunns. An IGS Home Energy Consultant did visit Mr. Nunns regarding his account with IGS and the \$99.00 early termination fee. The Home Energy Consultant did visit Mr. Nunns on the dates listed below. IGS is reaching out to Mr. Nunns to review the interaction and will address the situation from there.

Interstate Gas Sup018 1:44 PM 3001: 0019189 Interstate Gas Sup018 2:26 PM 3001: Quoted offers
Caller states that she has IGS and is paying a rate of \$4.24 per mcf. Caller was looking for a lower rate for 12 months. Quoted offers from Santanna and New Wave. Caller also asked for rate for NOPEC and quoted her. Advised caller to contact IGS to check length of contract and any ETF. Invited callback.

Interstate Gas Sup018 2:26 PM 3001: 0019310 Interstate Gas Sup018 9:51 AM 3001: suppliers
Caller states that he had just cancelled out of IGS and was looking for a new supplier. Advised caller of offers from New Wave and NAP for 12 months fixed. Also advised caller of what happens when contract expires. Invited callback.

Interstate Gas Sup018 9:51 AM 3001: 0019375 Interstate Gas Sup018 3:14 PM 3001: -call routed over to Sam, via IGS to learn why she is being assessed \$99 ETF
-caller says she was always with NOPEC - although, about a year, a Rep from IGS Energy stopped by with his iPad
-caller says the Rep told her he was with CEI, but he could not pull up her info on his iPad and asked her to go get her electric bill
-caller says she wrote her acct # down on a piece of paper - although, she NEVER gave the # to the Rep, even though, he already had her info entered on the iPad
-caller says she is currently being charged \$99 ETF and she don't know why
-caller says she never signed for anything

Interstate Gas Sup018 3:14 PM 3001: -call routed over to Sam, via IGS to learn why she is being assessed \$99 ETF
0019423 Interstate Gas Sup018 3:35 PM 3001: Mailed PIPP app
Caller states that a rep from IGS advised caller that she is on a variable rate under SCO. Advised caller that SCO is a market rate. caller was concerned that she was being scammed. Advised caller of "Do Not Solicit" list with DEO.

Interstate Gas Sup018 3:35 PM 3001: Caller also inquired about PIPP. Advised caller of program. Caller requesting an application.
Interstate Gas Sup018 3:35 PM 3001: DA approved letter.

0019450 Interstate Gas Sup018 12:09 PM 3001: a2a website
Caller states that she currently has IGS as a supplier at a rate of \$3.54 per mcf and was looking to see what better offers were available. Advised caller of a2a website and to contact IGS to check on status of govt aggregate contract and if an

Interstate Gas Sup018 12:09 PM 3001: ETF is involved if she cancels. Invited callback.
0019533 Interstate Gas Sup018 12:51 PM 3001: close
Caller states that a man with an IGS card came to her home offering a lower price - she signed up and just would like to know if the co is legit - adv that IGS is a certified supplier in the state of Ohio - cust states, ok - invited call back.

Interstate Gas Sup018 12:51 PM 3001: 0019652 Interstate Gas Sup018 2:30 PM 3001: Supplier info
customer did not want to provide information. he wanted to know if IGS was part of our organization. I explained they are supplier and certified to do business in Ohio. he thanked for help.
-per Andrew, via EA hotline, the acct has been with IGS Energy since June 2017 | further assisted customer with any add'l questions/concerns

0019658 Interstate Gas Sup018 3:49 PM 3001: -caller advised by Andrew
Note: senior citizen & confused
-caller is inquiring about the supplier's rate vs. DP&L's rate, etc...
-caller mentioned .0629/Kwh & 5.4 cents /Kwh
-caller wants to know which rate is cheaper, etc...
-per Andrew, via EA hotline, the acct has been with IGS Energy since June 2017 | further assisted customer with any add'l questions/concerns

Interstate Gas Sup018 3:49 PM 3001: -caller advised by Andrew
0019764 Interstate Gas Sup018 11:35 AM 3001: 888/995-0992 was provided for furtherance
-caller wants a phone # to reach IGS Energy
Interstate Gas Sup018 11:35 AM 3001: -888/995-0992 was provided for furtherance
Advised of 0.40890/ccf for sco rate

0019839 Interstate Gas Sup018 3:35 PM 3001: Advised it is a monthly variable rate and it is based on the market
Caller has Columbia Gas
Caller calling about Igs supplier
Caller states he has a rate of 0.559
Caller requests info on Sco rate
Advised of 0.40890/ccf

Interstate Gas Sup018 3:35 PM 3001: Advised it is a monthly variable rate and it is based on the market
Spoke to the customer and he said that he never knew he had IGS and then he gets a renewal letter. He had not reached out to the company to inquire.
Spoke to Matt and he said that the customer DPL Energy Resources since 8-2011 and they were brought out by IGS in June 2017, so this is WHY they are on his bill.
Received a mailing today March 19, 2018. It stated i requested another electric carrier other than DP&L. It stated i was being switched to IGS Energy Solutions. I have never asked for this and i would like them to cease all further bulldog tactics to acquire customers.

Interstate Gas Sup018 2:11 PM 3001: 0019937 Interstate Gas Sup018 2:11 PM 3001: tactics to acquire customers.

Calling back, caller got vm from investigator and was confused about message.
Caller is disputing that he received enrollment letter from co.

Re: first elect service renewal notice.
thank you for being customer,
if you want to except renewal do not do anything

IGS energy supply Charges.
caller has never contacted IGS

Interstate Gas Sup018 2:11 PM 3001: IT to KM
Spoke to the customer and he said that he never knew he had IGS and then he gets a renewal letter. He had not reached out to the company to inquire.

Interstate Gas Sup018 2:11 PM 3001: 2017, so this is WHY they are on his bill.
-caller opted to drop supplier: IGS Energy and go back to DEO's SCO rate
-caller was advised by Mary, via EA hotline
-in addition, caller's info has been restricted

0019965 Interstate Gas Sup018 2:17 PM 3001: -invited call back, if necessary
senior citizen | 80 y/o
-caller wanted to know if she can lower her gas rate
-caller's current rate is \$4.36/Mcf
-caller says the supplier is IGS Energy
-caller does not know if the supplier is a Choice supplier b/c she does not recall choosing IGS Energy

-per Mary, via EA hotline >> Yes, IGS Energy is a Choice supplier and the current rate is \$4.36/Mcf | acct has been with IGS since 2007

-caller opted to drop supplier: IGS Energy and go back to DEO's SCO rate
-caller was advised by Mary, via EA hotline | in addition, caller's info has been restricted

Interstate Gas Sup018 2:17 PM 3001: -invited call back, if necessary

0019975 Interstate Gas Sup018 8:08 AM 3001: referred to IGS for furtherance
-caller says her current supplier: IGS Energy is charging her too much - so, she changed over to Direct Energy
-caller is wondering if IGS will charge her a fee for dropping them
-referred to IGS for furtherance

Interstate Gas Sup018 8:08 AM 3001: -invited call back, if necessary

0019978 Interstate Gas Sup018 9:57 AM 3001: a2a website
Caller currently has IGS as his supplier and was looking for a lower rate. Advised caller of a2a website and quoted offer

Interstate Gas Sup018 9:57 AM 3001: from AEPE. Invited callback.

0020004 Interstate Gas Sup18 11:01 AM 3001: marketing
CGO- had visit from IGS energy. Wanting to know the difference between IGS and CGO. IGS stated 0.55 per CCF for 60 months. Advised the difference between the companies. Advised CGO SCO till April 1 is \$0.4089. Stated she will think

Interstate Gas Sup18 11:01 AM 3001: about it
caller advised to contact CGO to find out if DE is an aggregation supplier -or- Choice supplier

0020021 Interstate Gas Sup018 5:06 PM 3001: invited call back, if necessary

-caller says a guy from IGS Energy knocked on his door telling him that he should have rec'd a ltr to sign in order to stop the auto-switch over to IGS Energy (?)
-caller says he didn't sign anything -nor- did he provide any acct info to the rep
-caller says he is already with Direct Energy and don't want to switch
-caller advised that it was just a sales tactic - unless he or his wife signed up with the supplier - just don't worry about it
-City of Lorain has a gas gov't aggregation program
-caller isn't familiar with the program
-furthermore, caller was advised to contact CGO to find out if DE is an aggregation supplier -or- Choice supplier

Interstate Gas Sup018 5:06 PM 3001: -invited call back, if necessary

0020039 Interstate Gas Sup018 3:40 PM 3001: Advised of rates
Customer states she signed up for a 3 year rate with IGS for \$0.489/ccf and there is an etf, but she is within the 7 days to cancel. Customer states she received another rate offer for 12 months with another company for \$0.45/ccf with no etf. Customer believes she made a mistake, but she is not what difference it will make on her bill. Customer yearly average is 500ccf.

I advised customer \$0.489/ccf totals to \$244.50 yearly and \$0.45/ccf totals to \$225. Usually the longer the rate the higher

Interstate Gas Sup018 3:40 PM 3001: the rate is. I advised customer of SCO rate and the SCO historical high and low.

0020055 Interstate Gas Sup18 10:16 AM 3001: a2a website
Caller states that he currently has IGS as a supplier at a rate of \$5.59 per mcf and was looking to see if there were better offers available. Advised caller of a2a website and went over how to find different offers. Advised on fixed and variable rates vs SCO and what happens when contract expires. Also advised caller to contact DEO and OE to be put on "Do Not

Interstate Gas Sup18 10:16 AM 3001: Solicit" list. Invited callback.

0020161 Interstate Gas Sup018 4:42 PM 3001: quoted offers
Caller states that he is on budget with IGS for \$69 per month and was looking for a lower rate. Advised caller of quote from ONG for six months fixed. Advised caller to contact IGS first to check on status of contract and any possible ETF.

Interstate Gas Sup018 4:42 PM 3001: invited callback.

Customer is calling about IGS and DEO. He is paying \$4.56 per mcf and enrolled for 1 year with IGS last December. He received CHOICE literature from DEO. Advised that before he does anything, he should call IGS and see what, if any, fee he would incur. Discussed the SCO and two offers on the apples-to-apples web site. Provided energychoice url and invited a call back.

0020214 Interstate Gas Sup018 1:59 PM 3001: invited a call back.

0020251 Interstate Gas Sup18 11:21 AM 3001: ICB

customer called, stated that he signed up wit Direct Energy, but he's already with American power and gas. the DE rate is higher, i advised he can call to cancel that and get a confirmation of the cancellation. they also signed him up for electric at 6.29/kwh, but he's currently paying 6.69/kwh with IGS Energy. i advised he can call IGS to find out his contract status before the switch goes into effect. ICB.

Interstate Gas Sup18 11:21 AM 3001: ICB

0020311 Interstate Gas Sup018 2:11 PM 3001: ICB

Caller wants to cancel igs, caller states signed up with them on 4/4.

Interstate Gas Sup018 2:11 PM 3001: advised unable to cancel. provided number to co and CGO hl to block.

0020328 Interstate Gas Sup18 10:35 AM 3001: edu

Caller states that he can not understand how IGS or any supplier can offer you a savings of more than what you would already have with your electric co - adv the caller that the Energy Choice Program does not guarantee savings - adv that Ohio is a deregulated state - adv that the Choice Program offers him the choice to shop around - exp that it is up to the

Interstate Gas Sup18 10:35 AM 3001: cust whether they want to participate - invited call back.

-caller was advised about CGO's current SCO rate and customers who have not actively chosen a natural gas supplier receive their natural gas supply at the SCO rate from one of eight suppliers: IGS Energy is one of the eight (8) suppliers

-caller was advised that IGS Energy could be a SCO supplier

0020338 Interstate Gas Sup018 3:07 PM 3001: -invited call back, if necessary

-caller inquiring about why IGS Energy is his supplier

-caller says he don't recall choosing a supplier, such as IGS Energy

-caller has not contacted CGO >> called the PUCO instead

-caller says he's calling about the A2A

-caller does not have Internet access

-caller was advised about CGO's current SCO rate and customers who have not actively chosen a natural gas supplier receive their natural gas supply at the SCO rate from one of eight suppliers: IGS Energy is one of the eight (8) suppliers

-caller was advised that IGS Energy could be a SCO supplier

-invited call back, if necessary

Interstate Gas Sup018 3:07 PM 3001: caller refuse to provide email and/or svc/mailing address

Customer is calling about IGS and DEO. He re-enrolled with IGS about a month ago and is calling to talk about his decision. Discussed the SCO and 2 CHOICE supplier options. He does not have access to internet. He says he will probably stick with IGS to avoid an ETF. Invited a call back.

0020396 Interstate Gas Sup18 11:47 AM 3001: IGS to avoid an ETF. Invited a call back.

Customer is calling about IGS and DEO. He re-enrolled with IGS about a month ago and is calling to talk about his decision. Discussed the SCO and 2 CHOICE supplier options. He does not have access to internet. He says he will probably stick with IGS to avoid an ETF. Invited a call back.

Interstate Gas Sup18 11:47 AM 3001: with IGS to avoid an ETF. Invited a call back.

0020960 Interstate Gas Sup18 9:24 AM 3001: ICB

customer called, stated that a marketer from IGS came out yesterday and had her sign his tablet and told her she was with Direct Energy. she has DE as her supplier for gas. she says she doesn't know if she agreed t enroll with them. i advised she would need to cancel that within 7 days because she did enroll if she signed the tablet. advised to call DE to find out her contract status before she cancels that. advised it will take 1-2 cycles for DE to fall off her account. ICB

Interstate Gas Sup18 9:24 AM 3001: contract status before she cancels that. advised it will take 1-2 cycles for DE to fall off her account. ICB

0020993 Interstate Gas Sup18 12:41 PM 3001: referred to IGS to discuss ETF and cancelling contract.

wanted to cancel IGS and not pay a penalty. I referred her to IGS to see if there is an ETF. She wanted on SCO. I explained after IGS is no longer on her bill and she is on MVR she can call DEO to get on SCO> Explained that rate is

Interstate Gas Sup18 12:41 PM 3001: variable rate monthly.

0021059 Interstate Gas Sup018 2:07 PM 3001: voiced concern

Caller states that he had received a notice dated 5/18 advising of switch to IGS from govt aggregate program. Caller states that his mother may have spoke to a door-to-door rep the week of 5/14. Caller is voicing his strong concern that these suppliers are taking advantage of older citizens. Invited callback if caller has any further issues with suppliers

Interstate Gas Sup018 2:07 PM 3001: these suppliers are taking advantage of older citizens. Invited callback if caller has any further issues with suppliers

0021280 Interstate Gas Sup018 2:05 PM 3001: RT IGS

She is starting to hear from other suppliers. Wonders if IGS has ended their svc.

Interstate Gas Sup018 2:05 PM 3001: RT IGS Energy to verify if her contract is ending soon.

0021440 Interstate Gas Sup018 2:55 PM 3001: ICB

cust callin to see how IGS became her supplier

gave number to Igs

Interstate Gas Sup018 2:55 PM 3001: ICB

0021550 Interstate Gas Sup18 9:52 AM 3001: EA of Duke

Caller sates that she has JE as a supplier at 6/49 per kwh when a rep from IGS came by and advised that caller was actually paying 10 per kwh and that IGS was offering seven cents. Advised caller that the 10 the rep quoted likely included distribution and transmission. if caller enrolled with IGS, advised to contact Duke to cancel out of IGS and to go over her current budget billing. Invited callback.

Interstate Gas Sup18 9:52 AM 3001: current budget billing. Invited callback.

0021562 Interstate Gas Sup018 3:31 PM 3001: invited call back, if necessary

-caller says the rate she was quoted, isn't the rate she is charged

-Note: caller could not provide the rate she was quoted when she enrolled with IGS Energy

-caller says she would like to return back to Direct Energy and wonder if it will cost her anything to do so

-caller was referred to the contract's Terms & Conditions

-caller referred to IGS Energy for furtherance

Interstate Gas Sup018 3:31 PM 3001: -invited call back, if necessary

0021647 Interstate Gas Sup018 4:36 PM 3001: advised caller

Santanna Natural Gas Corporation
Case No. 19-362-GE-CSS
Motion for Protective Order Against IGS Energy
Attachment D

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Caller was contacting on behalf of mother who had IGS but went with another supplier in Sept. Caller was inquiring whether CG of new supplier had to FYI customer on any possible ETF. Advised caller that they are not legally obligated to.

Interstate Gas Sup018 4:36 PM 3001: Invited callback.

0021852 Interstate Gas Sup018 4:21 PM 3001: caller will submit complaint via PUCO's website

-caller wants to file a complaint against IGS Energy
-caller says that her son enrolled the acct back in June, but she is the acct holder
-caller says IGS Energy is selling scams

Interstate Gas Sup018 4:21 PM 3001: -caller says she don't have much time to provide Intake Rep the info needed - so, she will submit her complaint via online

0021969 Interstate Gas Sup018 2:29 PM 3001: Advised her to call them to switch to SCO. Invited call back.

Calling about IGS supplier. Gas company is Dominion. Looking for lower rate. Went to Apples to Apples and gave

Interstate Gas Sup018 2:29 PM 3001: Dominion rate. Advised her to call them to switch to SCO. Invited call back.

0022085 Interstate Gas Sup18 11:27 AM 3001: call IGS

Caller states that he has IGS as a supplier at a rate of 7.79 when he had enrolled with Constellation for 36 months at 5.89. Advised caller of what he would be saving under Constellation and OE's price to compare (6.04 per caller). Advised caller

Interstate Gas Sup18 11:27 AM 3001: to contact IGS to see if they will make a counter offer or cancel out. ICB

0022157 Interstate Gas Sup018 3:20 PM 3001: icb

cust calling to see if IGS is legit and if firstenergy solutions filed for bankruptcy
adv yes to both
also adv cust of a2a chart online to view different suppliers he can choose from

Interstate Gas Sup018 3:20 PM 3001: icb

0022212 Interstate Gas Sup018 9:38 AM 3001: DNS

Caller states that she had moved to address on 7/12 and has had IGS since 2009 or 10, but is receiving calls from suppliers attempting to solicit her business, including NG&E. Caller is looking to have these stop. Advised caller to contact DP&L to

Interstate Gas Sup018 9:38 AM 3001: be put on "Do Not Solicit" list. Invited callback if specific supplier is found

0022277 Interstate Gas Sup018 2:33 PM 3001: a2a website

Caller states that she currently has IGS and is being offered 6.79 for the next contract. Caller had consulted a website to see what offers were available. Found that caller's price-to-compare is 5.1 per kwh. Advised caller of a2a website and how to sort out lowest to highest offers. Caller also states that she is on budget. Advised caller to make sure if suppliers honor

Interstate Gas Sup018 2:33 PM 3001: budgets. ICB

Caller was looking at a2a website and had questions about offers from Champion and FES. Advised caller her choice will

Interstate Gas Sup018 2:33 PM 3001: depend on what she's looking for. ICB

0022319 Interstate Gas Sup18 11:41 AM 3001: A2A

Caller has IGS and wanted to see if there were any rates lower the IGS or Duke.

Interstate Gas Sup18 11:41 AM 3001: Checked A2A chart and edu caller of cheaper suppliers available. Supplied caller with the number to the suppliers.

0022382 Interstate Gas Sup018 2:16 PM 3001: Before I can conduct an investigation I need the name of the company I've left him two voice mails.

Interstate Gas Sup018 2:16 PM 3001: I/m on a/m. I need the name of the supplier.

Received a call today and was told my rate was Electric rate - way too high and was advised to contact PUCO. I have a Higher rate than Illuminating Company and rate went up before our 12 month contract was finished, I didn't know this until today! Did they break the the contract by doing this? I renewed contract on 06/11/2018 of this year my old contract was due to expire on 07/2018. They starting charging me a new rate on 05/23/2018. There is a \$99.00 early termination fee associated with this contract. Is there anything I can do to get my rate reduced and or avoid the early termination fee?

Thank You
Sincerely
Kenneth Korber
440 777 2911

Interstate Gas Sup018 2:16 PM 3001: kenn1941@gmail.com

Interstate Gas Sup018 2:16 PM 3001: I/ m again. Inv cb.

0022422 Interstate Gas Sup18 11:03 AM 3001: call IGS first

Caller states that she had received an offer from Dom. ES for \$3.19per MCF. Via bill, caller found that she currently has IGS at a rate of \$4.69. Advised caller to contact IGS to check on status of contract and to see if they will negotiate a lower rate

Interstate Gas Sup18 11:03 AM 3001: before calling Dom. ES. Invited callback.

0022532 Interstate Gas Sup18 10:04 AM 3001: Quoted SCO. Contact IGS

Caller states that she received a letter from CG regarding a change in rates. Caller states that she currently has IGS as a supplier at \$.579 per ccf. Advised caller to contact IGS to check on status of contract and went over SCO rates. Invited

Interstate Gas Sup18 10:04 AM 3001: callback.

0022770 Interstate Gas Sup018 4:30 PM 3001: Icb

Customer was attempting to reach a supplier.

Interstate Gas Sup018 4:30 PM 3001: Icb

0022776 Interstate Gas Sup018 9:38 AM 3001: edu

Caller states that he is calling about the cust choice program - he wants to know the rate for CGO - that is who he has - provided CGO SCO rate - caller states that he has a letter from IGS with the kwh rate but he can not find the kwh rate anywhere on his CGO bill to compare - adv the caller that the kwh is electric - adv that if the offer was for his gas, it would

Interstate Gas Sup018 9:38 AM 3001: have ccf - caller states that he now understands - invited call back.

Customer called looking to compare ele rates. She believes she's with IGS. Advised to call AEP and verify and give us a call

0022794 Interstate Gas Sup018 4:03 PM 3001: back to compare rates. Invited call back.

0022807 Interstate Gas Sup18 12:51 PM 3001: Discussed gas purchasing options.

Caller was transferred from Vectren. When she wanted to know info about IGS she was transferred to PUCO. I discussed options of purchasing gas.

Interstate Gas Sup18 12:51 PM 3001: Salesforce would not pull in her address.

0022830 Interstate Gas Sup18 12:02 PM 3001: Reviewed the A2A chart for caller and supplied him with the number for a cheaper supplier. Icb.

Caller wanted to know if there were any rates cheaper than what he currently has. Reviewed the A2A chart for caller and

Interstate Gas Sup18 12:02 PM 3001: supplied him with the number for a cheaper supplier. Icb.

Caller said she called IGS to inquire why they are on her bill. They told her that her husband Wayne enrolled their account. She has canceled but she questions the enrollment because her husband has been dead for six years. Unsure what year the enrollment occurred. Offered to investigate. She said its already been canceled and she just wants her complaint noted.

0022920 Interstate Gas Sup018 2:54 PM 3001: ICB.

0022923 Interstate Gas Sup018 3:50 PM 3001: Cust called in for information on suppliers. Took him to apples to apples and reviewed options with him. Invited call back.

0022976 Interstate Gas Sup18 9:54 AM 3001: Calling about suppliers for electric and gas. Gave web address. advised of options. Invited call back.

0023010 Interstate Gas Sup18 12:02 PM 3001: ICB

customer called about this supplier coming around to her door to enroll her. she says that IGS and another company were bashing each other and telling her that the other company is not legit. I advised they are both certified in Ohio. I advised her she has seven days to cancel. she says she enrolled for gas and electric. advised to call DPL and Vectren to cancel and

Interstate Gas Sup18 12:02 PM 3001: get confirmation numbers.

ment:

Customer calling regarding letter he received regarding gas services. Customer is currently with IGS and is looking for lower rate on supply services. Went to Apples to apples. Customer is aware of the early term fee. Gave a couple of

0023076 Interstate Gas Sup18 9:44 AM 3001: options. Invited call back.

Customer calling regarding letter he received regarding gas services. Customer is currently with IGS and is looking for lower rate on supply services. Went to Apples to apples. Customer is aware of the early term fee. Gave a couple of

Interstate Gas Sup18 9:44 AM 3001: options. Invited call back.

0023160 Interstate Gas Sup18 10:45 AM 3001: invited call back, if necessary

-caller rec'd a ltr from IGS Energy about Stark county's natural gas program

-caller says IGS Energy's fixed rate will be \$3.47/Mcf for 12 months

-caller says she has 30 days from the date of the ltr (Sept 17) to let IGS know if she does not want to stay with them

-caller wanted to know if there were any fixed rates lower than \$3.47/Mcf

-caller was provided info via EnergyChoice Ohio's website

-caller does not know what she want to do at this point >> will further discuss with her son

Interstate Gas Sup18 10:45 AM 3001: -invited call back, if necessary

0023165 Interstate Gas Sup18 11:54 AM 3001: Customer calling about supplier options. Reviewed options and advised to review term length. Invited call back.

0023204 Interstate Gas Sup018 4:21 PM 3001: invited call back, if necessary

-caller recently enrolled with IGS Energy via door2door rep - although, she has since changed her mind

-caller wants to know if the rate IGS gave her is a better rate than what she is currently paying

-caller was advised to look on her utility bill(s) and compare the rate she is currently paying vs. the rate IGS gave her and determine from that

-caller has Internet access

-caller was also referred to EnergyChoice Ohio's website to shop-n-compare rates/offers >> web address provided for furtherance

-caller was advised about the rescind period as well - that's if DEO -or- CEI send her a switch notice/rescind ltr

Interstate Gas Sup018 4:21 PM 3001: -invited call back, if necessary

Customer was calling regarding suppliers on gas. Cust is currently paying 3.99 with IGS. Gave 12 month option. Advised of the early term fees before switching. Invited call back.

0023260 Interstate Gas Sup018 1:56 PM 3001: Edu caller how to review her bill and edu caller that her current rate with MA is actually better than what she was just

offered by Direct. Adv caller to cancel with Direct, call AEP to see if the change has gone through and call MA to see when her term with them ends to prevent a variable rate. Icb.

0023264 Interstate Gas Sup018 3:08 PM 3001: her term with them ends to prevent a variable rate. Icb.

Caller states that she signed up with IGS less than a month ago and was promised (in writing) that she would have a flat rate of \$54/mo for service ("bill would NEVER be higher than..."). Caller can't remember if the change letter has come in the mail yet.

Caller states that right after signing up, her bill increased instead (current supplier is Mid American). Caller states that a rep from Direct Energy came by and told her that her rate was about to increase with MA and her AEP charges went up because they can't bill her on the supply side.

Edu caller how to review her bill and edu caller that her current rate with MA is actually better than what she was just offered by Direct. Adv caller to cancel with Direct, call AEP to see if the change has gone through and call MA to see when

Interstate Gas Sup018 3:08 PM 3001: her term with them ends to prevent a variable rate. Icb.

0023271 Interstate Gas Sup018 4:52 PM 3001: Customer calling about supplier. Currently paying 2.8. Gave options for 12 months. Invited call back.

0023289 Interstate Gas Sup018 2:05 PM 3001: referred to EA

Spanish-customer

customer called, stated that he is trying to cancel with IGS Energy. he has been with them for two years, price keeps going up. he wants to go back to DEO but they say he can't. I advised he can ask for the SCO from DEO, and advised they can

Interstate Gas Sup018 2:05 PM 3001: cancel the IGS service for him. gave him the EA#.

Customer calling about supplier letter from Dominion. Currently paying 3.64. Advised of 12 month options. Invited call

0023346 Interstate Gas Sup018 4:21 PM 3001: back.

0023415 Interstate Gas Sup18 11:28 AM 3001: edu

Caller states that she has IGS with her township - she would like to know if there is a rate lower than she has of 3.498 - inquired if she is looking for variable or fixed - she states fixes - provided her the low and high range for the fixed rate -

Interstate Gas Sup18 11:28 AM 3001: invited call back.

0023484 Interstate Gas Sup018 1:36 PM 3001: referred to IGS

customer called, has been with IGS Energy since Feb 2018, maybe longer. she says in Feb 2018 a guy came out and wrote up a new contract for her. she says they are charging her \$37/mo extra and she can't afford the additional charges. she wants to shop for a new supplier. I advised she may want to call IGS first to make sure there is no ETF first, and to cancel if

Interstate Gas Sup018 1:36 PM 3001: there is no ETF. ICB.

0023492 Interstate Gas Sup018 4:02 PM 3001: ICB

Customer calling about. Supplier options. Currently with IGS. Paying .524. IGS offered .599. Gave 12 month option.

Interstate Gas Sup018 4:02 PM 3001: Invited call back.

0023548 Interstate Gas Sup018 2:25 PM 3001: Dom ES to cancel, DEO for SCO
Caller states that a rep from IGS (Kevin Shields) came by on and advised caller that she had IGS as a supplier but had been cancelled in June. Spoke to Angela at EA of DEO who advised that caller has had Dom. ES since 2015 and is paying a rate of

Interstate Gas Sup018 2:25 PM 3001: \$.62. Advised caller to contact Dom ES to cancel and then DEO to go with SCO rate. ICB
Customer says IGS came to the door and enrolled his girlfriend \$.0719 and PTC is \$.054 per kWh. He wanted to know if AEP's price was variable. AEP told him that the PTC was fixed. Advised that it is not and explained further.
He cancelled IGS. IGS did charge him an ETF. IGS explained this to him and he now feels comfortable that IGS did not lie.

0023561 Interstate Gas Sup18 11:19 AM 3001: Discussed and provided the A2A web site. Invited a call back.
Customer says IGS came to the door and enrolled his girlfriend \$.0719 and PTC is \$.054 per kWh. He wanted to know if AEP's price was variable. AEP told him that the PTC was fixed. Advised that it is not and explained further.
He cancelled IGS. IGS did charge him an ETF. IGS explained this to him and he now feels comfortable that IGS did not lie.

Interstate Gas Sup18 11:19 AM 3001: Discussed and provided the A2A web site. Invited a call back.

0023579 Interstate Gas Sup18 8:37 AM 3001: a2a website
Caller had received an offer in the mail from IGS for 61.9 per ccf for 36 months or 59.9 for 12. Caller was looking to see if

Interstate Gas Sup18 8:37 AM 3001: this was a good deal. Advised caller of SCO rate and pointed to a2a website for further guidance. ICB

0023607 Interstate Gas Sup18 11:49 AM 3001: ICB

Interstate Gas Sup18 11:49 AM 3001: Customer calling about IGS. Customer currently paying 4.56. Reviewed A2A. Gave options and phone#. Invited call back.

0023622 Interstate Gas Sup18 10:22 AM 3001: Advised CGO has not reached that rate in the past 3 yrs. She needs to verify an ETF before she cancels.
The customer started IGS is offering 58 cents per CCF.

Interstate Gas Sup18 10:22 AM 3001: Advised CGO has not reached that rate in the past 3 yrs. She needs to verify an ETF before she cancels.
Advised to contact Co/:

0023634 Interstate Gas Sup018 4:25 PM 3001: customer called back and though we were CGO. I gave him the phone # to CGO. thanked for help.
Caller has Columbia Gas
Calling about Igs rep. Caller checking to see if supplier bills have taxes.

Interstate Gas Sup018 4:25 PM 3001: Advised do-Advised to contact Columbia gas for info on bill.

Interstate Gas Sup018 4:25 PM 3001: customer called back and though we were CGO. I gave him the phone # to CGO. thanked for help.

0023702 Interstate Gas Sup18 12:13 PM 3001: Confirmed IGS is a legit co.
Wants to confirm that IGS is a legitimate company.

Interstate Gas Sup18 12:13 PM 3001: Advised that IGS is a long standing supplier in the Choice program.

0023749 Interstate Gas Sup18 11:16 AM 3001: invited call back, if necessary
-senior citizen
-no Internet access
-caller current has IGS Energy at a rate, 0.47000/Ccf
-caller says she thinks the rate is high and want to lower her rate
-Note: when asked >> caller has not contacted IGS Energy to find out if the current rate is 'fixed'
-caller does not know what her current status is with IGS Energy
-referred caller to IGS Energy to learn what if she chooses another supplier, will there be a fee, etc...

Interstate Gas Sup18 11:16 AM 3001: -invited call back, if necessary

0023760 Interstate Gas Sup018 3:55 PM 3001: ICB

Interstate Gas Sup018 3:55 PM 3001: Customer calling about IGS. Cust currently paying 4.25. Gave option and phone # Invited call back.

0023762 Interstate Gas Sup018 4:29 PM 3001: Advised to contact Igs for terms
Caller has Columbia Gas
Calling about Igs
Caller states the rates are higher now.

Interstate Gas Sup018 4:29 PM 3001: Caller questions his existing terms.- Advised to reach out to supplier.

0023774 Interstate Gas Sup18 11:02 AM 3001: ICB
Customer calling about IGS. Customer calling about supplier charges. Rep called and stated variable and offered 4.87 fixed for 12 month. Customer called DE and was told him he has a fixed. Customer looked at his bills and it looks like he's on a variable rate. Bill shows rate is 4.24. Gave options for SCO and other suppliers. Advised of early term fees. Invited

Interstate Gas Sup18 11:02 AM 3001: call back.

0023786 Interstate Gas Sup018 3:55 PM 3001: Enrollment was cancelled during rescission period.
Caller stated that she spoke to someone within the last week and could not find the company name at this time. Signed-up for .60 per ccf but now having second thoughts. States she still has 6 days to cancel. She is not familiar with the program. Went over the Choice program to her and explained how it works and that right now the .60 would be more than what she is paying now but the the SCO rate adjusts monthly. Explained she can call and cancel now or she can cancel when she gets the rescission letter from CGO. She is going to call and cancel now. Explained that when she is

Interstate Gas Sup018 3:55 PM 3001: ready to make a choice then she can view the chart on the web or call and have a chart mailed out to her. ICB.
Cust states she called and cancelled the switch but she got a contract from them on Saturday. Customer got a contract from IGS and the cancellation has not been processed. Gave case# of investigation. Customer wants the enrollment

Interstate Gas Sup018 3:55 PM 3001: cancelled and wants to keep her previous supplier. Invited call back.
Called and advised customer that it appears that the contract went out when she signed-up and it was actually done

Interstate Gas Sup018 3:55 PM 3001: before she cancelled. Enrollment has been cancelled. She had no further questions at this time.

0023806 Interstate Gas Sup18 11:19 AM 3001: Matrix sent

Interstate Gas Sup18 11:19 AM 3001: Cust called for A2A chart. Submitted request. Invited call back.

0023814 Interstate Gas Sup018 1:49 PM 3001: choice program

DP&L- IGS bought DPL energy out, wanting to know if this happened. Wanting to know if the electric has a SCO like gas service. Advised DP&L has a PTC and can go with them. Received a renewal letter from IGS. Needs to contact by Dec 14 or renew on a variable rate. Thought if he did nothing he would be picked to another supplier by DP&L. Explained his different option with the renewal. Stated he does not like the choice program and does not understand why Ohio has it.

Stated he did not sign anything or agree to a contract with IGS. Stated he did not agree to DPL energy and thought DPL was DP&L and IGS bought out that side of their company. He stated the program is a choice to save money. Explained to the customer we cannot promise any money savings. The current contract ends in Jan 2019 if no contact would go to a variable rate. 0.0669

Advised cust FES has a lower rate of \$0.0534 for 24 months with no ETF.

Interstate Gas Sup018 1:49 PM 3001: make a choice before Dec 14. Advised he did not want an Invest open.
0023815 Interstate Gas Sup018 2:11 PM 3001: Advised she does not have to switch. Gave rates for gas and electric.
The customer said a rep called her and was trying to offer her a new rate and told her to call PUCO to verify her agent number.

Advised that I cannot verify agent numbers, but IGS is an approved marker and since she is still with them, it sounds like they were just notifying her of her options due to her now having a variable rate.

Interstate Gas Sup018 2:11 PM 3001: Advised she does not have to switch. Gave rates for gas and electric.
0023815 Interstate Gas Sup018 2:15 PM 3001: Advised she does not have to switch. Gave rates for gas and electric.
nt:
The customer said a rep called her and was trying to offer her a new rate and told her to call PUCO to verify her agent number.

Advised that I cannot verify agent numbers, but IGS is an approved marker and since she is still with them, it sounds like they were just notifying her of her options due to her now having a variable rate.

Interstate Gas Sup018 2:15 PM 3001: Advised she does not have to switch. Gave rates for gas and electric.
0023879 Interstate Gas Sup018 8:39 AM 3001: ICB

Customer called regarding supplier. Customer currently with IGS at a rate 4.9mcf. Gave options for SCO and 1 year option with Santanna and 24 month option with CenterPoint. Gave# to Centerpoint and Santanna. Invited call back.
Interstate Gas Sup018 8:39 AM 3001: Informed Ms. Cesear of contract terms (.0789/kWh for 36 mos w/ \$99 ETF) and that the rate is not the lowest fixed rate offer by any means. Also confirmed AZA has been sent. ICB.
0023890 Interstate Gas Sup018 12:02 PM 3001: Customer says she enrolled with IGS some days ago but they did not leave anything that states her rate. She has rcvd a letter from the co but it didn't contain the rate either. She knows its a three year fixed rate but she needs the terms and conditions and most importantly the rate.

Interstate Gas Sup018 12:02 PM 3001: Informed her of the importance of fully knowing the T&C's before enrolling.
0023897 Interstate Gas Sup018 2:39 PM 3001: ICB

Customer calling about gas suppliers. Customer is currently paying 3.64 with IGS. Gave Santanna energy at 3.19. Gave#
Interstate Gas Sup018 2:39 PM 3001: Invited call back.
0023921 Interstate Gas Sup018 2:24 PM 3001: ICB

Customer has IGS and is currently paying 4.49. Advised to check on early fee and just pick a new supplier. Customer called
Interstate Gas Sup018 2:24 PM 3001: regarding rates. Gave Santanna energy at 3.19 and phone#. Invited call back.
0023944 Interstate Gas Sup018 3:16 PM 3001: RTC for P2C

Caller states she has IGS now for generation with a flat monthly fee of \$59, wants to know if that is a "good rate."

Advised caller supplier offers are in kwh - can't compare a flat rate to a price per kwh. Advised her she can compare the supplier offers to the OE P2C, advised her what the P2C is. Caller claims she can't find that number on the bill. Referred to OE for location of the P2C on the bill statement.

Caller states she doesn't understand why the flat rate of \$59 can't be compared to the other CRES rates, explained again, a flat rate isn't comparable to a per kwh offer, it is better to use the P2C since its the generation supply that is being compared. Call states she sees the OE charges and the IGS charges and the final cost this month. Caller then ended the

Interstate Gas Sup018 3:16 PM 3001: call before clarification of the IGS billing could be obtained.
0023956 Interstate Gas Sup018 12:30 PM 3001: Discussed SCO and other rates on a2a chart

Just found out co. is her supplier, she didn't know. She found out on their website that she would have an ETF. She said that a guy just came to her door and told her that IGS is her supplier. She told him no, it is Vectren. She then called Vectren and they said that they have been her supplier for five yrs., which was assigned thru the SCO. Discussed the SCO for non-shopping cust. Advd how to navigate around in the chart, rates, term... etc. She then wanted to discuss elect. Reviewed the a2a chart. Cautioned about some w/the mthly fees. She then said she's very happy w/DP&L.

Interstate Gas Sup018 12:30 PM 3001: ICB should she have other questions.
0023988 Interstate Gas Sup018 4:30 PM 3001: invited call back, if necessary

-caller wants to drop IGS Energy from the acct
-caller contacted AEP and was told that they can't do that
-caller was advised that the PUCO can't -nor- anyone else can make changes to her AEP acct, other than AEP
-referred caller to EA hotline for furtherance >> contact info provided

Interstate Gas Sup018 4:30 PM 3001: Invited call back, if necessary
0024060 Interstate Gas Sup018 12:05 PM 3001: Icb.

Customer called to discuss current supplier rates/options

Provided my name

Interstate Gas Sup18 12:05 PM 3001: lcb.

0024134 Interstate Gas Sup18 12:36 PM 3001: Confirmed standard procedure when switching suppliers.
Wonders if it's standard procedure for it to take 1-2 billing cycles to switch suppliers.

Interstate Gas Sup18 12:36 PM 3001: Confirmed that this is the typical timeline when changing suppliers.

0024167 Interstate Gas Sup018 3:15 PM 3001: invited call back, if necessary

-caller says she want to enroll with Constellation for the electric acct b/c they have a lower rate, but IGS Energy wants to charge a \$99 ETF b/c they claim she enrolled with them back in 2017, enrolled in a 36-month contract with IGS Energy until 2020

-caller wanted to change supplier for a lower, and now IGS want to charge a ETF of \$99

-caller says she remember her husband enrolling with IGS Energy via US mail for the gas acct, but not the electric acct

-when asked about the contract's T&Cs, caller says they never rec'd any papers via US mail

-caller was advised that the PUCO can contact the supplier and inquire about the contract, but caller declined the offer and said that she can do that

-caller says she'll contact IGS and ask for proof of enrollment

Interstate Gas Sup018 3:15 PM 3001: -invited call back, if necessary

LM informing customer her account is in the process of being dropped and it takes 1-2 billing cycles, co has agreed to waive the \$99 ETF, unfortunately I do not have the authority to require an adjustment to the charges due to the valid enrollment. Stressed she should contact the co or the PUCO before providing information to suppliers or anyone no matter what they tell her.

0024194 Interstate Gas Sup018 3:55 PM 3001: ICB.

Caller said an IGS rep came by and told her there is no electric aggregation in her area and the rates are going up so she should enroll with them. She did and now she's found out that the rep lied and she is in an aggregation area with a rate lower than the rate IGS is charging. She is very upset that they would come to an elderly persons house and blatantly lie. Now they are saying she must pay \$99 to cancel. She can not afford these higher rates or the ETF. She was home minding

Interstate Gas Sup018 3:55 PM 3001: her business and now she's in a mess because of IGS!

0024207 Interstate Gas Sup18 12:43 PM 3001: lcb

cust signed up with IGS

cust wanted to know if they can charge for cancelling

adv cust yes if it states in his contract and has been more than 7 days

Interstate Gas Sup18 12:43 PM 3001: lcb

0024225 Interstate Gas Sup18 11:27 AM 3001: invited call back, if necessary

-caller had questions/concerns about the EnergyChoice program & his community's gov't aggregation program thru NOPEC

-caller was advised that these programs are separate from each other >> gov't aggregation is an auto-enrollment program, which is formed by his community's local elected officials - he can only opt-out of the enrollment during the rescind period | EnergyChoice is an alternative choice for Ohio consumers, who want to pick-n-choose their own electric/gas rate offered by the supplier, etc...

-caller says he better understands now

Interstate Gas Sup18 11:27 AM 3001: -invited call back, if necessary

0024236 Interstate Gas Sup018 4:31 PM 3001: lcb.

Customer called to discuss current supplier rates/options.

Customer recently signed up with Just Energy.

We discussed pricing for SCO and 12/24/36 month Fixed.

I provided my name

Interstate Gas Sup018 4:31 PM 3001: lcb

0024243 Interstate Gas Sup18 8:21 AM 3001: invited call back, if necessary

-caller says the contract rate with IGS Energy recently expired, and now she's on a variable rate with IGS

-caller says she want to go back to AEP Ohio

-caller was advised to call AEP and advise them >> in addition, caller was advised that it may take upto 3 billing cycles b4 IGS drops from the billing, and in the meantime - she'll be paying IGS' at their variable rate

-caller questioned about the 'budget; she has with IGS (?)

-referred caller to IGS for furtherance

Interstate Gas Sup18 8:21 AM 3001: -invited call back, if necessary

Customer called to discuss current supplier rates/options.

Customer recently switched to IGS Energy, but is experiencing buyers remorse.

Customer received the mailer for CEI to verify the switch.

Customer claims she has 2 days left per the mailer, to cancel the switch.

I provided rates for SCO and Fixed 12/24/36-months.

I provided my name

0024309 Interstate Gas Sup18 9:31 AM 3001: lcb.

Interstate Gas Sup18 9:31 AM 3001: lcb.

Customer is calling about IGS. He has CGO and IGS salesperson told him that his Volunteer price would be increasing next month and go variable. They wanted to offer a fixed higher rate. Advised that he appears to be in an aggregation and explained details, i.e., that his price was tied to the SCO and he got a 6% discount from the retail price adjustment. Invited

0024333 Interstate Gas Sup18 11:16 AM 3001: a call back.

0024373 Interstate Gas Sup018 2:51 PM 3001: Caller states she did what RF told her to and now she doesn't owe the \$99 ETF so thank you.

Caller states that she received a letter from DEO that mentioned a cheaper rate by Jan 2019, so she signed up. Caller said that she then got a letter from IGS, stating that she now owes a \$99 ETF.

Caller says that when she called IGS, she was told that she could call in to rescind - but the time frame had past. Caller says that she doesn't know what to do and can't even remember who the other company is.

Edu caller that the letter may have been an aggregation and to call IGS back to see if they will remove the ETF if she signs Interstate Gas Sup018 2:51 PM 3001: back up. Icb.

Edu caller that the letter may have been an aggregation and to call IGS back to see if they will remove the ETF if she signs Interstate Gas Sup018 2:51 PM 3001: back up. Icb.

Customer calling about IGS. Currently paying .0540 per ccf. Wanted to know she should go with DE at .495 through 2021. 0024423 Interstate Gas Sup018 1:59 PM 3001: Advised of early term fees. Invited call back.
Interstate Gas Sup018 1:59 PM 3001: ICB

Customer calling about PIPP option. IGS told him that if he goes on PIPP, they would drop him. Advised him to go with 0024427 Interstate Gas Sup018 3:26 PM 3001: SCO. Advised to contact utility company for enrollment. Invited call back.
Interstate Gas Sup018 3:26 PM 3001: ICB

Caller wanted to know if the .399 from ONG is the best rate available. Reviewed the A2A chart and verified that the ONG 0024429 Interstate Gas Sup018 4:31 PM 3001: offer is cheapest and supplied the number for a supplier. Icb.

Interstate Gas Sup018 4:31 PM 3001: Reviewed the A2A chart and verified that the ONG offer is cheapest and supplied the number for a supplier. Icb.
Caller states that he has been with IGS since 2017 and now he noticed that his bill is much higher (even after making energy improvement for his home).

Caller states that this bill is slightly more than last 2 months at approx \$177 (vs \$154 and \$137) and it seems like it is a steady increase of about \$20.

Reviewed the A2A chart after showing caller how to navigate his bill (he had great difficulty) and supplied caller the 0024452 Interstate Gas Sup018 3:30 PM 3001: number for a cheaper supplier for both gas and electric and Icb.

Reviewed the A2A chart after showing caller how to navigate his bill (he had great difficulty) and supplied caller the Interstate Gas Sup018 3:30 PM 3001: number for a cheaper supplier for both gas and electric and Icb

Caller states that he has been with IGS since 2017 and now he noticed that his bill is much higher (even after making energy improvement for his home).

Caller states that this bill is slightly more than last 2 months at approx \$177 (vs \$154 and \$137) and it seems like it is a steady increase of about \$20.

Reviewed the A2A chart after showing caller how to navigate his bill (he had great difficulty) and supplied caller the number for a cheaper supplier for both gas and electric and Icb.

0024453 Interstate Gas Sup018 3:50 PM 3001: Related to case 244524.

Reviewed the A2A chart after showing caller how to navigate his bill (he had great difficulty) and supplied caller the number for a cheaper supplier for both gas and electric and Icb.

Interstate Gas Sup018 3:50 PM 3001: Related to case 244524.

Customer calling about IGS 99.00 early term fee. Advised customer that she would be subject to early term fee if she did 0024514 Interstate Gas Sup019 3:53 PM 3001: not complete the contract. Then customer said never mind. Invited call back.

Interstate Gas Sup019 3:53 PM 3001: ICB

-caller wants to remove IGS Energy off her acct
-referred caller to DEO for furtherance

0024546 Interstate Gas Sup019 5:00 PM 3001: -invited call back, if necessary

Interstate Gas Sup019 5:00 PM 3001: invited call back, if necessary

Caller wants to switch from IGS after rate went up. Reviewed the A2A chart and supplied the number to cheaper supplier 0024621 Interstate Gas Sup19 10:21 AM 3001: after showing the monthly savings. Icb.

Interstate Gas Sup19 10:21 AM 3001: Reviewed the A2A chart and supplied the number to cheaper supplier after showing the monthly savings. Icb.

Customer calling about IGS. Currently paying 5.49. Customer looking for lower rate. Reviewed A2A. Gave Santanna # for 0024658 Interstate Gas Sup019 3:17 PM 3001: 6 months at 2.39 and 3.29 for 12 months. Invited call back.

Interstate Gas Sup019 3:17 PM 3001: ICB

Customer calling about supplier options. Currently with IGS paying .0829. Looking for cheaper option. Reviewed A2A. 0024693 Interstate Gas Sup019 2:12 PM 3001: Gave Santanna# for .0519 for 12 month. Invited call back.

Interstate Gas Sup019 2:12 PM 3001: ICB

Customer calling about IGS. Customer wanted to know if she is paying the best/lowest rate. reviewed A2A. Customer 0024752 Interstate Gas Sup19 10:58 AM 3001: currently paying 0.566. Gave option for Santanna for 1 year option. Gave Santanna#. Invited call back.

Interstate Gas Sup19 10:58 AM 3001: ICB

The customer's bill is high and she is not too happy. She said IGS is on her bill and she does not know how they are on her bill.

Called company to verify of it was her SCO and per Crystal, she has been with IGS since Feb 2017.

0024780 Interstate Gas Sup19 10:41 AM 3001: Advise of lowest rate and she needs to verify if she is on a contract.

Interstate Gas Sup19 10:41 AM 3001: Advise of lowest rate and she needs to verify if she is on a contract.

Customer calling about DE choice program. Customer wanted information to know what rate she had with IGS. Advised 0024798 Interstate Gas Sup019 4:35 PM 3001: customer to contact IGS for terms of contract. Invited call back

Interstate Gas Sup019 4:35 PM 3001: ICB

Caller had pushy door to door sales person. wanted info on complaints. advised IGS is certified supplier. explained enrollment must be valid and there are steps the supplier has to complete for a valid enrollment. Looking for more details

0024835 Interstate Gas Sup19 11:54 AM 3001: than BBB provided. explained not available.

Interstate Gas Sup19 11:54 AM 3001: discussed IGS

cust got letter from cel stating Igs will be her supplier
cust wants to cancel them

0024891 Interstate Gas Sup19 10:42 AM 3001: gave number
Interstate Gas Sup19 10:42 AM 3001: gave number to cancel

Customer calling about IGS. Customer got a letter from IGS offering a fixed rate for 36 month. Customer being offered

0024892 Interstate Gas Sup19 11:01 AM 3001: 58 fixed with IGS for 36 months. Advised to pass on this program for now. Advised to stay on SCO. Invited call back.
Interstate Gas Sup19 11:01 AM 3001: ICB
with IGS- Nordic called cust about their services. Erin Heart from Energy and said customers current supplier went from the fixed to a variable. IGS called her. She has 15 more months on contract. If canceled she owes \$99.

0024945 Interstate Gas Sup19 11:10 AM 3001: Suggested contacting IGS directly for information regarding her contract.
Interstate Gas Sup19 11:10 AM 3001: suppliers
Customer calling about supplier options. Wanted to go with IGS and tried to call and couldn't get through. Gave#. Invited

0024952 Interstate Gas Sup019 1:24 PM 3001: call back.
Interstate Gas Sup019 1:24 PM 3001: ICB
Customer calling about supplier options. Customer is currently with IGS paying 5.49. customer looking at options.

0025018 Interstate Gas Sup019 3:55 PM 3001: Reviewed A2A. Gave options. Gave # to ONG. Invited call back.
Interstate Gas Sup019 3:55 PM 3001: ICB
customer called back, was advised no ETF to switch suppliers. she wants to go with the SCO. confirmed the number to

0025029 Interstate Gas Sup19 11:57 AM 3001: DEO. ICB.
Caller states that she has IGS as a supplier at a rate of \$4.24 Caller is looking for a lower rate. Spoke with Betty at EA of DEO, who advised that caller has had IGS as an Energy Choice since June 2011. Advised caller of offers from ONG and

Interstate Gas Sup19 11:57 AM 3001: Centerpoint. Also advised caller of SCO rate. ICB
Interstate Gas Sup19 11:57 AM 3001: Quoted offers
-caller inquiring about how to drop/cancel IGS Energy
-caller was advised to contact IGS first to find out if she's currently under contract, etc...and once she knows what is what, she'll be able to decide what her next move will be
-contact info to reach IGS provided for furtherance

0025036 Interstate Gas Sup019 2:04 PM 3001: -invited call back, if necessary
Interstate Gas Sup019 2:04 PM 3001: invited call back, if necessary
-caller says a visitor (Austen Peterson, Territory Mgr) from IGS Energy came to her home telling her that this coming April 2019 her svc will be up for grabs, and he would like to renew her with the company, etc...
-caller says the rep wanted her to go and get her bill, but caller says she has auto-pay and she don't get paper bills
-caller says that the rep already had her personal info, but wanted her acct info
-caller was advised that CGO provides supplier a CRNGS list, with its customer's name; address; phone #
-referred caller to CGO to check on the status of her acct, and to opt-oo the CRNGS list

0025084 Interstate Gas Sup019 1:56 PM 3001: -invited call back, if necessary
Interstate Gas Sup019 1:56 PM 3001: invited call back, if necessary
Caller states that he currently has IGS at a rate of \$5.49 and was looking to see what other offers are available. Advised caller of a2a website and went over SCO rates and fixed rates. Advised caller to contact IGS before going forward with

0025090 Interstate Gas Sup019 4:27 PM 3001: SCO or another supplier. ICB
Interstate Gas Sup019 4:27 PM 3001: a2a website
DEO- switched to IGS then went back to NOPEC. Done on 12/27/18. Received bill and IGS is still on her bill as her supplier. It is \$1 more then NOPEC rate. Stated received welcome letter 12/27/18. Asked if she contacted DEO regarding the supplier. Advised switch can take 1-2 months to process. Informed she can contact DEO to be informed as to when NOPEC

0025104 Interstate Gas Sup19 11:18 AM 3001: will become her supplier
Interstate Gas Sup19 11:18 AM 3001: choice program
Customer calling about IGS. Customer is currently paying 7.41 per kwh. Reviewed A2A chart. Cust wanted 12 month options. Gave Capital Energy at 5.43. Advised customer to check on ETF. Gave# to Capital Energy and IGS. Invited call

0025113 Interstate Gas Sup019 2:10 PM 3001: back.
Interstate Gas Sup019 2:10 PM 3001: ICB
Customer currently with IGS. Currently paying 6.89 per mcf. Customer looking for cheaper options. Reviewed A2A. Gave

0025143 Interstate Gas Sup019 3:28 PM 3001: 1 and 2 year options. Gave# to AEP energy. Invited call back.
Interstate Gas Sup019 3:28 PM 3001: ICB

0025199 Interstate Gas Sup019 4:22 PM 3001: Caller was looking to see if Canton was under a govt aggregate program. Advised caller it was IGS and gave number. ICB
Interstate Gas Sup019 4:22 PM 3001: IGS as govt aggregate
customer states she gets her bills from AEP. She states she is not sure where to start. She states she has been with IGS for some time and that she signed up in December and she was able to cancel the gas, but the electric she has a 99.00 etf. she states that the rate she is paying is .0759 and AEP is .054. she first wanted a2a chart and then she asked if there was a better rate than AEP. She thought she had to have a supplier if she is cancelling one. I told her that is not true and she would be returned to AEP ohio. she did not know that. I told her the price to compare is on her bill. she would still like a

0025358 Interstate Gas Sup19 12:08 PM 3001: a2a chart. she will call IGS to cancel. thanked for help.
Interstate Gas Sup19 12:08 PM 3001: Letter approved and mailed with a2a chart.
Interstate Gas Sup19 12:08 PM 3001: Letter approved and mailed with a2a.
The customer is calling to discuss current supplier rates/options. We discussed pricing for SCO, and I Provided the energy

0025570 Interstate Gas Sup19 12:14 PM 3001: choice website for the customer to access current supplier rates/offers. I provided my name, Icb.
Interstate Gas Sup19 12:14 PM 3001: Icb.

Customer IGS came to her home on Monday offering lower rate for gas and electric. Customer states she spoke with her neighbor and they said it is a scam. Customer received a notification from OE today that an enrollment request was received from IGS. Customer wants to know if IGS is a legitimate company. Customer states the representative told her that her rate would be lower with them, but she is unsure what rate she agreed to. Customer states she is worried that she did something wrong and they said that there is an ETF.

I advised IGS is a certified supplier. I advised customer to call DEO and OE to verify her old rates and call IGS to verify what rates she agreed to. I advised customer has 7 days from enrollment to cancel without penalty.
0025596 Interstate Gas Sup19 12:35 PM 3001: rates she agreed to. I advised customer has 7 days from enrollment to cancel without penalty.
Interstate Gas Sup19 12:35 PM 3001: Ed ref

0025696 Interstate Gas Sup019 3:25 PM 3001: Icb
The customer is calling to discuss supplier options. I educated the customer on the SSO/ SCO vs choosing a supplier. The customer is not sure rather or not they are with the SCO/SSO. I advised the customer to contact the distributors to verify, ICB should the customer have further questions. I informed the customer, they can request for their information to be removed from their distributor's marketing list for suppliers. I provided my name.
Interstate Gas Sup019 3:25 PM 3001: Customer is calling to verify if she should cancel the IGS rate of .0799 and they only offered to lower it to .0791. AEP is .054.

Advise to call her local utility to make sure she is not enrolled.

0025697 Interstate Gas Sup019 3:33 PM 3001: Advised that I have not switched and it is up to her and AEP has not reached 7 cents from memory.
: Customer is calling to verify if she should cancel the IGS rate of .0799 and they only offered to lower it to .0791. AEP is .054.

Advise to call her local utility to make sure she is not enrolled.

Interstate Gas Sup019 3:33 PM 3001: Advised that I have not switched and it is up to her and AEP has not reached 7 cents from memory.
Calling to see if the rate of .05990 was good.

0025697 Interstate Gas Sup019 3:37 PM 3001: Advised that CGO is currently at .40850.
Interstate Gas Sup019 3:37 PM 3001: Advised that CGO is currently at .40850.
Called and spoke with Mrs. Fisher. Advised it is legal for a spouse to enroll a consumer's account with a supplier as long as the spouse states they are authorized to make changes to the account

Mrs. Fisher states she was told a spouse can't open an account in her name. ***Advised her a spouse can't open an account with a utility company in someone else's name. *****

0025762 Interstate Gas Sup19 11:26 AM 3001: Mrs. Fisher thanked me for the call, advised her to e-mail or call PUCO if she has other questions in the future.
Interstate Gas Sup19 11:26 AM 3001: Called and spoke with Mrs. Fisher, advised her that spouses can complete enrollments with suppliers.
My utility bills are in my name. A company (IGS) authorized my husband change utility companies (he thought IGS was the current provider). Is this legal?
Interstate Gas Sup19 11:26 AM 3001: -caller says while at his parent's house today, a rep from IGS Energy stopped by to renew the contract
-caller says he don't believe that his parents signed up with IGS, period
-caller wants to know how did IGS acquire his parent's gas acct
-referred caller to IGS for furtherance
-caller inquired about getting his parent's gas acct with the community's natural gas gov't aggregation program with NOPEC
-caller was advised on how to get the acct on the SCO rate with CGO, so NOPEC can pick it up

0025952 Interstate Gas Sup019 3:36 PM 3001: -Invited call back, if necessary
Interstate Gas Sup019 3:36 PM 3001: Invited called back, if necessary
Caller states that she has received numerous flyers attempting to solicit her business. Caller currently has IGS for both electric and gas and believes that her contract runs out in Oct. Caller had quoted 3.34 per mcf and 7.49 per kwh. Advised caller of SCO and price-to-compare. Advised caller to contact IGS to check length of contract and to let them expire.

0026007 Interstate Gas Sup019 2:34 PM 3001: Invited callback if she has any issues with suppliers.
Interstate Gas Sup019 2:34 PM 3001: call IGS
Caller states that she had received a letter from IGS regarding the end of the contract. Caller states that she had never realized that she had enrolled with IGS. Caller did contact IGS on 3/20 and had renewed for 36 months at 6.69 per kwh. Caller then contacted DP&L and was advised that her price-to-compare is 5.6 per kwh. Caller was confused as to what to do. Advised caller of rates between the two and that she has a seven day rescission period. Advised caller of number for

0026029 Interstate Gas Sup019 2:31 PM 3001: EA of DP&L to rescind IGS offer. ICB
Interstate Gas Sup019 2:31 PM 3001: EA of DP&L to rescind

0026100 Interstate Gas Sup19 12:26 PM 3001: Call IGS
Caller was looking to go with the SCO rate. Advised caller to contact IGS first to check on status of contract before contacting DEO to go with SCO. ICB
Interstate Gas Sup19 12:26 PM 3001: Customer is calling about IGS and DP&L. He does not like the ETF of \$99. Explained that suppliers are allowed to charge ETFs. Explained that they are purchasing power in advance and have obligations to fulfill when customers cancel. Advised that the PUCO has not regulated over whether a supplier can charge an ETF or not, except in limited cases like automatic renewals, where there is a \$25 max. He wants the suppliers to write in a larger text to make it easier for seniors to read.

0026112 Interstate Gas Sup019 4:35 PM 3001: Advised that I would document his concerns. Invited a call back.

0026128 Interstate Gas Sup019 2:26 PM 3001: Discussed electric and gas choice options.
Customer has IGS for both electric and gas and is concerned about getting lower rates for both.

I walked customer through finding PTC on her DP&L bill. Discussed current A2A rates for both electric and gas. RT

Interstate Gas Sup019 2:26 PM 3001: supplier and compared SCO rate. ICB
0026145 Interstate Gas Sup19 11:39 AM 3001: ICB

customer called, says she signed up with Indra two weeks ago, she received a ETF notice from IGS. she called IGS to return to them. they told her to call Vectren to cancel the Indra enrollment. she says she Vectren told her she will automatically be assigned to someone else when she cancels Indra. i advised she should be able to re-enroll with IGS after she cancels

Interstate Gas Sup19 11:39 AM 3001: Indra. advised her to get a confirmation number. ICB.
0026197 Interstate Gas Sup19 12:02 PM 3001: Comments placed on file.
Caller stated that he cancelled with IGS today. Rep told him it takes 1-2 bill cycles. Rep told him to report it to the PUCO. Advised he can report it to AEP and that the PUCO does not have access to account info. Advised again that it can take 1-2 bill cycles and that AEP should send a letter advising of the change. He stated he wanted it on file with the PUCO in case
Interstate Gas Sup19 12:02 PM 3001: IGS did not cancel as promised.
Customer calling about IGS. Customer said she signed up with them back in 2013 and then immediately cancelled. Customer wanted to know how she got back with IGS.
Called DP&L and spoke with Andrew. Customer is with IGS. This became active June 2017. Currently paying .0699. Price to compare is .056 Customer is on budget billing. Advised customer that it sounds like she got a solicitation call and she
0026258 Interstate Gas Sup019 3:50 PM 3001: did not need to do anything at this point. Invited call back.
Interstate Gas Sup019 3:50 PM 3001: ICB

customer called, says she signed up with IGS Energy in Oct 2018 after they came to her door.. she says that she agreed to the contract. she is paying \$0.0669/kwh for electric and \$0.59/ccf for gas. she says that she didn't want a supplier, but the rep from IGS told her that she had to pick a supplier because she couldn't choose Vectren and Vectren doesn't supply the gas. i advised she can go with the SCO through Vectren, so what they told her was false.

she says there is a \$99 ETF for each contract is she cancels, and it is a 36mo contract.

0026301 Interstate Gas Sup019 3:32 PM 3001: i advised she can call them to see if they will waive the ETF out of courtesy and then request the SCO from Vectren.
Interstate Gas Sup019 3:32 PM 3001: ICB

discussed choice. caller had no understanding of the choice program. discussed PTC, SCO, A2A, fixed and variable rates. She was confused by the Door to Door sales rep. answered her questions regarding starting and stopping suppliers,
0026510 Interstate Gas Sup019 4:29 PM 3001: discussed that she does not have to participate in the choice program. discussed govt agg and opt out notices.
Interstate Gas Sup019 4:29 PM 3001: discussed choice program
0046929 Interstate Gas Sup019 3:57 PM 3001: icb
cust calling to see if IGS will price match and see what her contract is
twwc
gave number
Interstate Gas Sup019 3:57 PM 3001: icb
Adv that suppliers do knock on door but no info on that particular rep.
Adv of IGS#/ICB
0049991 Interstate Gas Sup019 1:50 PM 3001: View All
Caller has DEOG called to verify if suppliers knocked on doors and wanted to verify if IGS was a legit supplier. Adv that suppliers do knock on door but no info on that particular rep.
Interstate Gas Sup019 1:50 PM 3001: Adv of IGS#/ICB

-caller says she recently enrolled both elec & gas accts with IGS Energy via door2door rep during March 2019
-caller says one-day last week, a rep from IDT Energy came to her door and offered her a better rate, so she enrolled both the elec & gas accts with the rep
-a day or so later, a rep from IGS Energy came to her door to inform her that she's dropping them and they're gonna charge a fee for doing so
-in addition, caller rec'd a rescind ltr/notice from OE to stop the IDT Energy switch
-caller says she don't think she's under contract with IGS Energy to begin with >> none of the rates are under contract (?)
-caller was advised that all 'fixed' rate offers are usually under contract, and they will usually have a ETF if dropped b4 it expires
-referred caller to IGS to learn about the length of the contract she enrolled on, and ETF amt, etc.... b4 deciding to drop them
-referred caller to OE to stop the switch - if she decides to stay with IGS
0050322 Interstate Gas Sup019 1:59 PM 3001: -invited call back, if necessary
Interstate Gas Sup019 1:59 PM 3001: icb

Contract Inquiry 0018458 Interstate Gas Sup018 2:09 PM 3001: discuss response with customer, ask if has further issues with IGS at this point. customer says now is with columbia gas for gas supply, does not have issues with 12/17-1/18 bill.
Interstate Gas Sup018 2:09 PM 3001: CMS # EMIT011818A2 Mariner Taft
DESCRIPTION OF ISSUE:
Please check to see when the customer's current contract started, what the rate was according to the contract, the terms and conditions of the contract and a tpy or the document used to verify the sale of the contract. Was a notification of the contract expiration sent to the customer? When was it sent? Work to rerate the customer's disputed bills at the prevariable rate.

Sincerely,

Notes edited by P.F. on Thursday, January 18, 2018 3:30 PM Salesforce # 00184586 Attached bill shows as past due. Please see attached letter which says IGS charged exorbitant rate for usage for the month of Dec/Jan. When called IGS said contract had run out and variable rate. Dec bill \$146.40 actual and Jan \$255.86 actual read. Told if new agreement the rate would go back. They've been with IGS for 11 years. Told hte notification was sent to them in July. They never recieved it. Decided to back to SCO. IGS told her 2 months to switch. CGO said IGS had blocked them from switching earlier, CGO said has never seen this before. Wants switched ASAP due to the rates. Attached first page of bill showing Previous amount due on 12/21 \$146 - no payment; Current charges \$255.86.

Interstate Gas Sup018 2:09 PM 3001: Top of Form 1

Good morning,

Attached you will find the signed acknowledgement from 2016 and the terms and conditions. You will also find the renewal letter IGS mailed in 2017. IGS shows the account currently has an account balance of \$76.71. IGS did speak to the customer on Jan 17, 2017 advised of his currently contract terms. The customer asked to cancel the contract. IGS notified the utility the same day.

Thank you

Tara Chapman
COMPLIANCE MANAGER
Direct (614) 659 5058
Fax (855) 726-3542

IGS Energy :: 6100 Emerald Parkway Dublin, OH 43016 Helping Consumers Make Smart Energy Choices Since 1989!

Interstate Gas Sup018 2:09 PM 3001: Company response: Attached you will find the signed acknowledgement from 2016 and the terms and conditions. You will also find the renewal letter IGS mailed in 2017. IGS shows the account currently has an account balance of \$76.71. IGS did speak to the customer on Jan 17, 2017 advised of his currently contract terms. The customer asked to cancel the contract.

Interstate Gas Sup018 2:09 PM 3001: IGS notified the utility the same day.
MT 2nd email sent:
DESCRIPTION OF ISSUE:

Interstate Gas Sup018 2:09 PM 3001: Do we have a final response at this time? Please advise.
discuss response with customer, ask if has further issues at this point regarding the 12/17-1/18 bill, customer says does

Interstate Gas Sup018 2:09 PM 3001: not, is with columbia gas for gas supply. customer thanks me for followup call.

0018673 Interstate Gas Sup018 4:57 PM 3001: Had IGS for both and switched to ADP for both for lower rate.
he says IGS claims someone agreed to it, either he or his wife. there was no intention for them to agree to those terms. he

Interstate Gas Sup018 4:57 PM 3001: says they enrolled him under a 3yr contract which he did not know about.
Has had IGS for 7 years and cancelled with them last year to go with AEP Energy. Customer is disputing the \$99 ETF. He will call us back with acct number for both AEP and CGO, so that we could confirm his enrollment and the terms and conditions of his plan with IGS to verify ETF is warranted.

Interstate Gas Sup018 4:57 PM 3001: conditions of his plan with IGS to verify ETF is warranted.

0018738 Interstate Gas Sup018 2:10 PM 3001: close
I called the cust and spoke with Dan Tarpy - adv of the co response - cust states that he just thought it was like in years

Interstate Gas Sup018 2:10 PM 3001: past - no early termination fee - cust was thankful for the call.
Has had IGS for 7 years and cancelled with them last year to go with AEP Energy. Customer is disputing the \$99 ETF. He will call us back with acct number for both AEP and CGO, so that we could confirm his enrollment and the terms and conditions of his plan with IGS to verify ETF is warranted. he says IGS claims someone agreed to it, either he or his wife. there was no intention for them to agree to those terms. he says they enrolled him under a 3yr contract which he did not

Interstate Gas Sup018 2:10 PM 3001: know about.

Interstate Gas Sup018 2:10 PM 3001: review company response

0018760 Interstate Gas Sup018 9:20 AM 3001: adv to reach out to igs
cust calling back stating she has igs energy on her account and not sure how
adv cust to contact igs to see how she was signed up
cust said her husband mightve did it
cust wants to know if shes in a fixed rate
adv cust we dont have that information would need to contact supplier

Interstate Gas Sup018 9:20 AM 3001: invited call back
LM confirming the ETF has been waived and that a letter notifying customers going from DP&L to IGS was sent. Invited call

0018776 Interstate Gas Sup018 2:30 PM 3001: back.
Customer had DPL Energy and was informed that her contract was sold off to IGS Energy. Plan was previously 6 months and had concluded, then IGS added an additional 6 mos. at 6.7 cents/kwh. Claiming that their rate was lower than DPL. The EDU is currently under 5 cents/ kwh as PTC.

Caller would like for IGS to waive the \$25 ETF since she did not agree to continue with them after her DPL Energy plan

Interstate Gas Sup018 2:30 PM 3001: ended.

0018888 Interstate Gas Sup018 8:55 AM 3001: Spoke to cust, regarding co. rsp
per pn conv w/cust., advd the following.
He kept going back to what DP&L charged him and inferred that because he was all elect. he had a price break. I pointed out that one has nothing to do w/the other. DP&L and DP&L Energy are two separate co's. He said this rate is the highest rate out there. Advd maybe now, but what about when he agreed? Advd IGS contends that they honored the terms of DP&L Energy. Should have discover differently, cb. He said he would. Gave case number to reference should he have to cb. Advd c/s case.

IGS provided a copy of the letter that was mailed to all DP&L Energy Customers.
IGS record show that they did honor all terms of his DP&L Energy contract.

His rate is .0669.
IGS did not make any changes to his rate.
The rate is good till Feb 2018.

If he can provide IGS w/ information where his rate was lower with DP&L, IGS would look into adjusting.

Interstate Gas Sup018 8:55 AM 3001:

-caller says that IGS bought out DP&L Svcs sometime during 2017 >> caller did recv the ltr stating that his rate would remain the same thru March 2018, etc.... - although, his rate did not stay the same | the rate went from .04 cents to .0869 cents

-caller contacted IGS Energy, and they said there is nothing they can do about it >> that is his rate

-caller does not have a copy of his contract -nor- does he have a copy of the ltr

-caller says IGS Energy told him that everything would remain the same although in his opinion it hasn't unless he is missing something

Interstate Gas Sup18 8:55 AM 3001: -case # provided

0019333-Interstate Gas Sup18 2:48 PM 3001: referred to IGS

customer called, says she is paying a higher rate than DEO and she wants to find out how to cancel. she is with IGS Energy.

Interstate Gas Sup18 2:48 PM 3001: i advised her to call IGS to make sure there's no ETF first. invited call back.

0019449 Interstate Gas Sup18 11:54 AM 3001: Advised of ETF

Caller states that she is with IGS for 36 months at a rate of \$4.56 per mcf. Caller had noticed other offers on the a2a website and inquired if she can switch to one and stay with IGS. Advised caller that she can only be with one supplier at a time and would be subject to \$99 ETF if she switched to another supplier.

Interstate Gas Sup18 11:54 AM 3001: time and would be subject to \$99 ETF if she switched to another supplier.

0019461 Interstate Gas Sup18 3:07 PM 3001: ICB

caller states signed up for IGS in the summer. Caller states being charged 4.49 mcf

Interstate Gas Sup18 3:07 PM 3001: went over a2a and process.

0019521-Interstate Gas Sup18 9:10 AM 3001: referred to company

cust calling to see if hes onscor or to get on their twwc

Interstate Gas Sup18 9:10 AM 3001: gave number icb

cust wants to choose a different supplier but not sure if he will be charged an etf from igs

adv cust to contact igs to go over contract

gave number

Interstate Gas Sup18 9:10 AM 3001: icb

Interstate Gas Sup18 9:10 AM 3001: customer called back, thought he was calling IGS. I gave him the number 800-280-4474.

Explained he would need to refer to the manufacturer's warranty about the Nester Thermostat. he states he cancelled

0019707-Interstate Gas Sup18 12:07 PM 3001: with IGS and went back to Duke.

Spoke to caller regarding case and advised that PUCO cannot look into reimbursement of equipment. Caller is looking for

Interstate Gas Sup18 12:07 PM 3001: PUCO to review the contract to see what the language dictates in terms of owning/replacing that equipment.

Caller states that he was hospitalized from Dec-Feb where he was under contract with IGS and had installed a thermostat approx two weeks after enrolling with them in April. Caller states that the thermostat had broke during his stay in the hospital. Caller states that since then he has been attempting to return this to the tech who put in the new one. Caller is now being charged on his Duke account for having the old thermostat, despite efforts to return it to IGS (Caller states that IGS contends that caller now owns the thermostat). Caller has paid off his Duke bill of \$198 which includes the thermostat. Caller is looking to see the terms of the contract in regards to ownership and replacement of the thermostat, to return the old thermostat and to be credited on Duke Account for that charge. Advised caller of investigative process.

Caller has cancelled with IGS (Confirmation number 87734609)

Interstate Gas Sup18 12:07 PM 3001: Caller says to ring twice when contacting him, hang up and call right back to speak to him directly

I called and spoke to the customer. I explained that I received the agreement (Home Protection Agreement) with IGS Energy. It for services we do not regulate however, i did look at the agreement about the warranty for the Nester thermostat. According to the agreement there was a limited warranty provided by the manufacturer that came in the box. he states that was a long time ago and that he has cancelled with them and going back to Duke and he should not

Interstate Gas Sup18 12:07 PM 3001: get any more charges on his bill for it. I told him I don't know about the charges. he thanked for help. case closed.

Interstate Gas Sup18 12:07 PM 3001: called customer and phone rang busy. will try back.

0019857-Interstate Gas Sup18 1:16 PM 3001: ICB

Customer states he was told that IGS purchased a DP&L generation site. Customer would like to know if this is true.

I advised I do not have this information. This would be between the two companies.

Customer would like to know why deregulation occurred. Customer states he would like to know if DP&L still generates their own electricity or if they purchase it from other generation facilities. Customer would like to know if he can still purchase electric from DP&L.

I advised customer does not have to have a supplier and can purchase electric solely from DP&L.

Customer would like to know if IGS purchased the generation facility from DP&L.

I advised again, I have no information on this as it would be between the 2 companies.

Customer would like to know if he can cancel a supplier after he enrolls.

Interstate Gas Sup18 1:16 PM 3001:

Caller got welcome letter from IGS, DPL told caller had been with supplier since July 2017.

Interstate Gas Sup18 1:16 PM 3001: caller wanted to know why and how. advised to contact IGS and if would like to dispute to call back.

0019978 Interstate Gas Sup18 9:45 AM 3001: referred to IGS

customer called, says she received this letter confirming enrollment with IGS about a month ago. she says she doesn't

Interstate Gas Sup18 9:45 AM 3001: recall enrolling with them. I gave her the number to supplier to get more info from them. invited call back.

0020506-Interstate Gas Sup18 12:49 PM 3001: Ed Ref

Customer states a supplier came to her home to talk about bundling her utilities. Customer states she signed up for the bundling and now IGS is charging her \$99. Customer does not understand why she is being charged \$99.

I advised the \$99 is an eft. When customer enrolled with the new supplier a cancellation request was automatically sent to IGS and now they are charging her an eft. I advised customer to contact CEI to find out who the new supplier is and to find out if she still has time to cancel.

Interstate Gas Sup18 12:49 PM 3001: out if she still has time to cancel.
0022000 Interstate Gas Sup018 4:48 PM 3001: Refund to be issued.

Caller stated that he sent in a renewal card in November 2016 for one year. In November 2017, he sent in another renewal card. He does not know what the rate was for either year. He does not remember any details nor did he keep a copy of anything. All he remembers was that it was a fixed rate for 1 year. He was put on a variable rate. He did not know it. It appears he only found out because a salesperson from the company named Brian called him about rates. Brian told him that they lost his renewal card in the mailroom and that that they owed him 26.87. From what the customer stated, Brian returned a phone call to him about his account and that is how he knew this and he has the recording but he stated he would only play it in court and if he had to do that then he would make IGS pay him \$5000 extra. He cancelled the account about 2 months ago. He filed a complaint with the BBB. Sounds like the complaint is closed but caller would not state what happened with the complaint. He now wants IGS to refund the 26.87 that Brian quoted along with 25.00 for the time that he spent on the phone call. Advised if company is denying the refund then the burden of proof of the incorrect billing would be on him. He stated that he would only play the tape in court. He wants a response in writing. Advised him to allow us at least 10 business days to get a response back from the company and the

Interstate Gas Sup018 4:48 PM 3001: info out to him.
Interstate Gas Sup018 4:48 PM 3001: overcharge of gas supplier
0022676 Interstate Gas Sup18 10:05 AM 3001: RT contract copy or supplier for term

Called co. to cancel. They told her she is signed up till Dec 2020. States she enrolled Jan 2017. She said she they told her they will charge \$99.00 to cancel. She didn't follow thru w/the cancellation. Caller is saying she read on her billing statement that OE will charge her more if the supplier isn't saving her money.

Advd caller of the PTC rate.

Advd caller should reference her contract terms as she and the supplier are the only ones that know what she agreed to. Referred to her contract and if she can't locate it, request a copy from IGS. Advd she can also request to hear the TPV

Interstate Gas Sup18 10:05 AM 3001: which the term would have been reviewed w/her. ICB
0022763 Interstate Gas Sup018 1:57 PM 3001: ICB

Caller wanted to know about contract. advised would need to speak with IGS, caller wanted to know how to get back on

Interstate Gas Sup018 1:57 PM 3001: sco. advised IGS could cancel and notify gas co. icb
0022770 Interstate Gas Sup018 4:12 PM 3001: spoke with cust - close case

cust stating he was told by IGS rep the price would stay the same
cust stating hes supposed to get a FLAT BILL? of \$54 each month
explained to cust that IGS wouldnt be able to tell him how much his bill would be but how much they would charge per kwh
also explained aep would have their charges as well
cust not sure how much they said per kwh because all they said is his bill would always be \$54 until 2020 and if he cancels it would be a penalty
cust stating he got a bill of \$88.15 this month
asked cust if he seen a rate on there where igs charges are
cust said it states kwh 1,226 @00719
cust is very confused on what he was told by igs and doesnt even know what type of contract hes in
cust called igs but they weren't helpful
advd cust we can reach out to them in reference to contract

Interstate Gas Sup018 4:12 PM 3001: icb
Interstate Gas Sup018 4:12 PM 3001: *** sent initial email ***
Interstate Gas Sup018 4:12 PM 3001: ***review company response ***

I called the cust and spoke with Perry King - adv of the company response --- Mr. King is confusing his flat rate agreement in 2017 and his 2018 fixed rate offer.

IGS did speak with Mr. King again regarding this contract. At the time he was confusing his gas and electric bill. He finally understood his rate and agreed to stay on the fixed rate. Due to Mr. King's usage we do not have a flat rate offer at this time. --- adv of his previous contract terms and his current contract terms - he states that they lied - adv of the signed

Interstate Gas Sup018 4:12 PM 3001: signature - he states that he is going to the news, at your side.
0022887 Interstate Gas Sup18 12:17 PM 3001: Referred caller to his contract

Signed on w/DES. Caller said he told DES that he was still under contract w/IGS. He said that DES then said no, its up. I asked caller if he verified his contract terms and he said no. Advd caller there is no way for anyone but him and the co. he's under contract with, to know this kind of info. He said don't you guys know. Expld that we are a regulatory agency and and keeping track of individuals contracts does not fall under our jurisdiction. Advd caller if he isn't sure about his

Interstate Gas Sup18 12:17 PM 3001: terms, he will want to consult his contract or call IGS. ICB
-caller says back in Sept 2015, enrolled with IGS Energy via door2door rep
-caller says she did enroll with IGS energy for both the gas & electric, but she has since cancelled the svcs back in Oct 2016
>> at least she thot she did
-caller says that IGS is still taking \$8 out of her checking acct every month and has been for the past 3 years
-caller says this is for the gas acct
-caller was advised that the PUCO will have to investigate to learn what is going on
0022891 Interstate Gas Sup018 1:35 PM 3001: -case # provided for future reference
Reviewed IGS response.

Interstate Gas Sup018 1:35 PM 3001: Called DEO, Stephanie. IGS is her supplier @\$4.24 per month. It appears to vary.

Called the customer to go over the company response and close. Reached voice mail. Left message advising that the "SC" charge from IGS is for the actual gas she uses to heat her home, heat water, etc. Explained that she or someone in the home had enrolled with IGS at some point as her supplier. Explained that she was recently paying \$4.24 per mcf and that there were cheaper alternatives available. Provided apples-to-apples web address and discussed the SCO and how to change to that if she wished. Advised that I would close the investigation at this time. Invited a call back with any

Interstate Gas Sup018 1:35 PM 3001: questions about this matter or any future utility concerns. Left hotline number.
0022946 Interstate Gas Sup018 3:41 PM 3001:

Discussed how she energy s/b a crime...

States she thinks it's a crime that ppl are allowed to chose. Works a full time job...rep came to her door and was told he could save her money. She was at 6 cents and he enrolled her for 7 cents. Advd caller that it does state right on her bill that in order to say money she'd need to find a rate less than the PTC rate. She said this is a full time job. She signed all and should not have.

She said the supplier is going to charge an ETF. Advd I can note the record w/her concern. She asked if this will show on her bill and I told her that it will and she'll want to contact her elect. so that none of her money goes to pay the supplier.

Interstate Gas Sup018 3:41 PM 3001: She said she's not paying this. Advd this is her decision, and I'll note the record w/her concern.
0023082 Interstate Gas Sup18 12:43 PM 3001:

RT IGS to negotiate a cheaper rate

Enrolled accts w/co. Nov 28, 2017. Locked in for a fixed rate of 3.89, for 3 yrs. Caller is saying she can afford this, it's just too high. Caller states that she agreed to a \$7.50/mth for a furnace protection plan.

Asked what does her contract say about canceling early? She said they will charge her \$99.00.

Asked how can I help her? She said lowering or get her into something better. Advd that she's called the PUCO. We are a state regulatory agency. Advd she agreed to these terms, she entered into a contractual agreement. Advd that the PUCO does not have this kind of authority.

She said that IGS told her to call PUCO and that we could cancel for her and get her out of this extremely high rate. Advd again that PUCO does not have this authority. Advd she'll need to decide if it would benefit her to cancel and pay the ETF or not. She said why did they tell her this then. States that its known that you can call the PUCO and they can get you out of these contracts. Advd that if this is her understanding then she's been misled as we do not have this authority.

Interstate Gas Sup18 12:43 PM 3001: Suggested contacting IGS and try to negotiate a lower rate. She said she'll try to figure out something else. ICB
0023269 Interstate Gas Sup018 4:16 PM 3001:

Educated customer.

Caller was under a G.A. offer thru the city with IGS and the rate ended in June. He received new info from the city regarding a new offer and he thought that his account would be included in it automatically and it was not. The account rolled over to the MVR. He was asking if he had a complaint. He could not give any details regarding a new G.A. offer and if he followed the instructions to take advantage of the offer. Put him on hold and checked the maps. Could not find anything relating to what the customer stated. Found something back in February for CNE. Advised customer. He stated that was not it and now thinks he might have just been with IGS by itself. Put him on hold and contacted the DEO hotline. Spoke to Tamara. Stated that last G.A. offer was in 2013. In 2016 he had IGS. IGS dropped off and account moved over to MVR. He has had MVR since July. IGS sent the drop to DEO and it may be because of a past due bill since his account was past due at that time. He needs to call IGS for further explanation. Advised customer. He now states that he did talk with IGS and IGS told him that his contract ended and that it (account) was sent back to the utility. Advised him that if was sent back to the utility then it would have been under the guidelines of the contract. He is on the internet looking at something that states that there was a lawsuit with the PUCO and SCO customers, ect. Advised him that he has a commercial account and he is not eligible for the SCO. Advised bill messages would have appeared on the account advising him that if he did not choose another supplier than he would be on the MVR. He then stated those messages appear on page 2 of the bill and no one reads that far. Advised him that his option at this point is to choose a supplier. He

Interstate Gas Sup018 4:16 PM 3001: stated he has already done so. He wished to end the call at that point.
0023511 Interstate Gas Sup018 3:15 PM 3001:

Customer owes \$99 ETF to IGS.

cust stated he signed up with IGS energy a year ago.

cust was under the impression that it was going to save him and they lied and said he has to have a supplier when he actually didnt.

cust can barely see and wasn't adv the contract he signed was for 5 years until he cancelled a couple months ago and they told him.

cust is now being charged a \$100 etf that they are adding to his AEP bill and wants his contract looked into.

cust upset they wont bill him separately for that charge because he doesn't feel he owes that he was never aware.

adv cust of investigation process.

**cust wants us to speak with his brother William Williams 6148885476 about investigation because he would understand

Interstate Gas Sup018 3:15 PM 3001: more and cust is blind.**

Spoke to the customer regarding his complaint. He is upset stating that he had a 5 year contract. Advised him it was a 3 year (36 month) contract which contained the ETF. Explained that company was willing to waive the fee if he could show a vision problem. Asked him if he remembered the incident and he said yes and he stated that he thinks he did sign the tablet. He said that he can see but he can only read 1 word at a time as he has to scan each word and he doubts or he knows he did not read the writing on the tablet but he just went by what he heard. He thought it was a 1 year agreement. He was talking to other people he knows and they all told him he does not need a supplier and to cancel and he did because he did not feel he was saving. Advised no guarantee of savings and savings may not occur every month. He stated he would stop auto-pay so that IGS would not get his money. He would pay by check. Advised him not to stop auto-pay because even if he paid by check IGS would still get the money due to them. He disputes that and then stated that he would only pay AEP what he thinks he owes them. Advised that would put him in a disconnect status. He said that's okay, he would just have one of his children or grandchildren put the service in their name. He did not want to look at the option of getting a doctor statement. Advised of options with AEP for a large print bill or brail. He stated he gets a regular bill and does not need the other and he cannot read brail. Advised if any other concerns with IGS to feel free to

Interstate Gas Sup018 3:15 PM 3001: give us a call back.

Interstate Gas Sup018 3:15 PM 3001: Called and left a message for the customer to give me a call back.

-caller spelled his first name: Herbert -not- Hubert

-caller says his name is Herbert G. Williams, Sr., and he's returning someone's call from the PUCO about IGS Energy

-Note: this case was entered into Salesforce as Hubert G Williams, Sr >> name has since been adjusted

Interstate Gas Sup018 3:15 PM 3001: -call routed over to Inv TJ for furtherance

-Note: senior citizen

-caller says she has been with IGS Energy for the past 20 yrs

-caller says she has become dissatisfied with IGS Energy b/c she recently learned that she is paying a much higher rate than CGO, and -plus- there's an ETF of \$100 to drop them

-caller says she feels that IGS has treated her badly b/c they locked her into this and she can't get out of it

-caller says she is a retired State of Ohio employee, and she feels taken advantage of

-caller was advised that the PUCO can contact IGS and inquire about the contract, etc...

-caller says that will be fine

0023780 Interstate Gas Sup018 1:42 PM 3001: -case # provided for future reference

reviewed company response. Reviewed 25:19 sales call from 4/3/2017. Customer agreed to 5 years at 54.9 cents per

Interstate Gas Sup018 1:42 PM 3001: CCF. Call to discuss

SPOKE WITH CUSTOMER TO CLOSE

she stated she did not want to file a complaint- just making a statement when talking to PUCO. She did not want an investigation opened. She knows she agreed to the rate, she was just upset that she was offered a rate more than CGO

Interstate Gas Sup018 1:42 PM 3001: SCO rate. closing case.

0023999 Interstate Gas Sup18 10:19 AM 3001: ICB

customer called, stated that she received a letter from IGS Energy advising that her contract is ending and she has to choose a new one by 12/29/18 or allow the contract to roll over into a new one. she says that she is confused by that and doesn't know what to do. I advised she would need to choose a new supplier by that date if she intends to so the supplier knows what she's going to do. she noted that they have been calling her everyday for the past few months and she would like the calls to stop. I gave her the number to company to see if they can stop the calls. ICB.

Interstate Gas Sup18 10:19 AM 3001:

LM informing customer of proof of 60 month gas term, instead of 2 as thought for gas and for electric the contract is for .0639/Kwh for 36 mos. The contracts were entered into on 5/26/17. Advised they can cancel but they would be subject to

0024184 Interstate Gas Sup18 12:44 PM 3001:

the \$99 ETF per gas and electric account.

caller stating rep came door to door a year ago and she agreed to sign up for a 2 year contract

she came across her contract and found out it was for 60 mos

cust called to verify and they said she agreed to 60 mos and if she cancels its \$99 fee

cust never agreed to the 60 months only 2 years and she wants this looked into

shes feels they are taking advantage of the elderly

oe act number 110011682363

gco act number 122101400010004

Interstate Gas Sup18 12:44 PM 3001: adv cust of investigation process

Customer is returning a call from DP.

Informed customer DP is OOTO today.

Xfer to voicemail as requested by the customer.

Provided my name

0024185 Interstate Gas Sup18 12:49 PM 3001: lcb

Interstate Gas Sup18 12:49 PM 3001: LM informing of gas terms and conditions. Advised I will send copy of contract

LM informing customer of proof of 60 month gas term, instead of 2 as thought for gas and for electric the contract is for .0639/Kwh for 36 mos. The contracts were entered into on 5/26/17. Advised they can cancel but they would be subject

Interstate Gas Sup18 12:49 PM 3001:

to the \$99 ETF per gas and electric account.

LM informing customer of proof of 60 month gas term, instead of 2 as thought for gas and for electric the contract is for .0639/Kwh for 36 mos. The contracts were entered into on 5/26/17. Advised they can cancel but they would be subject to

Interstate Gas Sup18 12:49 PM 3001:

the \$99 ETF per gas and electric account.

Interstate Gas Sup18 12:49 PM 3001:

LM informing of electric terms and conditions. Advised I will send copy of contract. Awaiting co response regarding gas.

caller stating rep came door to door a year ago and she agreed to sign up for a 2 year contract

she came across her contract and found out it was for 60 mos

cust called to verify and they said she agreed to 60 mos and if she cancels its \$99 fee

cust never agreed to the 60 months only 2 years and she wants this looked into

shes feels they are taking advantage of the elderly

oe act number 110011682363

gco act number 122101400010004

Interstate Gas Sup18 12:49 PM 3001: adv cust of investigation process

States sales rep came to door about 2 months ago. They signed-up for a 12 month contract. This cancelled out their agreement with Eligio which she stated was about to end anyway. Rep told them it was a good rate so they signed-up. IGS is charging .0679. Her PTC is .056. IGS has a \$99 ETF. She found out that Eligio has a current offer of .06174. Now she wants to change because that is not the best rate. Advised her that rates change on a daily basis. Advised her to ask IGS if they would match the rate. She was wondering about the lowest rates. Looked on A2A Chart to find a plan comparable to hers. Found Lykins had a rate of .0545. Advised her to ask IGS if they would be willing to match either rate

0024374 Interstate Gas Sup018 3:17 PM 3001:

which would be better so that she would not have to cancel and incur the ETF. ICB.

Interstate Gas Sup018 3:17 PM 3001: Referred to IGS for possible price match.

customer called, stated that she has a complaint against this supplier. she says that they showed up at her door back in 2015 and offered her a contract and she agreed to it and didn't realized they have still been charging her high rates up until now. she says they are charging her \$0.08/kwh this month alone and her contract has been over for two years now. the contract expired in Dec 2015 and she says she was never notified in writing that the contract was ending. she says the suppliers should be required to call customers instead of only sending a letter and that the consumers should be protected from this type of treatment. she says that she spoke with IGS and they claim they did send her a letter notifying her but she says she doesn't know when she would have received that and doesn't recall receiving anything. she fears she may have been overcharged a lot of money by IGS over the last two years. she noted that she has an extra \$130 added on to this months bill due to the high rate from IGS.

0024400 Interstate Gas Sup018 2:09 PM 3001: i advised we can contact IGS Energy about the charges and the contract terms and when it ended, and if the supplier notified the customer of the expiration of the contract.

Called the customer to go over the company response and close. Reached voice mail. Left message advising that I had received the IGS response. Explained that the company indicated that the enrollment occurred in February, 2015. Also explained that the company had provided a copy of a later sent to her dated September 19, 2017, explaining that her fixed contract would be expiring and advising that if she took no action, she would be placed upon a variable rate. Advised that I would close the investigation at this time. Invited a call back with any questions about this matter or any future utility concerns. Left hotline number and case ID.

0024516 Interstate Gas Sup019 4:38 PM 3001: customer called, says she is having problems cancelling her contract with IGS Energy. she says that they are refusing to cancel the contract and says that she's under a 2yr contract and has another year left or they will charge her a \$99 ETF. she says she was under the impression that the \$/kwh would be a lot lower than the \$0.0669 that they are charging her. they are also charging her a monthly fee of \$39.95 which she was aware of. she can't find her contract paperwork. I advised they should be able to produce a copy for her. ICB if they refuse.

Interstate Gas Sup019 4:38 PM 3001: ICB

customer called, stated that he signed up with IGS about three years ago. the first year the rate was very good. the second year he's not sure about. he says that this month they charged him 8.49/kwh, and he was charged 7.99/kwh throughout 2018. he says that he tried to contest this rate but they told him that they sent him a letter when the contract expired but he didn't respond. he says he wasn't sure if he received the letter, so he requested a duplicate copy of the terms and the terms were in very fine print. he wants to know if any adjustment can be made to his rate due to not being notified in a timely manner.

0024766 Interstate Gas Sup019 2:55 PM 3001: i advised we can contact the supplier to find out if they sent a notice of the contract expiring.

customer called back regarding case status. i advised him of the contents in the email from IGS Energy. advised M.C. will call him later to close the case. he doesn't have vm and may be gone later. ICB.

Called the customer to go over the company response and close. Explained that he was sent a letter dated September 19, 2017 by IGS, advising that his fixed price enrollment would end at the end of December, 2017. He thought that when he called IGS, and was told that his contract would end, he would be going back to Duke. Explained that the contract language states that he would be placed upon a variable rate when his fixed contract ended, not returned to Duke. He felt that he was somewhat misled. Advised that I would close the investigation at this time. Invited a call back with any questions about this matter or any future utility concerns. Left hotline number and case ID.

0024819 Interstate Gas Sup019 2:40 PM 3001: caller wanted to know if he switches to someone else how much would he be charged
adv cust to contact his current supplier to go over his contract

Interstate Gas Sup019 2:40 PM 3001: referred to company

Caller states that the original owner passed away in September and all four locations had IGS as a supplier for both electric (AEP) and gas (DEO). Caller had transferred all accounts under one name in Oct (previously under four different account names) and was advised by both AEP and DEO that they would have to wait one to two billing cycles to pick up IGS again. Caller meanwhile received numerous calls from suppliers attempting to solicit her business. Caller then received a call from IGS rep looking to see what her intention are for all four locations. Caller is now being advised that she cannot enroll with IGS. Advised caller to register all eight accounts with IGS and invited callback if any issues along the way.

Other three locations (All in Canton):

929 Cleveland Ave

925 Cleveland Ave

0024998 Interstate Gas Sup019 8:58 AM 3001: 914 McKinley Ave

Interstate Gas Sup019 8:58 AM 3001: Enroll with IGS

Caller states that the original owner passed away in September and all four locations had IGS as a supplier for both electric (AEP) and gas (DEO). Caller had transferred all accounts under one name in Oct (previously under four different account names) and was advised by both AEP and DEO that they would have to wait one to two billing cycles to pick up IGS again. Caller meanwhile received numerous calls from suppliers attempting to solicit her business. Caller then received a call from IGS rep looking to see what her intention are for all four locations. Caller is now being advised that she cannot enroll with IGS. Advised caller to register all eight accounts with IGS and invited callback if any issues along the way.

Other three locations (All in Canton):

929 Cleveland Ave

925 Cleveland Ave

0024998 Interstate Gas Sup019 9:05 AM 3001: 914 McKinley Ave

Interstate Gas Sup019 9:05 AM 3001: Enroll with IGS

cust stating he called because his bill is very high and duke adv its due to him having igs and dynege
cust doesn't recall signing up with them and wants to know how this happened
referred cust to companys to see how they became their supplier
adv cust of different ways it couldve happened

0025604 Interstate Gas Sup019 3:03 PM 3001: Icb if they werent willing to provide
Interstate Gas Sup019 3:03 PM 3001: Icb

-caller is the niece and PoA of the acct holder (Charles Palm), who is 73 y/o and suffers with Alzheimer
-caller says she handles all of her uncle's business affairs
-caller says IGS Energy is currently her uncle's electric supplier, who is charging him a very high rate
-caller says she want these 3rd party suppliers to stop calling her uncle b/c he don't remember what he did, etc...
-caller was advised that the PUCO can contact the supplier and inquire about the enrollment process & contract, etc...

0025736 Interstate Gas Sup19 10:46 AM 3001: -Note: caller would like to be reach via her cell #(614) 507-9962

Interstate Gas Sup19 10:46 AM 3001: * sent initial email *

Interstate Gas Sup19 10:46 AM 3001: * review company response - sent follow up email *

* entry from 3/26: tpv did play but not the sales call - spoke with AW late yesterday afternoon about the sales call - she

Interstate Gas Sup19 10:46 AM 3001: will send it to my outlooks *

* review company response - incoming call/tpv/re-enrollment: Bobbi Phillips (POA/niece) - acct for Charles H Palm - tpv

Interstate Gas Sup19 10:46 AM 3001: date 12/31/18 at 108 pm - 7.29 per kwh fixed for 12 mos/billing cycles - ETF \$99 *

I called the cust and left a message - adv of the company response - invited call back if she has any further questions.

* Mr. Palmer is back with IGS to avoid the early termination fee and his contract with IGS is good until Jan 2020. IGS

Interstate Gas Sup19 10:46 AM 3001: allows customer to cancel 60 days before without an early termination fee. *

Interstate Gas Sup19 10:46 AM 3001: LM for cust - close case

Caller had enrolled with IGS a few days ago when she received a call from Aspire advising that she had enrolled with them a few months prior. Caller was confused as to who she had and if she was able to cancel out of Aspire. Spoke with Betty at EA of DEO who advised that caller had SCO until 4/2 when she was enrolled with NOPEC. Betty also advised that IGS

0026336 Interstate Gas Sup19 8:16 AM 3001: was rejected because of a change in SCO. Advised caller to contact IGS to re-submit enrollment. ICB

Interstate Gas Sup19 8:16 AM 3001: Call IGS to re-submit enrollment

cust stating months ago IGS came to his door and signed him up for a year contract.

cust stating they raised his rate after a few months and it caused his bill to be very high and his service was disc for 4 months.

cust stating they were very misleading and didn't follow the contract.

cust not sure what the rate was for or what it is but he wants this looked into because they are crooks and feels he was paying too much.

cust is elderly and very confused

adv cust of investigation process

0026476 Interstate Gas Sup019 2:04 PM 3001: Icb

when the customer signed up with IGS in 5/2018 he agreed to 12 months at a flat amount of \$79 and was billed per the contract terms. The company is no longer on his bill and not his supplier.

Interstate Gas Sup019 2:04 PM 3001: contract terms. The company is no longer on his bill and not his supplier.

Interstate Gas Sup019 2:04 PM 3001: called to close, see comments

left vm: when the customer signed up with IGS in 5/2018 he agreed to 12 months at a flat amount of \$79 and was billed

Interstate Gas Sup019 2:04 PM 3001: per the contract terms. The company is no longer on his bill and not his supplier.

Customer discovered she was paying over \$50 more per month during winter than she would have been paying with CGO. She has her contract at home but wants to know if they can do this. Informed her we can ensure they are billing per the contract terms but if they are there isn't anything we can do as contracts are legally binding. When she spoke with IGS they told her she has a \$99 ETF if she cancels before November.

Suggested she call us back after reviewing the contract and if she can't locate it we can request it from the co but I'd prefer to review the copy she has for accuracy.

Also explained she doesn't have to select a supplier, discussed variable rates, fixed rates going variable etc.

She thanked me for the info.

0026501 Interstate Gas Sup019 1:02 PM 3001: ICB.

The following email (for both elect and gas) was sent from 265677 (elect)

Ms. Watts spoke to staff regarding her brothers account. Apparently, she is his POA and doesn't want his accounts enrolled with any suppliers.

When and how were the accounts (electric and gas) acquired?

Please forward a copy of

-terms and conditions

-TPV

-the sales call if this was a telephonic enrollment

Did you hear from Ms. Watts or Mr. Arkley regarding this matter?

If so, what was discussed?

Did they cancel the accounts?

If so, will the customer be charged an ETF? If so, how much for each account?

0026567 Interstate Gas Sup19 12:10 PM 3001: If there is any other information that I should know, it would be greatly appreciated.

-caller is the sister and PoA of the acct holder
-caller says her brother is elderly; senior citizen; & lives alone
-caller says her brother agree(s) to enrolling his acct just to get rid of them
-caller is inquiring about the enrollment with IGS Energy and possibly Sperian
-caller says she want the supplier(s) off the acct >> he just want to be with the local utility company, but there may be an ETF
-Intake discussed the National Do Not Call Registry & posting signs in the yard to ward off door2door reps
-referred to EA to discuss special instructions to be noted to the acct, etc...
-caller was advised that the PUCO will contact IGS and inquire about the contract, etc...

Interstate Gas Sup19 12:10 PM 3001: -with permission, caller says go ahead

0050312 Interstate Gas Sup19 9:38 AM 3001: Call IGS

Caller states that she had been with IGS when she enrolled with Direct on 5/9. Caller had contacted PUCO to cancel out of IGS. Advised caller of enrollment process and gave number for IGS to check status of contract. IGB letter mailed to customer advising her service has been provided by IGS since Sept 25, 2014. She agreed to renew for 36 months at a fixed rate of \$0.0649/kwh on August 23, 2017 and confirmed the terms of service via TPV. She was mailed a copy of the terms and conditions in August 2017. Since her service was already with IGS, the new rate was effective on July 25, 2017 and will end on July 24, 2020. IGS has waived the \$99 early termination fee out of courtesy and she can cancel at any time without penalty.

Contract Terms
Altered

0023727 Interstate Gas Sup18 11:59 AM 3001:

Customer states she was with IGS on a 2 year contract that should not go beyond 2019. customer states she called IGS and stated her contract is good through 2021. Customer states she did not sign up for an extended contract beyond 2019. Opening an investigation because customer thinks her contract terms have been altered without her consent. Gave case#. Invited call back.

Interstate Gas Sup18 11:59 AM 3001:

Letter mailed to customer advising her service has been provided by IGS since Sept 25, 2014. She agreed to renew for 36 months at a fixed rate of \$0.0649/kwh on August 23, 2017 and confirmed the terms of service via TPV. She was mailed a copy of the terms and conditions in August 2017. Since her service was already with IGS, the new rate was effective on July 25, 2017 and will end on July 24, 2020. IGS has waived the \$99 early termination fee out of courtesy and she can cancel at any time without penalty.

Interstate Gas Sup18 11:59 AM 3001:

Caller states that she had enrolled with IGS on 12/22 when she received a notice from Bolt on 12/26 advising of switch to Bolt. Spoke with Diane at EA of DEO who advised that there was no enrollment with IGS and that Bolt was an SSO effective 1/8 after being with ONG. Advised caller to contact IGS to ensure that she has been enrolled. Invited callback.

Delayed Enrollment

0024377 Interstate Gas Sup018 4:30 PM 3001:

Call IGS

Do Not Aggregate

0021166 Interstate Gas Sup18 11:26 AM 3001:

invited call back, if necessary

-caller does not wish to be included in any electric governmental aggregation groups formed in her area
-as of date: placed on the electric Do Not Aggregate list >> confirmation number is 7340

Do Not Call List

Interstate Gas Sup18 11:26 AM 3001:

invited call back, if necessary

0018233 Interstate Gas Sup018 5:00 PM 3001:

caller says she will submit complaint via PUCO web portal b/c she does not want to provide any contact info Spoke to Ms. Bell. confirmed IGS has removed the customer for their soliciting lists and discussed the company response at length. I did refer her to the FTC in an attempt to pursue it further however when looking at the numbers on the internet they've been used to solicit a variety of products and offerings.

Interstate Gas Sup018 5:00 PM 3001:

I spoke with Tara and a company attorney. Evidently there is some kind of proceedings going on at PUCO that has been in effect for about a month. IGS believes the entity contacting Ms. Bell is named IDS.

Interstate Gas Sup018 5:00 PM 3001:

Tara and the attorney will be putting together a letter which will include more specifics. They wanted to know how the complaint would be handled afterwards and I told her I'd close it out.

Interstate Gas Sup018 5:00 PM 3001:

IGS Energy: DO Not Call list

This company, rep Kris/Chris White 708 283 0947, toll free 800 429 5708 ext. 234 continues to call and leave messages when she/this company has been advised DNC and remove me from all calling list. These calls started on 9/11 and the next call was 10/10 and today 1/5 she/the company has left yet another message regarding services that I do not have with them NOR do I want from them. I want them to pay me \$1500 for continuing to call me after I have requested the calls to stop. The contact information I have for IGS is: 6100 Emerald Pkwy., Dublin, OH 43016. Phone numbers: 8004295708 x234 or 7082830947. Again, I want IGS to pay me \$1500 for continuing to harassment and to STOP CALLING

Interstate Gas Sup018 5:00 PM 3001:

ME!

0019156 Interstate Gas Sup018 3:30 PM 3001:

spoke to cust

caller does not want supplier contacting her anymore

caller wants the PUCO to notify the supplier to cease the calls immediately

caller does not wish to be contacted by IGS Energy anymore

Note: caller was advised to place phone # on the National DNC registry - and to contact Duke to opt-off the CRES & CRNG

Interstate Gas Sup018 3:30 PM 3001:

list

Per ph conv w/cust, advd the following. Advd that she can contact the distribution and let them know that she does not want her info provided to these suppliers. She said she would and thanked me.

Interstate Gas Sup018 3:30 PM 3001:

IGS added the below information to our DNS database.

0023117 Interstate Gas Sup018 1:37 PM 3001:

IGS has not visited property- no response from customer for more info

customer called, says that she and her husband have been getting constant visits to their house by IGS Energy marketers. she says that she requests that she not signed up and she wishes to remain with DPL for her electric. she says she's already enrolled with IGS for her gas supply but doesn't want to enroll for electric. she says that they have come around frequently since August and she can't get them to stop. she was referred to the PUCO by DPL

Interstate Gas Sup018 1:37 PM 3001:

I advised we can contact the supplier to see if they can halt all solicitations to the customer.

LM ON VM

explained company shows no visits for past 4 months. Asked to call if they have any info regarding who has visited their

Interstate Gas Sup018 1:37 PM 3001:

property.

Interstate Gas Sup018 1:37 PM 3001:

no response from customer. closing case.

0023597 Interstate Gas Sup018 4:21 PM 3001:

IGS followed-up on complaint and added caller to their DNS list.

-caller says he was solicited today by a door2door rep, Rob Moore from IGS Energy
-caller says b/c he has No Soliciting sign(s) posted on his door, the rep sat in his car and honked his horn until he opened the door, and that's when the rep got out the car and ran up to the door and approached him at the door.
-caller says he don't want people coming to his house soliciting him at all!!!
-caller was advised that he can always contact his local authorities, if he's being solicited on his own private property, etc...
-in addition, caller was advised to contact Duke and opt-off the CRES & CRNG lists
-furthermore, caller was advised that the PUCO will contact the supplier and request that they cease all marketing tactics with him
-caller request that the PUCO send him an email as a follow-up to this complaint b/c due to all the telemarketing calls >> they do not answer their house phone

Interstate Gas Sup018 4:21 PM 3001: -case # provided for future reference
Called and spoke to customer. Advised him that the matter with the sales rep was handled internally with IGS and he was placed on their DNS list. He had no other concerns at this time.

Interstate Gas Sup018 4:21 PM 3001: customer called, says that every year someone from IGS Energy comes around harassing her and trying to get her to sign up. she says that she came home and they were waiting outside for her and followed her up to her door. she says she told them no and that she doesn't want to sign up with them, and it took them a while to finally leave. she says that they asked to see her bill and she refused.

0024757-Interstate Gas Sup19 12:19 PM 3001: i advised her that we can contact the supplier to see if they can stop all calls and visits to the customers premises.
Interstate Gas Sup19 12:19 PM 3001: Customer added to the DNS list. Okay to close.
Interstate Gas Sup19 12:19 PM 3001: Customer added to the DNS list.

0025363-Interstate Gas Sup019 1:55 PM 3001: Customer states he is getting calls from IGS and Initially the rep told him he was calling from Ohio Edison. IGS rep keeps calling and customer wants the calls to stop. Opening investigation because customer is made request to stop calls and IGS is not honoring the request. Gave case# invited call back
Interstate Gas Sup019 1:55 PM 3001: LVM advised co has added to DNC list.
Caller has a complaint about suppliers knocking at door from IGS.
Caller states she has a no soliciting sign up and has requested they stop verbally.

Advised may want to contact police in case they are not allowed to solicit without permit

Advised investigation will be opened to request IGS have the solicitations cease
Explained time frame

0026511 Interstate Gas Sup019 4:44 PM 3001: Welcomed call back Provided case #
Called the customer to go over the company response and close. Reached voice mail. Left message advising that IGS had placed her on its DNC and Do not Knock lists and that it may take 24-48 hours for this to take effect. Advised that i would close the investigation at this time. Invited a call back with any questions about this matter or any future utility concerns.

Interstate Gas Sup019 4:44 PM 3001: Left hotline number and case ID.
Caller has a complaint about suppliers knocking at door from IGS.
Caller states she has a no soliciting sign up and has requested they stop verbally.

Advised may want to contact police in case they are not allowed to solicit without permit

Advised investigation will be opened to request IGS have the solicitations cease
Explained time frame

0026511-Interstate Gas Sup019 4:55 PM 3001: Welcomed call back Provided case #
Interstate Gas Sup019 4:55 PM 3001: SEE CASE ID 00265113
Called the customer to go over the company response and close. Reached voice mail. Left message advising that IGS had placed her on its DNC and Do not Knock lists and that it may take 24-48 hours for this to take effect. Advised that i would close the investigation at this time. Invited a call back with any questions about this matter or any future utility concerns.

Interstate Gas Sup019 4:55 PM 3001: Left hotline number and case ID.
customer called, says she gets calls and visits from all these energy marketers and they bombard her with info. she says she's signed up with IGS Energy and AEP Energy so far, and had to pay a \$99 ETF to IGS Energy. she currently has AEP Energy and wants the other marketers to stop calling and coming to her door.

she named IGS Energy and Direct Energy as two companies she would like to remove her name, address, and phone number from their marketing list.

0026608 Interstate Gas Sup19 8:33 AM 3001: i advised we can contact those companies for her.
I read company response and called customer to close. I left a detailed message. I explained that IGS states they have added her to their Internal Do Not Solicit List. I explained we are not able to make the companies stop calling customers to solicit business. However, she can call and register her phone # with the National Do Not Call List and if she still receives call from the same companies she can file a complaint with the FTC (Federal Trade Commission). I can not guarantee they will not contact her again but they told us they have added her to their do not call list. Left call back info if she has any other questions. Close case.

Interstate Gas Sup19 8:33 AM 3001: t:
I read company response and called customer to close. I left a detailed message. I explained that IGS states they have added her to their Internal Do Not Solicit List. I explained we are not able to make the companies stop calling customers to solicit business. However, she can call and register her phone # with the National Do Not Call List and if she still receives call from the same companies she can file a complaint with the FTC (Federal Trade Commission). I can not guarantee they will not contact her again but they told us they have added her to their do not call list. Left call back info if she has any other questions. Close case.

Interstate Gas Sup19 8:33 AM 3001: other questions. Close case.

I have been subjected to numerous telephone calls from IGS trying to get me to switch to their service. I ended up with their service when they bought out the service provider formerly associated with DP&L. When I realized how much higher they were than the regular DP&L service, I switched to it. Since I live in the city of Huber Heights, I got a letter on 10/22/18 informing me that I would be automatically enrolled in their Electric Aggregation Program with AEP Energy unless I opted out. I did not opt out and am quite pleased with reduced costs as a result. Despite this, IGS persists in calling repeatedly, on a regular basis, and from various telephone numbers (the most recent being 937-386-6472 four times just this week). I have told the callers, when I am able to talk to some one, of our participation in the Huber Heights EAP and asked them not to call here again. That has not slowed them down a bit. I consider their continued calls harassment and want them to stop. We get enough harassing phone calls from scammers, etc. (medical alert system, back braces,...) without these calls from IGS. Can you help? Anything you can do to end this nonsense will be greatly appreciated.

0050329 Interstate Gas Sup019 6:13 PM 3001: appreciated.

Enrollment Dispute 0018211 Interstate Gas Sup018 4:41 PM 3001: ETF was waived by IGS.

Description Houses specific details about this Case. Auto-updates from web form or email body.

Has had issues with IGS in the past. Has told DPL that they never wanted to have IGS on their account ever again. Now he's being informed of a \$199 ETF from cancelling IGS' svc. Customer is giving PUCO authorization to speak w/ his wife Lydia Myers re: this case.

Resolution Comments Enter details regarding how this Case was resolved.

I explained to customer that prior to supplier being added to his account, a rescission letter would be sent out by DP&L.

Also explained government aggregation programs as a possible explanation of him having IGS without his knowledge.

Interstate Gas Sup018 4:41 PM 3001: - Advised caller that we could check IGS enrollment process for him.

Has had issues with IGS in the past. Has told DPL that they never wanted to have IGS on their account ever again. Now he's being informed of a \$199 ETF from cancelling IGS' svc. Customer is giving PUCO authorization to speak w/ his wife Lydia Myers re: this case.

I explained to customer that prior to supplier being added to his account, a rescission letter would be sent out by DP&L. Also explained government aggregation programs as a possible explanation of him having IGS without his knowledge.

Interstate Gas Sup018 4:41 PM 3001: - Advised caller that we could check IGS enrollment process for him.

Called and spoke to Mrs. Myers. Advised of the response from the company and that IGS elected to waive the ETF. She

Interstate Gas Sup018 4:41 PM 3001: was satisfied with the resolution.

Response from IGS:

*Account was originally signed-up with DP&L Energy in August 2012. App was signed.

*June 2017, letters were sent out stating that DP&L customers were assigned to IGS Energy to live out the term of their contract.

*Account has been cancelled with IGS.

Interstate Gas Sup018 4:41 PM 3001: *IGS will waive the \$199 ETF.

Called the DP&L hotline to inquire about the customer's phone number since the number in our file was not working.

Interstate Gas Sup018 4:41 PM 3001: Found out that the customer's number is 9953 instead of 9983.

0018335 Interstate Gas Sup018 9:44 AM 3001: Waiting to hear from IGS

Caller states that this is a rental property and had switched the account to her name in Oct. Caller states that her most recent bill was for approx \$600. Caller had noticed that \$300 of the bill stemmed from IGS. Caller contacted IGS and was advised that caller's daughter-in-law had enrolled with them in Nov at a rate. Caller attempted to cancel out with IGS and was advised of a \$100 ETF. Caller states that daughter-in-law is not authorized on the AEP account. Caller is looking to cancel out of IGS without penalty and to be reimbursed for the difference between IGS and AEP, if possible. Caller does

Interstate Gas Sup018 9:44 AM 3001: state that IGS was to contact her within 24-48 hours. Invited callback if IGS refuses to cancel out without penalty.

0018411 Interstate Gas Sup018 10:37 AM 3001: Spoke with customer. Service was not switch by door to door marketer like she indicated. caller hung up.

Customer states she never authorized IGS services on her bill, but has been getting charged from IGS. IGS stated she can get charged for cancelling. Customer never chooses a supplier and only goes with whatever CGO goes with. CGO states customer has been with IGS for over 1 year.

Interstate Gas Sup018 10:37 AM 3001: I advised of investigative process.

0018425 Interstate Gas Sup018 2:40 PM 3001: close case

Interstate Gas Sup018 2:40 PM 3001: review company response

Customer called in to check on her case. She states she was told by the man she spoke to that if she did not hear back from anyone by Tuesday to call back. I told her I would certainly note that. As of right now we have not received a response from the co. Once we receive a response the inv. will contact her back. She wanted to know what happens if they do not respond. I told her that they have to respond sometimes it just takes a little longer. she states she may call

Interstate Gas Sup018 2:40 PM 3001: back for her own piece of mind. I told her that is fine and the inv. will call her once the response is received.

Caller states that she had contacted Duke on 1/12 in regards to a bill and was advised that caller has had IGS as a supplier since 2015. Caller states that she does not recall signing up with them either through phone or door-to-door rep. Caller is

Interstate Gas Sup018 2:40 PM 3001: looking to see how she was signed up in 2015 and to cancel out without penalty. Advised caller of investigative process.

Interstate Gas Sup018 2:40 PM 3001: I called the cust - LM for a return call.

I called the cust and spoke with Danielle Heard - adv of the company response and the tpv call - discussed the Energy

Interstate Gas Sup018 2:40 PM 3001: Choice Program - adv of the rescind letter from Duke - cust states, ok thank you.

customer returned call from S.T. says her vm doesn't work. she called S.T directly and left a vm. I advised she should get

Interstate Gas Sup018 2:40 PM 3001: back in touch with her.

vmail customer that returned his previous message, should not be billed by igs since contract for electric supply at 7.29cts/kwh cancelled before sent to distribution company. leave hotline number and name as cbr. Called customer and left v.m. explaining the paper work does say .0729. We have no way of knowing what the rep said. Advised acct was

0018445 Interstate Gas Sup018 10:11 AM 3001: cancelled before the rescission date so not ETF. Left call back

Rep came by las week, caller states he signed up with one account. Caller states called and changed two accounts to IGS. Caller got confirmation in mail rate is higher than what was told in person. Caller states was told rate would be 5.5kwh, caller did not do tpv. Caller signed tablet, but states was really small, states could not read. Caller states co emailed different rate than what was offered 7.2kwh

caller did call co to cancel. caller wants to know about opening investigations for other account, but does not have info from co. advised caller if finds discrepancy on other accounts to let us know.

sending to investigation for enrollment dispute

Interstate Gas Sup18 10:11 AM 3001: advised of case number and time frame.

Good Morning,

Attached is a copy of the contract the customer signed up for. The customer would receive a discount of .001 cent off his electric rate as long as he kept his gas and electric with IGS.

At this time both the gas and electric are cancelled, no EFT will be charged.

Thank you,

Tara Chapman
COMPLIANCE MANAGER
Direct (614) 659 5058
Fax (855) 726-3542

Interstate Gas Sup18 10:11 AM 3001: IGS Energy :: 6100 Emerald Parkway Dublin, OH 43016 Helping Consumers Make Smart Energy Choices Since 19891

CMS JSZE0118189X MT: DESCRIPTION OF ISSUE:

The customer states a rep came to his door and signed him at a contract for 6.5cts/kwh and only signed him up for the electric service. He claims service was changed for electric and gas supply. Also, he states no tpv was taken and he signed a tablet with small print.

Interstate Gas Sup18 10:11 AM 3001: When did the rep come to his door? What was the electric rate? Provide a tpv and the terms/conditions for the contract.

MT advised that he spoke to the customer on 2/15: Cust returns call, wants it noted that felt taken advantage of, note

Interstate Gas Sup18 10:11 AM 3001: concerns for puco records.

reviewed documentation. Called customer and left v.m. explaining the paper work does say .0729. We have no way of

Interstate Gas Sup18 10:11 AM 3001: knowing what the rep said. Advised acct was cancelled before the rescission date so not ETF. Left call back #

customer called back with an attitude, upset that he's been playing phone tag with M.T., says he is returning his call.

Interstate Gas Sup18 10:11 AM 3001: transferred to vm.

cust calling to speak to MT

Interstate Gas Sup18 10:11 AM 3001: transferred to vm

Customer calling for PF or MT. Customer would like a call back today if possible.

Interstate Gas Sup18 10:11 AM 3001: i advised will let MT know customer called.

0018621: Interstate Gas Sup18 12:01 PM 3001: Called customer and verified the company called her and agreed to cancel and waive the ETF

customer called, stated that she received a high bill and noticed that she was enrolled with IGS for gas and electric supply. she says that she nor her husband ever agreed to enroll with this supplier. she says IGS claims somebody agreed to enroll for her husband in July 2017, but she says her husband doesn't write nor speak English and he wasn't capable or agreeing with this supplier. she says she cancelled the contract and IGS is charging her a \$99 ETF for each utility.

Interstate Gas Sup18 12:01 PM 3001: i advised we can contact the supplier regarding the contract terms and if the customer legally enrolled with them.

0018621: Interstate Gas Sup18 12:06 PM 3001: Called customer and verified the company called her and agreed to cancel and waive the ETF.

customer called, stated that she received a high bill and noticed that she was enrolled with IGS for gas and electric supply. she says that she nor her husband ever agreed to enroll with this supplier. she says IGS claims somebody agreed to enroll for her husband in July 2017, but she says her husband doesn't write nor speak English and he wasn't capable or agreeing with this supplier. she says she cancelled the contract and IGS is charging her a \$99 ETF for each utility.

Interstate Gas Sup18 12:06 PM 3001: i advised we can contact the supplier regarding the contract terms and if the customer legally enrolled with them.

Called Mr. Harden to close. Reached voice mail. Left a message advising that he would returned to DP&L and Vectren without any fees from IGS. Advised that IGS had agreed to waive a \$99 ETF for gas and a \$99 fee for electric. Advised that I would close the investigation at this time. Invited a call back with any questions about this matter or any future

0018778: Interstate Gas Sup018 2:59 PM 3001: utility concerns. Left hotline number.

Called the customer to see what he wanted to do with his accounts. He wants to remain with DP&L and Vectren. Advised that, per DP&L, he had incurred an ETF with IGS. Advised that he also had IGS with Vectren and IGS was willing to waive

Interstate Gas Sup018 2:59 PM 3001: that \$99 fee. Advised that I would try to get both \$99 fees waived so he would go back to DP&L and Vectren without ETFs.

Started a case for IGS gas. While working 00187468, learned that IGS had an enrollment for the customer with gas, but not a current one for electric. IGS had recently charged an ETF when the customer switched to Smart Energy for electric.

Interstate Gas Sup018 2:59 PM 3001: IGS responded in the electric case to a gas enrollment. Brought those responses over to this case.

0018831: Interstate Gas Sup18 11:16 AM 3001: close

Interstate Gas Sup18 11:16 AM 3001: I called the cust and left a message - adv of the company response and invited a call back if he had any further questions.

Caller states that he never signed up with IGS - he was told that he never said, no - could not locate his address - he said that he is about 4 miles from Urbana - Inquired if his township, village, city or county is in govt aggr - Mad River Township govt aggr - exp govt aggr - he said that he was in the hospital when it was mailed out last June - adv that I will contact IGS to inquire on how they obtained his svc - ad of inv timeline.

Interstate Gas Sup018 11:16 AM 3001: Enrollment valid

0019046 Interstate Gas Sup018 1:46 PM 3001: Caller, Ray Soloman - provided his 2 case numbers - attempted to reach SW - recd vm - caller would like a return call at 937-439-5399 - if he is unavailable - he would like SW to leave a message on the best time for him to call SW - adv that I will note his case record.

Interstate Gas Sup018 1:46 PM 3001: Calling back to speak w/ S.W.

Interstate Gas Sup018 1:46 PM 3001: IT to S.W.

A very heated discussion. He wanted to debate about the charges from IGS. I told him they took over DPLER contracts and was waiting to hear how the enrollment took place.

Interstate Gas Sup018 1:46 PM 3001: At the end of the call he said he didn't care how they got on there, he wasn't paying.

Interstate Gas Sup018 1:46 PM 3001: I called Tara at IGS. She said the initial contract went through 2019. The most recent rate was \$0.069. It started at \$0.065. Caller has Dayton Power and Light

Caller calling about supplier Igs energy. Caller states his bill increased and he called Dayton power and light and was advised his supplier changed to Igs and the rate was 6.9.

Caller called Igs to see how he was signed up. Caller states they just quoted him a cancellation fee.

Caller states he never spoke with anyone in person or by phone to sign up.

Caller states he did not receive an opt out notice.

Caller state his bill increased by \$150.

Advised would send for investigation/ advised of timeline/ invited call back

Caller wants the supplier cancelled/ caller does not want to pay an etf.

Interstate Gas Sup018 1:46 PM 3001: Caller wants the bill adjusted to the rate he would have had prior to the switch.

Customer spoke with DP&L. IGS energy had enrolled Sister into service and stated that his sister enrolled with a door-to-door marketer. Customer states he is his sister's POA and sister is completely incapacitated and would not be able to sign any contract for enrollment.

Customer has cancelled IGS, but IGS is stating customer owes \$233.56. Customer would like to dispute these charges. Customer states IGS was charging \$0.067/kwh. Customer would like to have a copy of any enrollment verification that IGS sends to PUCO.

0019160 Interstate Gas Sup018 4:22 PM 3001: I advised of investigative process.

LM informing of credit for the difference of the utility rate vs IGS rate since the time we have billed. That would be a credit of \$128.52.

Interstate Gas Sup018 4:22 PM 3001: Calling about case, advised no co response.

0019268 Interstate Gas Sup018 4:17 PM 3001: Advised inv of call.

Interstate Gas Sup018 4:17 PM 3001: Advised the customer that I resent the complaint as an urgent and she can call back Friday for a response.

trying to get rid of co since oct. caller states she called the co to cancel told 25 cancellation fee. caller states thats fine.

caller states co still on nov bill.

told to call back when get next bill they would take care of.

caller states she had been trying to get on budget but IGS kept billing and submitted for payment.

called DPL states IGS still billing .

caller has confirmation letter about switch in oct, DPL told caller that IGS was aggregation, checked PUCO website, and AEP energy aggregation not IGS.

Caller does not have cancellation number from IGS available.

Sending to investigation for enrollment dispute and cancellation

advised of case number and time frame

Interstate Gas Sup018 4:17 PM 3001: Prefers call on mobile phone

Caller calling back

Caller wants to add that she spoke with Myra at phone number 8002804474 ext7026

Interstate Gas Sup018 4:17 PM 3001: Caller states this is the person that she spoke with in late October who advised her that the etf would be \$25.00

Interstate Gas Sup018 4:17 PM 3001: customer called back about case. transferred to K.M. vm

cust calling to speak with K.M

Interstate Gas Sup018 4:17 PM 3001: transferred to vm

Spoke with Ms Young on the escalation line. Reviewed IGS response with her and that IGS states the cancellation request was received on Oct 21, 2017 and that IGS is showing the last time service flowed was in Nov 2017. Asked Ms. Young if IGS is still on the DPL bill. She states DPL was still on the Dec 2017 and January 2018 bill but was gone by the Feb 2018 bill.

Advised Ms. Young PUCO can contact IGS for a copy of the cancellation order sent over to DPL from IGS and DPL to find out when the cancellation order was received from IGS and why IGS charges were still appearing on the Jan 2018 billing. Explained investigation timeline for DPL is longer. Asked if she would like a call, letter, or e-mail once KM completes the investigation, she stated e-mail is best. Confirmed with her that e-mail in the case is correct. Ms. Young thanked KM for looking into this.

Interstate Gas Sup018 4:17 PM 3001: Spoke to the customer and told her that IGS acquired DPL Energy in Jan 2016, a letter was mailed to her in June 2017 and now they are no longer on her bill as of Jan 2018.

Interstate Gas Sup018 4:17 PM 3001: cust called to get an update on the case. Advised could transfer to Inv. stated she wanted to be transferred to sup.

Interstate Gas Sup018 4:17 PM 3001: transferred to CC

0019297 Interstate Gas Sup018 3:41 PM 3001: spoke to cust

Interstate Gas Sup018 3:41 PM 3001: Called co. contact, T.C. Left vm advising the only thing that has attached to case is the T & C. CBR, RT direct line.
I do not remember changing my supplier from DP&L (account 3702688355) to IGS (5506153). This is "slamming," and
Interstate Gas Sup018 3:41 PM 3001: the rate has been considerably higher for some time. I would like a refund.
DP&L provided a contact number for cust of 937-416-9155

Spoke to Tara C. w/cust states this cust was enrolled thru a gov agg program. A drop was made 17 days ago. There is no ETF.

Spoke to cust and advd the above. Confirmed that she's been canceled as of 17 days ago. She said she called and canceled. We discussed agg. program and how this happens. She said she'll start watching the mail more closely. Advd

Interstate Gas Sup018 3:41 PM 3001: cls case, she thanked me.

Called the customer to go over the company response and close. Advised that the company stated that she had enrolled on 6/13/17. The company stated that its representative visited her on 2/5/28 to assist with the cancellation. The company also stated that its representative also spoke to her on 2/20/18 when she advised that she wished to cancel IGS. Advised that the account is in the process of being removed from IGS and returning to DEO. Advised that the tablet enrollment procedure has been approved by the PUCO. Explained the SCO vs the MVR and advised that if she wants to be with DEO's SCO, she would need to call DEO and so advise the company. Advised that I would close the investigation at this time. Invited a call back with any questions about this matter or any future utility concerns. Left hotline number.

Called Ms. Stevenson back to advise the company response. Advised that IGS has put her on its Do Not Solicit List.

0019369 Interstate Gas Sup018 1:58 PM 3001: Advised that it could take 24 hours to take effect. Advised that I would close and invited a call back.,

Called the customer to go over the company response and close. Advised that the company stated that she had enrolled on 6/13/17. The company stated that its representative visited her on 2/5/28 to assist with the cancellation. The company also stated that its representative also spoke to her on 2/20/18 when she advised that she wished to cancel IGS. Advised that the account is in the process of being removed from IGS and returning to DEO. Advised that the tablet enrollment procedure has been approved by the PUCO. Explained the SCO vs the MVR and advised that if she wants to be with DEO's SCO, she would need to call DEO and so advise the company. Advised that I would close the investigation at this time. Invited a call back with any questions about this matter or any future utility concerns. Left hotline number.

Interstate Gas Sup018 1:58 PM 3001: this time. Invited a call back with any questions about this matter or any future utility concerns. Left hotline number.
-caller says the door2door Rep. Benjamin Childs from IGS Energy stopped by yesterday to find out why she changed her supplier
-caller says on Jan 26, she changed back to DEO from IGS Energy
-caller says she found out later it was changed back via the computer
-caller says IGS is fraudulently enrolling her with the company | caller says IGS went behind her back and did this
-caller says she want something done about it

Interstate Gas Sup018 1:58 PM 3001: -case # was provided
customer calling back to speak to MC. I asked if she would like to leave a message It goes to vm and she states she would.

Interstate Gas Sup018 1:58 PM 3001: I called MC and went to vm and I transferred the customer.

Interstate Gas Sup018 1:58 PM 3001: Received a customer voice message asking for a return call.

Called the customer back. She says that she received a letter from DEO showing that she had been re-enrolled with IGS. Advised that this is not what the company is saying. She says that they have been at her house at least 5 times recently. Advised that I could have the company place her on its Do Not Call, Do Not Mail and Do Not Knock Lists. She said that she would like that. Advised that I would do that and call her back once the company had advised me of the effective date.

Called Ms. Stevenson back to advise the company response. Advised that IGS has put her on its Do Not Solicit List.

Interstate Gas Sup018 1:58 PM 3001: Advised that it could take 24 hours to take effect. Advised that I would close and invited a call back.,

0019944 Interstate Gas Sup018 4:08 PM 3001: Response with enrollment card copy mailed to consumer April 6, 2018.

Interstate Gas Sup018 4:08 PM 3001: Reviewed IGS final response, pending to contact consumer.

1/30/18 called to complaint that IGS Energy sent a disconnect notice for my electricity bill when was not delinquent in my payment. The representative I spoke to asserted that I've signed a contract for IGS to supply electricity to 2020 at such a very high rate for 36 months, I disputed and demanded the copy of my signed contract, she affirmed to send my signed contract. Till this date IGS hasn't sent the document with my signature requested (listen to my conversation with IGS rep). On 3/5/18 I called First Energy Solutions to switch at really very lower rate of delivery! On 3/6/18, IGS Energy wrote me that I terminated my contract with it early and subject to a penalty!
I've asked it for a refund for its overcharge bill threatened disconnection! I'm still asking it send a copy of the so claimed signed contract by it's represent on 1/30/18. Please play the recording of the conversation I had with her. It's for you to

Interstate Gas Sup018 4:08 PM 3001: adjudicate the enforcement of unsigned contract and impose whatever penalty on IGS for its business practices.

0020048 Interstate Gas Sup018 3:23 PM 3001: left detailed message for customer asked for call back if she is still has questions.

I called Vectren and spoke to Shelly. she states that this is a NON-RESIDENTIAL account and that the customer is currently with Direct Energy. I am not sure why she was sent that letter. I asked if she called IGS and spoke to them? I explained that I do not know this is part of a government aggregation. Normally that letter is for the SCO rate for residential customers. Not sure if she was sent that letter by mistake? I told her if she still has questions to please call me back and

Interstate Gas Sup018 3:23 PM 3001: left call back info. close case. Will re-open if customer calls back.

Interstate Gas Sup018 3:23 PM 3001: reviewed the customer complaint, SCO, will call and close.

I recently received a letter from IGS Energy notifying me that they had been "recently awarded the right to supply my natural gas by my utility (Vectren) through a competitive auction process overseen by PUCO.

I never received a letter from Vectren stating this change, not did I authorize this change in supplier. I do not want IGS Energy to be my gas supplier.

Please advise. Thank you for your assistance in this matter.

Lisa A Bauer
Periphery Ventures LLC dba Mayflower Arts Center
9 West Main Street

Interstate Gas Sup018 3:23 PM 3001: Troy OH 45373
0020074-Interstate Gas Sup018 3:26 PM 3001: came in account to change from vectren to igs
cust stating he just signed up with Constellation 3 months ago at a variable rate
cust stating he just received a welcome letter from IGS
cust stating he never signed up with IGS
cust stating he called Constellation and IGS but they weren't any help
cust called Vectren and was adv to contact PUCO
I looked up cust address in gas government aggregations but it didnt pull up anything
cust doesnt want IGS just wants to stay with Constellation
cust is very upset saying hes done calling around just needs help with this now
adv cust we can investigate into this since no one was helpful
Interstate Gas Sup018 3:26 PM 3001: icb
explained to customer he has 2 different addresses with Vectren which was not explained previously. He is under the SCO
program which means he has not contracted with a supplier for the rate of his service. Under the SCO he is randomly
assigned to a supplier. It appears he was randomly assigned to Constellation at both addresses before. He was assigned
to IGS this year for one and Constellation for the other. I explained he would have to leave the SCO and sign up for a
contract with Constellation to get that address back to Constellation. Caller understood and said he would call
Interstate Gas Sup018 3:26 PM 3001: Constellation.
CALL TO CLOSE
explained the residential account is not with IGS and the notice has the Business account number. He does not want to
0020202-Interstate Gas Sup018 9:18 AM 3001: change the Business account from IGS.
The customer states he has not been with DPLER for several years. He should not have been included with the switch to
Interstate Gas Sup018 9:18 AM 3001: IGS.
Interstate Gas Sup018 9:18 AM 3001: Customer provided business account# instead of residential account #
Called DP&L His residential account was dropped from DPLER on April 24, 2015. The IGS notice is for the business account
Interstate Gas Sup018 9:18 AM 3001: and the notice has the business account number.
Interstate Gas Sup018 9:18 AM 3001: Follow up response from company received. re-closing case.
CALL TO CLOSE
explained the residential account is not with IGS and the notice has the Business account number. He does not want to
Interstate Gas Sup018 9:18 AM 3001: change the Business account from IGS.
0020216-Interstate Gas Sup018 3:11 PM 3001: Response letter with opt-out notice and AEP rescission notice mailed to consumer April 17, 2018.
-caller says the for the 3rd time in the past 4 years, he has been switched over to IGS Energy without his permission
-caller mentioned govt aggregation program
-caller says he NEVER rec'd an enrollment notice/opt-out ltr
-caller believe this is a scam going on
-per utility map >> Electric Government Aggregator Interactive Map >> no results
-as of date - caller was placed on the electric Do Not Aggregate list >> confirmation number is 7158
-caller was advised to contact the PUCO if/when he recv an enrollment notice/opt-out ltr from his community's gov't agg
program
-caller says he want to file a complaint against IGS Energy b/c he NEVER authorize them to change his acct, etc...
-case # provided
-caller complimented the Intake by saying that the customer svc provided was wonderful
Interstate Gas Sup018 3:11 PM 3001: -Note: caller wants to be reached via US mail
Interstate Gas Sup018 3:11 PM 3001: Rescission notices received from AEP. Pending to contact consumer and close investigation.
Advised caller to call igs and advise them you want to cancel.
Advised to call Dominion to advise them as well
0020483 Interstate Gas Sup018 1:15 PM 3001: icb if necessary
Customer calling for mom (mom in hospital- daughter takes care of her bills)
Mom has Dominion
She received a letter from Igs
Rep came to mom's door and told mom she was there to help pay the bill.
The letter is dated the 04/11/18 (daughter not sure of when rep came to door)
Mom has Dementia and is hard of hearing
Caller states the letter arrived on the 17th. (caller states it gives her 3 days to cancel)
Advised caller Dominion will send opt out notice and can opt out
Advised caller to call Igs and advise them you want to cancel.
Advised to call Dominion to advise them as well
Interstate Gas Sup018 1:15 PM 3001: icb if necessary.
0020547 Interstate Gas Sup018 9:54 AM 3001: Referred to company

On April 16 customer changed the name because her spouse passed away. Customer was paying approximately \$0.97/ccf so she cancelled Direct Energy and called AEP the same day (April 16 to enroll). Customer received notification that her enrollment with AEP Energy was denied because there was another supplier on the account. Customer called Vectren and was told IGS enrolled customer on April 19. Customer states she has never heard of IGS and has never spoken to IGS. Customer would like to know how to cancel enrollment with IGS.

Interstate Gas Sup018 9:54 AM 3001: I advised of number for IGS and invited call back. I advised concerns will be documented.

0020789 Interstate Gas Sup018 9:33 AM 3001: Advised caller to call back when can
Caller has Aep
Caller trying to find out why he was signed up with a supplier
(Caller not sure of who supplier is - he states last bill shows Igs)
Attempted to gather additional info

Interstate Gas Sup018 9:33 AM 3001: Caller states his boss is coming and he has to go/will call back
0020839 Interstate Gas Sup018 2:09 PM 3001: Advised her to call IGS regarding invoice.

Customer is 86 yrs old and just got a bill from IGS saying they will bill her 14.95 per month. She is not sure why this is.

Spoke to Carmen and IGS is her supplier since 2014.

Interstate Gas Sup018 2:09 PM 3001: Advised her to call IGS regarding invoice.
0020863 Interstate Gas Sup018 4:21 PM 3001: Left vm for cust on May 22 to respond by cls of business on May 25
Interstate Gas Sup018 4:21 PM 3001: Closing case as cust has not responded w/info requested from co.

Per ph conv w/cust., advd co. resp. Advd this is not a gov. agg. enrollment. After further conversation, cust rc'd a notice that her contract was expiring. She said she called to say she did not want to renew her contract w/them and wished to cancel. I expld this is not the same, expld the diff. Advd that I'll have to go back to the company and inquire about what she is saying and go from there.

Cust is pretty sure she called from the number that is noted on record, but if not, 937-7874163.

Interstate Gas Sup018 4:21 PM 3001: Advd I will be in touch just as soon as I know something.
-caller says during Nov -or- Dec 2017, caller rec'd an enrollment notice/opt-out ltr from IGS Energy, and she contacted IGS Energy and opted-out
-caller says she was shocked to learn that IGS did not honor her request
-caller wants to know why her request to opt-out wasn't honored?

Interstate Gas Sup018 4:21 PM 3001: -case # and timeline provided
Called cust., left vm, advd the co. is requesting the dates she called, and if so, she would have received a cancellation confirmation number. Advd cust that in order for the co. to research this, both is being requested. Advd will keep case open until cls of business on May 25, if I don't receive a cb by then, I'll cls the complaint.

Interstate Gas Sup018 4:21 PM 3001: Provided both HL# and direct.
-referred caller to both TE & CGO to inquire about her acct status with IGS Energy | can cancel -or- contact IGS Energy and cancel

0020954 Interstate Gas Sup018 3:06 PM 3001: -invited call back, if necessary

-caller is contacting the PUCO about a possible enrollment with IGS Energy
-caller did admit to speak with rep from IGS a few weeks ago - although, caller says she didn't want to switch to IGS
-caller rec'd a ltr from IGS about a \$99 cancellation fee, etc...
-caller inquired about cancelling with IGS
-referred caller to both TE & CGO to inquire about her acct status with IGS Energy | can cancel -or- contact IGS Energy and cancel

Interstate Gas Sup018 3:06 PM 3001: -invited call back, if necessary
-referred caller to both TE & CGO to inquire about her acct status with IGS Energy | can cancel -or- contact IGS Energy and cancel

0020954 Interstate Gas Sup018 3:13 PM 3001: -invited call back, if necessary

-caller is contacting the PUCO about a possible enrollment with IGS Energy
-caller did admit to speak with rep from IGS a few weeks ago - although, caller says she didn't want to switch to IGS
-caller rec'd a ltr from IGS about a \$99 cancellation fee, etc...
-caller inquired about cancelling with IGS
-referred caller to both TE & CGO to inquire about her acct status with IGS Energy | can cancel -or- contact IGS Energy and cancel

Interstate Gas Sup018 3:13 PM 3001: -invited call back, if necessary

0021046 Interstate Gas Sup018 4:20 PM 3001: Spoke to the customer and advised of the ETF being waived.
The customer had IGS and switched to Northern American Power and received ant ETF of 199.00 from IGS. However, she never agreed to continue after her contract expired. Nor did she get a renewal notice from the company that her contract

Interstate Gas Sup018 4:20 PM 3001: would continue unless she canceled or sh would have called.
ent:
Left voicemail advising of response again.

0021071 Interstate Gas Sup18 10:10 AM 3001: ** Closing case

Calling to voice her concern over IGS being her new supplier and suddenly her budget going up to \$70. Previous budget was \$43. Customer feels that she never would have agreed to a rate of .559/ccf with a \$99 ETF.
Left voicemail advising of response again.

Interstate Gas Sup18 10:10 AM 3001: ** Closing case

Interstate Gas Sup18 10:10 AM 3001: Left customer a voicemail msg advising her of company response. Invited cb.

IGS states they did not got to customers home. There is actually a block on the account to prevent agents from enrolling
0021133 Interstate Gas Sup018 3:32 PM 3001: the customer due to unpaid balance.

Caller Calling for grandmother
Grandmother has Dayton power and light
Caller states grandma is 90 years old
Caller states IGS came to the door in past and she advised that they did not want to switch.
(Caller states that the police were called and police advised of gang members in area)
Caller states they do not recall receiving any opt out notices or gov agg info
They state people always come to their door and call but they never agreed to switch.
Caller states supplier has been billing her from June 2017-April 2017

Interstate Gas Sup018 3:32 PM 3001: not been added
Caller wants to know how supplier was added/ Caller wants bill adjusted to rate she would have been billed had supplier been added
I called the granddaughter and left message. I explained that I received a response back from IGS and it states the following:
IGS does not show that we knocked on this customer home. We actually have a block placed on the account to where our agents cannot enroll the customer for electric due to an unpaid balance we wrote off.

Interstate Gas Sup018 3:32 PM 3001: her to call me back and left call back info.
Interstate Gas Sup018 3:32 PM 3001: customer did not respond. closing case. will reopen if customer call back. close case.
0021367 Interstate Gas Sup018 9:39 AM 3001: icb
cust stating he only signed up for gas with IGS but somehow they're on his electric as well
asked cust if he showed his electric bill as well said no
gave cust number to IGS so he can see how they became his supplier and to cancel if needed
Interstate Gas Sup018 9:39 AM 3001: icb

My electric service was switched from being a direct AEP customer to being a customer of IGS without my permission.
Speaking to AEP, they show that as far as their records go back I have not been a direct customer of AEP.

Several years ago I had a gentleman from IGS knock on my door and was very aggressive about convincing me to switch to IGS. I repeatedly declined explaining that my father had worked for AEP for over 30 years and I felt loyalty to AEP.

I examined my electric bill for other reasons and noticed IGS on my bill. I then called AEP's customer service and was informed that I was no longer an AEP customer. AEP is putting in a change request to have my account transferred to IGS. I repeatedly declined explaining that my father had worked for AEP for over 30 years and I felt loyalty to AEP.

0021381 Interstate Gas Sup018 5:10 PM 3001: AEP, but I am very upset that my electric service provider was changed without my knowledge or consent.
LM ON VM TO CLOSE
Interstate Gas Sup018 5:10 PM 3001: explained govt agg program. referred to PUCO website for electric do not aggregate form.

-calling to follow up on complaint filed with the PUCO on June 22
-caller provided case #00214375
-Note: per Salesforce, a reply from company rec'd - although, don't know if LG had a chance to review response yet
-caller advised of timeline, etc...
0021437 Interstate Gas Sup18 12:44 PM 3001: -call routed to vm, per request

cust stating he never signed up for IGS Energy
cust stating they sent him a letter stating his rate was going to go up
he called to cancel on 4/4/18
cust is on budget with DPL and the amount was \$267 now it's went up over \$70
cust just wants this looked into to see how they became his supplier and to get credit back since he never agreed to this
cust also wants to add after he cancelled in April he got another letter in June welcoming him to IGS energy so he had to cancel again
cust stating this is wrong and wants PUCO to look into this
adv cust of investigation process
Interstate Gas Sup18 12:44 PM 3001: icb
Spoke with customer. explained current supplier enrollment attempt is with govt agg program. Explained IGS took over
Interstate Gas Sup18 12:44 PM 3001: for DPLER and I have asked how he was enrolled with DPLER.
Interstate Gas Sup18 12:44 PM 3001: Calling to speak with inv. Placed in vm
returned customer's cal. VM message I left was incomplete.
Interstate Gas Sup18 12:44 PM 3001: I explained he was adjusted \$597.68 total. An additional \$291.51 above initial \$306.17.
LM ON VM TO CLOSE
explained IGS explained they obtained his account from DPL but they could not prove enrollment with DPL so IGS adjusted
Interstate Gas Sup18 12:44 PM 3001: charges to PTC on bills.
customer called back about his case. wanted to inform LG that IGS is still billing DPL for this \$374.11 amount. last week IGS sent him a check for 'credit for wrong rate' in the amount of \$205.57. he cashed and deposited that in his bank. DPL bill due 9/1/18, they have allowed him to skip three payments so that he wouldn't have to pay IGS. he's still short of a
Interstate Gas Sup18 12:44 PM 3001: credit for this \$374 that they are still billing him for. customer would like a call back from LG.
Customer left message that company called him and they are removing the \$374.11. Thanked me for the immediate
Interstate Gas Sup18 12:44 PM 3001: response.
-calling for LG >> provided case #00214375
Interstate Gas Sup18 12:44 PM 3001: -call routed to vm, per request
Interstate Gas Sup18 12:44 PM 3001: Calling to speak with LG, it to LG
Interstate Gas Sup18 12:44 PM 3001: Company email received after customer closed case. closing again.
0021578 Interstate Gas Sup018 1:51 PM 3001: Called July 24, 2018 and spoke with customer to close case.

Caller has CEI
Caller calling about Igs
Caller states on April 12th Igs supplier came to his door to save him money.
Caller did not have his bill but he agreed to switch and was advised if did not see savings to opt out.
Caller states he called Supplier on April 17th and opted out

Caller states he just noticed Igs was billing him.
Caller was billed \$111.80
(Caller states he just recently received and opt out notice about Igs)

Caller called CEI and was advised that Igs did not submit opt out info until May 17th.
Caller called Igs to inquire and was told that their system showed him cancelled out as of 04/17/18.

Advised would send up for investigation/Advised of timeline/icb

Interstate Gas Sup018 1:51 PM 3001: Caller wants to know how he was signed up (voice recording/etc)/ Caller wants supplier cancelled/ Caller wants bill adjusted to the rate he would have been billed prior to the switch/ Caller does not want an etf

Interstate Gas Sup018 1:51 PM 3001: Reviewed case, please send to CGO to find out the reason for the delay.
Caller and spoke with Mr. and Mrs. Wood; Advised IGS is to issue a refund or approximately \$22.00. Advised IGS will re-rate the billed usage of 1555 kwh from \$0.0719 to the CEI P2C of \$0.0573. Explained that CEI held the IGS charges but those will now need to be paid to CEI. Advised IGS should issue the refund within 4-8 weeks. Advised both to contact me if the refund is not received.

Mrs. Wood was very upset by the whole issue with IGS. She states if she has seven days to cancel after agreeing to accept the product then she has seven days. *****Explained that the cancellation could not be processed until the add order was completed. Advised that the IGS csr should have informed Mr. Wood that he needed to call CEI to cancel before the rescission period. *****

Assured Mrs. Wood that supplier complaints are reviewed by RSAD after IAD completes the investigation. However, IGS provided the service and can be paid for the service provided. But, IGS can't receive more in payment then they would have paid to CEI for the same service.

Both Mr. and Mrs. Wood were very nice and understanding of the response and both thanked me for the investigation and the call but they are still both very frustrated with IGS and the cancellation process.

Interstate Gas Sup018 1:51 PM 3001: Thanked both Mr. and Mrs. Wood for bringing this to the PUCO and invited call back if they have future issues.

Interstate Gas Sup018 1:51 PM 3001: Reviewed response, pending to contact Mr. Wood when I return to the office July 23, 2018.

I told the customer I would send this over to N.R. for review, because I have never dealt with this scenario. I'm not sure if
Interstate Gas Sup018 1:51 PM 3001: IGS should refund or CEI.

Caller states the bill with CEI is due now, states he was told that the \$111.80 billed by IGS would be placed in dispute. He needs to know what is going on with the investigation.

Advised IGS says they sent the cancellation to CEI on April 17, 2018, advised PUCO needs a copy of the transaction report from CEI to verify who is in violation before we can ask for credit. Advised CEI will also be asked to place the IGS charges into dispute. Gave caller my name and advised some one from the PUCO will follow up with him shortly.

Interstate Gas Sup018 1:51 PM 3001: into dispute. Gave caller my name and advised some one from the PUCO will follow up with him shortly.

I never OK'd IGS to take over my service once my contract with DP&L Energy was done in May 2018. They want to charge me \$25 to cancel the service and are snide in their comments to me. They claim as long as they have my address on file they sent a letter claiming they were the new carrier. I never received any letters, nor did I authorize or sign anything to authorize a continuation of service with them once the DP&L Energy service was fulfilled as of May 2018. I spoke with Jessica at 888-330-8361 ext 5067 who would not give me a yes or no answer, but rather has put me off until close of business tomorrow!?! I've been given the run around and enough is enough. I have told DP&L to transfer my service to them as I do not want IGS. IGS should not be allowed to get away with this auto transfer of service and charge a fee to

0021606 Interstate Gas Sup018 3:12 PM 3001: cancel. I had no indication this was happening.

Called the customer to go over IGS response and close. Reached voice mail. Left message advising that I had received a response from IGS. Explained that IGS had purchased the accounts of DPLER and that is how IGS became her supplier. Advised that IGS was allowed to do so. Advised that the company provided me with a copy of a letter sent to her notifying her of same. Also explained that the company sent two notices out advising that it would be automatically renewing her contract unless she called to cancel. Advised that the company is allowed to do so under the PUCO rules, but that the maximum ETF that can be charged is \$25 in that circumstance. Advised that the company indicated that it had waived that \$25 ETF. Advised that I would close the investigation at this time. Invited a call back with any questions about this

Interstate Gas Sup018 3:12 PM 3001: matter or any future utility concerns. Left hotline number.

0021617 Interstate Gas Sup18 10:59 AM 3001: Response letter mailed to consumer July 6, 2018. Spoke with consumer by phone July 9, 2018.

Caller has Dayton Power and Light
Caller noticed Igs as supplier on her bill.
Caller called supplier to cancel and was advised of a \$25 etf.
Caller states she never signed up for Igs.

Caller states supplier advised she signed up and her account was also renewed in April.
Caller states she never agreed to a renewal.
Caller states the supplier advised that she received a letter.
Caller states she never received a letter.

Advised would send up for investigation/Advised of timeline/ Icb

Caller wants to know how she was originally signed up (voice recording/etc)

Interstate Gas Sup18 10:59 AM 3001: Caller wants supplier cancelled/ Caller does not want to pay an etf

Returned call to Mrs. Reinhart: She states she was very aware that IGS acquired DPL Energy in 2017, she states she didn't have any concern regarding how the account was enrolled with IGS. She states her complaint was that she didn't receive the renewal notices. She states she has been in Florida and had her mail forwarded, she thinks perhaps the renewal notices weren't forwarded. She also states that she told DPL that Mr. Reinhart died in late 2017 and that she was in Florida, she states DPL should have told IGS this.

Advised her that IGS would not be aware that Mr. Reinhart had died or that her mailing address was in Florida (service address is still in Ohio) unless she called the supplier to report this and since she knew the acct was enrolled with IGS then she should have reported the changes to the account to IGS.

Advised her the renewal notices were issued in Feb 2018 and IGS didn't receive a response. She states that IGS didn't tell her when the enrollment was ending - advised her that was what the renewal notices were. Advised it appears IGS can bill for the ETF if she cancels. Mrs. Reinhart responded that IGS is taking advantage of the elderly and she can't believe

Interstate Gas Sup18 10:59 AM 3001: the PUCO is letting them do this. She then thanked me for the call back.

cust calling to check on case

transferred cust to C.C vm

Interstate Gas Sup18 10:59 AM 3001: icb

0021690 Interstate Gas Sup018 3:33 PM 3001: call OE to cancel.

Caller has Ohio Edison for electric, but is being contacted by IGS on multiple occasions and found out he has been

Interstate Gas Sup018 3:33 PM 3001: switched. Caller doesn't want to go to IGS, so referred to Ohio Edison to cancel out service.

VM states customer recieved letter that is \$25 charge.

0021756 Interstate Gas Sup18 10:28 AM 3001: called customer back, IVM asking who was charging the \$25.

Interstate Gas Sup18 10:28 AM 3001: Called customer back and left a message, advised that I went over AS comments and if any further questions to call back.

Interstate Gas Sup18 10:28 AM 3001: Trsf call to investigator.

customer is calling back and states that MH called her and left a message. I explained I can read her the call notes and if she has additional questions she would need to speak to MH. I read her the notes from 7/19/18. she states any signature would not be her mothers as her mother can not see. She had that macular generation and can not see to write her name. I pulled up the co response and there is a signature from the lpad. she disputes this and states that there is no way it is her mothers signature. she would like to contest that. I told her we can send her a copy of that. if she would like to pursue the issue she could file a formal complaint. She cancelled the enrollment, she states that is preying on the elderly. She states the guy came and sat on her mothers porch and would not leave. Then she received a call from a Andrew Kaufman from the company and her mother is now scared to answer her phone. I told her she does not have to speak to them. I also explained she may want to contact state rep about the issue as well. she states she would like to see the signature, I told her we can send that to her and she states she would like a formal complaint. I told her we can send that too. she thanked me for the info and thanked for talking with her. Please mail the info to the following:

Pat Garrison
849 Highway 2

Interstate Gas Sup18 10:28 AM 3001: Blue Ridge, GA 30513

VM from Pat, mother got call friday, thinks said from FES. Pat called FES and was told they note when they call accounts and they did not call her.

Interstate Gas Sup18 10:28 AM 3001: Called customer back. advised caller hundreds of suppliers, and to opt out of marketing.

Interstate Gas Sup18 10:28 AM 3001: Pat left vm that her mother was part of Summit county aggregation. FES going to waive the \$25 fee.

-the daughter (Pat Garrison) is calling for MH

-provided case #217563

-caller says she really need to get a msg over to MH

Interstate Gas Sup18 10:28 AM 3001: -call routed to vm, per request

Customer called back in, stating OE charging her mom \$25 to go back with them. Advised caller not the way it worked, and that the enrollment was rescinded before switch could happen. Asked caller if she spoke with OE, and she has not. advised

Interstate Gas Sup18 10:28 AM 3001: to contact OE, advised will be mailing FC packet.

Caller is daughter, caller states her mother. 91 and almost blind, someone came up and asked to see bill.

Caller contacted OE and account had been switched to IGS, caller states mother never authorized switch.

account number 110008706217

advised would reach out to co.

advised of case number and time frame.

Interstate Gas Sup18 10:28 AM 3001: daughter is POA Pat Garrison.

Pat Garrison calling for MH.

Interstate Gas Sup18 10:28 AM 3001: Transfer to MH voice mail per customer's request

cust calling to speak with M.H

Interstate Gas Sup18 10:28 AM 3001: transferred cust over to vm

Co response:

IGS is very confident the Mrs. Green enrolled the account, the agent had an appt to go back and meet with her this week to sign up the gas and home warranty protection.

I have attached a copy of the signed contract for your review. Below you will find the information from our agent's iPad we use to track the agents location.

It appears the daughter rescinded the account due to drop that took place. Mrs. Green is no longer with IGS.

Interstate Gas Sup18 10:28 AM 3001: Called and LVM for daughter w/ co response.

Interstate Gas Sup18 10:28 AM 3001: received VM from the customer.

Interstate Gas Sup18 10:28 AM 3001: mailed FC packet and copy of signed doc from co.

Customer " Pat Garrison " is calling on behalf of her mother regarding FC Case # 18-1301-el-css.

Customer is attempting to reach attorney examiner DF to fax a copy of her POA, enabling her to speak on behalf of her mother at a scheduled hearing on 12/4/18.

I informed the customer DF is current unavailable.

Customer claims she also faxed a copy of the POA to the smed department today, and included attn DF and FC case #.

Interstate Gas Sup18 10:28 AM 3001: Transferred customer to DF voicemail as requested.

Pat Garrison calling on behalf of her mother Dorothy Green. Pat needs to send in her POA paperwork to DF and has not heard back from him yet. Customer needs legal department's fax number.

DF is not available. Transfer to DF voicemail and advised I will send him an email advising that customer called for the fax number.

Interstate Gas Sup18 10:28 AM 3001: Email sent to DF

0021781 Interstate Gas Sup18 11:08 AM 3001: Enrollment was completed by a relative. Customer is okay with the enrollment.

Called and spoke to the customer. She acknowledged that she spoke to IGS and that the problem was resolved. She had

Interstate Gas Sup18 11:08 AM 3001: no other concerns at this time.

Caller stated that she is living in KY but has an house in Ohio that she does rent out from time to time. She stated that while she was in Ohio, a sales rep came to the door asking her about enrolling but she denies giving him any info or signing anything. She states that she has something that is signed but it is not her signature. Not sure how she got that or where it came from as she would not say. She stated that she got a letter from IGS saying that she needs to call and complete the enrollment but she stated that she did not want to complete the enrollment. She was able to say that the IGS rate is 5.89 for 36 months with a \$99 ETF. If she cancels now, then she would have to pay the fee. She also spoke to Vectren and rep told her that she would try to stop the cancellation but could not guarantee. Tried to explain to her that if she was enrolled than IGS had some type of enrollment information. Asked her for the Vectren account number and she could not give it to me as she states that when she gets a bill she forwards it on to the person paying the bill. Advised her if she can get the account number then to give us a call back. Advised her that we would contact the company to see what they have to say about the enrollment and to allow us up to 10 business days to get a response back from IGS and then at that

Interstate Gas Sup18 11:08 AM 3001: point we would be in contact with her.

SPOKE WITH CUSTOMER TO CLOSE

0021797. Interstate Gas Sup018 5:22 PM 3001: Explained IGS was added by City Aggregate program 4/17. Opt-Out notice sent 2/17. explained Electric Do Not Aggregate form on website.

I received my Duke bill today, IGS magically appeared on there as my new electric supplier. Duke has instructions, not to share my information. IGS states that there is a Mt. Healthy Community Program, that signed me up. The rep stated information was mailed out to me and if I didn't respond I was automatically enrolled. Where in the HE** do they do that at?

My apartment community has a strong policy of "no soliciting"

Interstate Gas Sup018 5:22 PM 3001: The rep stated that everyone has this out here! I didn't authorize any switch to my Duke energy account. cust calling about igs becoming her supplier
adv cust of government aggregation

Interstate Gas Sup018 5:22 PM 3001: cust upset that she had to opt out in order for the change to not occur and that its double what shes been paying

0021847. Interstate Gas Sup018 1:51 PM 3001: Customer's wife enrolled their account in IGS. Customer called to drop case.

Customer states he got a message from Eligo that he switched to IGS and wanted to make sure he wanted to make the switch. Customer states he never authorized any change to IGS or Eligo. Customer states in October 2017 is when Eligo switched, start date 11/10/17. Customer states Eligo is charging him \$10/month remaining on the contract. CEI said it would be \$30 because there are 3 months remaining on the contract. CEI cancelled Eligo and IGS for the customer.

Interstate Gas Sup018 1:51 PM 3001: I advised of investigative process.

Interstate Gas Sup018 1:51 PM 3001: Caller states that he was advised by his wife that she did enroll with IGS. He wishes to close the case at this time.

0022321 Interstate Gas Sup18 12:44 PM 3001: rtc

Caller states that she received a ltr from OE that cancelled her supplier IGS - but she is not sure how or if IGS has her gas acct - refer to co to inquire how or if they provide her svc - provided number - invited call back.

Interstate Gas Sup18 12:44 PM 3001: TPV completed March 16, 2018 by Richard Greathouse, son. He enrolled both the gas and electric account. The contracts

0022370. Interstate Gas Sup18 8:49 AM 3001: are for a 36 mos rate of \$4.36/Mcf for gas and a fixed rate of 6.69/Kwh for 36 mos. ETF is \$99 per account.

Caller has Cei
Caller had Smart Energy as the supplier.
(Caller states his first month was to be free)
Caller states he is being billed by Igs.
Caller states Igs has called him repeatedly but he always states he is not interested.
Caller states he does not recall receiving any opt out info.

Caller states he contacted Cei and Igs and advised that he wants Smart Energy and never agreed to a switch.
Caller states Cei advised they did not know what was going on and Igs states he agreed to sign up with them.
Caller disputes that he agreed to have account switched.

Advised would send up for investigation/ Advised of timeline/ icb
Caller wants to know how account was switched/ Caller wants the bill adjusted to the rate it would have been prior to the
Interstate Gas Sup18 8:49 AM 3001: switch/ Caller wants Igs cancelled
LM Informing Mrs. Greathouse the IGS TPV completed March 16, 2018 by Richard Greathouse, son. He enrolled both the
gas and electric account. The contracts are for a 36 mos rate of \$4.36/Mcf for gas and a fixed rate of 6.69/Kwh for 36 mos.
ETF is \$99 per account. Advised the TPV is valid and the contract terms and conditions are legally binding so I lack the
Interstate Gas Sup18 8:49 AM 3001: ability to require them to negate the terms. ICB to hear the recording.
0022377 Interstate Gas Sup18 12:00 PM 3001: EA to cancel, DNS
Caller contacting on behalf mother. Caller states that she had received notice that mother had enrolled with IGS for both
gas and electric on 8/17. Advised caller of seven day rescission period and gave numbers for EA of both CG and AEP. Also
Interstate Gas Sup18 12:00 PM 3001: advised caller (who has POA) to put mother on Do Not Solicit list. invited callback.
0022398 Interstate Gas Sup18 10:43 AM 3001: Called to close
Customer has Toledo Edison for electric.

Customer is disputing the enrollment with supplier IGS Energy

Customer received a notice from IGS energy confirming her enrollment for electric service.

Customer did speak to a rep from IGS, who came to her home on Tuesday 8/21/2018.
Customer claims she talked with the IGS Representative, but she did not give authorization to switch.

IGS Supplier Rep Name: Jonathan Pfaff contact info (585)747-5885 (Territory Manager)

Customer claims the IGS rep did review their electric bill.

(Toledo Edison Acct# 110019033312)

Interstate Gas Sup18 10:43 AM 3001: Advised to contact Toledo Edison to cancel the switch to supplier IGS.

CO response:
IGS has tried to reach the customer a number of time to review the complaint and we have not been able to reach her.
Attached you will find a copy of our GPS location. Our agent spent 19 min at her home. I have also attached a copy of the
signed documents and emails we sent to Ms. Hennessy.
At this time I do show both account are cancelled and no early term fee was charged.

called customer to review response, Customer states she did sign the iPad, but the rep stated he was there to do the
opposite of what was done.

Interstate Gas Sup18 10:43 AM 3001: advised caller to call back if anything changes.
0022398 Interstate Gas Sup18 11:07 AM 3001: Called to close
Customer has Columbia Gas

Customer is disputing the enrollment with supplier IGS Energy

Customer received a notice from IGS energy confirming her enrollment for gas service.

Customer did speak to a rep from IGS who came to her home on Tuesday 8/21/2018.
Customer claims she talked with the IGS Representative, but she did not give authorization to switch.

IGS Supplier Rep Name: Jonathan Pfaff contact info (585)747-5885 (Territory Manager)

Customer claims the IGS rep did review their gas bill.

(Columbia Gas Acct# 113091800010004)

Interstate Gas Sup18 11:07 AM 3001: Advised to contact Columbia Gas to cancel the switch to supplier IGS.

CO response:
IGS has tried to reach the customer a number of time to review the complaint and we have not been able to reach her.
Attached you will find a copy of our GPS location. Our agent spent 19 min at her home. I have also attached a copy of the
signed documents and emails we sent to Ms. Hennessy.
At this time I do show both account are cancelled and no early term fee was charged.

called customer to review response, Customer states she did sign the iPad, but the rep stated he was there to do the
opposite of what was done.

Interstate Gas Sup18 11:07 AM 3001: advised caller to call back if anything changes.

advise customer that billed on igs for electric supply for 7/20/18-8/22/18 bill for 2163kwh at 6.89cts/kwh for \$149.03 supply charges. company shows \$99 etf on the terms and conditions and that supplier is cancelled as of 7/21/18 after customer requests cancellation through dpl. invite callback if igs still shows on the 9/18 bill. customer understands information. review recent email, close case. send igs_tara chapman followup email that case is closed. igs_tara

0022467 Interstate Gas Sup18 11:47 AM 3001: responds, close case.

Caller states that her most recent bill was for \$359.79, \$109.76 of which was charges from IGS (1190 kwh used). Caller states that she has had IGS for three months and has been able to cancel out via DP&L. Caller had made several attempts to cancel via IGS and was hung up on. Caller also states that when she enrolled by phone and went through the TPV, she was given a choice to press 1 for yes and 2 for no, but IGS rep had pressed those numbers for her. Caller is looking to ensure that she is cancelled out of IGS and to be credited for difference between IGS and DP&L charges. Advised caller of

Interstate Gas Sup18 11:47 AM 3001: investigative process.

customer calls to discuss case. advise customer that company shows customer only billing one month for 7/20/18-8/22/18 period for 2163kwh at 6.89cts/kwh for \$149.03 supply charges. company shows per terms and conditions that can charge \$99 cancellation fee. customer understands information, also advise customer that was cancelled from igs as of 7/21/18 from call from dpl, can take 1-2 billing cycles for supplier not to be on bill. invite callback if customer shows igs

Interstate Gas Sup18 11:47 AM 3001: on the 9/18 bill.

Interstate Gas Sup18 11:47 AM 3001: Caller is calling in to reach M.T. about her case to have services cancelled, transferred caller to M.T's vm. Caller has Dayton power and light

Caller calling about igs supplier

Caller received a bill for \$492.79 from Dayton Power and Light.

igs is charging him \$332.18 and \$25 etf.

Caller states a rep came to his door about 3 or 4 years ago and he switched over. (he is not sure of the exact time.)

He states he recently cancelled in June 2018 with igs.

He states igs advised that he could renew. Caller states he did not agree to.

(Caller states the supplier tricked his mother in law out of \$500 in the past by renewing so he refused.)

He called igs to inquire why he was charged \$332.18 and \$25etf

Supplier advised caller signed up in 2017 and his contract did not expire until 2019.

Supplier stated the \$332.18 was billed as at the end of contract they charge for amount that was not paid. (Past due)

Caller disputes that that he owes the amount. Caller disputes that he agreed to a contract in 2017.

Caller requested the supplier send him proof of contract/billing- Caller has not received info as of yet.

0022522 Interstate Gas Sup018 2:53 PM 3001:

Letter mailed to customer advising that the final charge for \$434.07 includes electric supply charge of \$76.89, budget tru-

Interstate Gas Sup018 2:53 PM 3001: up of \$332.18, and an early termination fee of \$25. IGS has agreed to waive the ETF out of courtesy.

0022528 Interstate Gas Sup018 8:00 AM 3001: EA

Caller contacting on behalf mother. Caller states that she had received notice that mother had enrolled with IGS for both gas and electric on 8/17. Advised caller of seven day rescission period and gave numbers for EA of both CG and AEP. Also

Interstate Gas Sup018 8:00 AM 3001: advised caller (who has POA) to put mother on Do Not Solicit list. Invited callback.

Customer states he was enrolled with IGS Energy and the enrollment would begin on Sept 11. He states he never enrolled with IGS. He tried to contact IGS but the number was not valid that is listed on the letter to contact.

0022545 Interstate Gas Sup018 2:25 PM 3001: I advised will contact IGS to contact customer to cancel the enrollment and dispute enrollment.

I called customer and left voicemail advising the customer was enrolled through the community gas aggregation after no response was received from the opt out letter. The enrollment was cancelled on September 6 and there is no early

Interstate Gas Sup018 2:25 PM 3001: termination fee.

ltr to cust - close case - 9/27

0022570 Interstate Gas Sup018 3:06 PM 3001: ltr to cust - close case - 10/30

Interstate Gas Sup018 3:06 PM 3001: *** sent initial email ***

Customer called back and states that he never signed up for electric with IGS. Opening an investigation because the

Interstate Gas Sup018 3:06 PM 3001: customer states that he did not sign up for their service. Gave case# Invited call back.

customer called, stated that he is disputing this \$150 ETF by IGS Energy. he says that they came to his door earlier this summer in July 2018 and sold him on a gas rate and he agreed to sign up. then the marketer asked to see his electric bill but the customer did not want to sign up for electric but the marketer switched his electric supplier without his authorization. he says he later got a ETF for \$150. customer says that he did not agree to it, and the IGS rep told him he did agree to it in writing. he says the IGS marketer tricked him into signing up. he says he did cancel the enrollment.

i advised he would be required to pay the ETF unless he cancelled within 7 days. i advised we can contact the supplier out

Interstate Gas Sup018 3:06 PM 3001: of courtesy to see if they could waive the ETF.

Interstate Gas Sup018 3:06 PM 3001: *** review company response ***

*** draft ltr - 9/26 ***

Interstate Gas Sup018 3:06 PM 3001: *** place ltr in mail box 9/27 - close case ***

Interstate Gas Sup018 3:06 PM 3001: i called the cust - line just rings and rings.

Interstate Gas Sup018 3:06 PM 3001: I called the cust - line just rings and rings - will try back at a later date.

Interstate Gas Sup018 3:06 PM 3001: I called the cust - line just rings and rings.

Caller calling for S.T

S.T not available

Interstate Gas Sup018 3:06 PM 3001: Caller does not want to leave a message- Caller wants a call back

Customer called in. Investigator on hotline. Asked customer what his concerns were. He stated that the PUCO called him. He is upset that 171.75 appeared on his October bill. He thought the matter was resolved and he had paid IGS off and no longer owes them anything so he is asking why is their name still on his bill? Also, an IGS sales rep came to his door. That upset him as he feels IGS are all crooks and he does not want to talk to them any longer. He did not want to

Interstate Gas Sup018 3:06 PM 3001: talk any longer so he ended the call.

Interstate Gas Sup018 3:06 PM 3001: *** review bills (files) - returned the cust's call - line just rings and rings - will try back at a later date. ***

* read TJ's notes - I called the cust - line just rings - ref notes below *

* cust's previous 3 bills from OE are in the file section of the case - \$171.75 that the cust states is on his Oct bill is for previous charges (not current charges) - he wants to know why IGS' name is still on his bills - the acct bal shows what the
Interstate Gas Sup018 3:06 PM 3001: cust currently owes to both IGS and CEI *

*** read LD's notes - called and spoke with PD at FE: last bill with current charges from IGS was for the svc period 7/3 to 8/1 - the following bill did not have IGS's final charges - PD states that the charges from IGS of \$171.75 on his current bill is
Interstate Gas Sup018 3:06 PM 3001: for previous billed IGS charges - she will send bill copies.
CALL BACK >
-caller says he rec'd the ltr ST sent him - although, its no good
-caller says IGS is still charging him >> IGS is still on his October & November bills
-caller is requesting to speak to ST
-caller says ST is going to have to straiten this out!!
-caller was advised that ST is currently in the office, although attending calls via the hotline >> not available to take his call at the present time

Interstate Gas Sup018 3:06 PM 3001: call routed over to vm, per request
Interstate Gas Sup018 3:06 PM 3001: * read SJ's notes *
Interstate Gas Sup018 3:06 PM 3001: I called the cust - line just rings and rings.
Interstate Gas Sup018 3:06 PM 3001: * draft letter *
Interstate Gas Sup018 3:06 PM 3001: * place ltr in mail box - close case *
Customer has DP&L Electric (ACCT# 1048342101)

Customer has IGS as current supplier (Customer # 6813728)

Customer received a notice last year that she is IGS was her supplier.
Customer called IGS last year regarding the mailer, and claims IGS informed her they own DP&L now.

Customer contacted DP&L today 9/7/2018, regarding another mailer received from IGS.
Customer claims DP&L informed her that IGS was a supplier, and DP&L still exists.

Customer is disputing enrollment with IGS.
Customer claims she never gave consent to use IGS as a supplier.

Advised I would send up to investigation.
Provided case #

0022594-Interstate Gas Sup018 4:21 PM 3001: Provided my name
LM ON VM TO CLOSE
explained DPL Energy Resources if not DP&L. They are a supplier and they did go out of business and transferred
Interstate Gas Sup018 4:21 PM 3001: contracts to IGS.
Mr. Berry called for Kelly.

0022643 Interstate Gas Sup018 2:02 PM 3001: Xfrd to vm.
In 2015, he was contacted by DPL the supplier. He signed up on a 2 yr contract. Last month, he received a 200.00 electric bill. He found out that IGS as on his bill and he never requested them. He had DPL remove them.

Today, he gets a bill for 424.00 with an ETF of 199.00. He called IGS and they said the only he can avoid the ETF is to stay with them until May 2019 and he became active with them in June 2017. DPL is charging 5.5 cents per kwh and IGS is charging 6.7 cents per kwh. IGS then said they took over all o the DPL accounts.

Interstate Gas Sup018 2:02 PM 3001: Advised I would contact the company to verify how he was enrolled.
Advised the customer that he was notified of the merger June 2017 and his acct is being cancelled with no ETF. Left
Interstate Gas Sup018 2:02 PM 3001: message on non recorded line in error.
Left message and advised the customer again that he was notified about the merger last June and the 199.00 ETF was
Interstate Gas Sup018 2:02 PM 3001: waived. The 85.00 bal is due for usage and will not be waived.
Caller states that he received a bill from DP&L today that has a past due/forwarded amount of \$200.44 on it and a supplier credit of \$113.98 instead of the \$199 ETF IGS was charging.
Caller reiterates that he never authorized the switched to IGS and that the ETF has fully been removed, leaving an \$85 past due IGS charge.

Caller would like to reopen the case to find out why his bill is still off. Caller says that he has all of his bills for the last 10 years to prove his case.

Interstate Gas Sup018 2:02 PM 3001: Adv caller that I would reopen the case and adv of response time.
0022729-Interstate Gas Sup18 12:27 PM 3001: called to close, see comments
Interstate Gas Sup18 12:27 PM 3001: Hasn't has IGS for electric since May 2014. IGS was gas supplier from April 2017 to July 2018.
Duke advised to call about IGS: stated they are a scam. They advised her the bill would be cheaper. Stated bill was \$400 this month and has never had a bill this high. Stated her husband did not agree to this contract, but IGS is stating it was her husband. Stated she is cancelling with IGS and will only be with Duke. Stated there is a \$99 ETF. Stated no one in the home agreed to go with IGS. Also continues to receive calls.

Interstate Gas Sup18 12:27 PM 3001: Advised we can invest enrollment and DNC list

The customer mailed in a bounce back card for the gas. It was not done by a door to door agent.

Card attached. The terms for this contract I provided this morning.

Thank you,

Interstate Gas Sup18 12:27 PM 3001: Tara

called and left vm: Advised Hasn't has IGS for electric since May 2014 IGS was gas supplier from April 2017 to July 2018 which was a good enrollment. Advised Gas she was with IGS at a rate of \$0.524 then went to statewide at what looks to be a variable rate. Also with her electric she had national, then Verde and now Statewide with possibly a variable rate

Spanish interp: 200522

Ele- I want to file a claim against IGS energy. Looking at the bill. A few months ago, the company came to offer service that would be less. Ended up a much higher rate. Company and advised charged a lot more then they are allowed to. Agreed to a lower rate and talked about \$0.054 kWh. Called AEP and advised they are charging him \$0.079 kWh. Called IGS and asked for an explanation and they only advised they will go by the contract. Stated he cancelled with IGS.

0022731 Interstate Gas Sup018 1:00 PM 3001: Advised can invest enrollment.

Interstate Gas Sup018 1:00 PM 3001: spoke with Nicole M. regarding enrollment. Stated she would look further into

Spanish interp 200353 Martha

Cust e-mail is Hoffbatala1@gmail.com

Interstate Gas Sup018 1:00 PM 3001: he will send fax with a copy of signature

Interstate Gas Sup018 1:00 PM 3001: no a valid enrollment. IGS re-rated cust \$91.72

Interstate Gas Sup018 1:00 PM 3001: letter mailed to cust, see file

0022989 Interstate Gas Sup018 1:46 PM 3001: IGS waived the ETF.

Caller states that his account with AEP was enrolled without his permission. He thinks it happened sometime in May or June 2018. He called IGS and rep told him that a signature was on file for authorization but he has not been able to get a copy of the enrollment. IGS stated that an \$100 ETF is involved. He denies having any contact with IGS, getting anything in the mail from IGS, or getting a rescission letter from AEP. According to the customer, he has called the company and

Interstate Gas Sup018 1:46 PM 3001: has not been able to get any other answers. Advised of time line for investigations. ICB.

Interstate Gas Sup018 1:46 PM 3001: Call to number. Person stated he was not the customer and he hung up.

Interstate Gas Sup018 1:46 PM 3001: Call to customer. No answer. Voice mail box has not been set-up yet.

Interstate Gas Sup018 1:46 PM 3001: Call to customer. No answer. Voice mailbox has not been set-up yet.

Interstate Gas Sup018 1:46 PM 3001: IGS responded and stated that the company spoke to the customer and agreed to waive the ETF.

Caller calling back...

Caller states that he has not received an adjustment for the Etf.

Caller wants to speak with T.J

Interstate Gas Sup018 1:46 PM 3001: T.J not available- Advised would fwd info to T.J

Interstate Gas Sup018 1:46 PM 3001: Cust called back in for T.J. Transferred to Vm

Interstate Gas Sup018 1:46 PM 3001: Call to customer. No answer. Voice mail box has not been set-up yet.

Interstate Gas Sup018 1:46 PM 3001: Call to customer. No answer. Voice mail box has not been set-up yet.

nt:

I called the customer and explained that I have received a response from IGS. I explained the response and that she originally enrolled with the company back in 2013. the account was removed from IGS in February when she signed up with another supplier. The company then sent out their HOME Energy Consultant to advise her of the switch. At this time she enrolled back with the company. I explained that this company no longer has to conduct a TPV but have to provide other information. I explained the contract was signed by Michael. she states that is right but they thought they were Duke and that guy lied. I told I do not doubt what she is saying but with the information they have provided the account was re-enrolled and they will not waive the 99.00 etf. I also explained that they have not send me the information for the gas portion yet but when they do I will call her with that. I told her it will probably be the same but I will call her when they send me the info. she thanked me for looking into it. she is going to cancel one way or another. she states the other weird thing is that she called them back the other day about something and the other day and when they were ending the call

0023056 Interstate Gas Sup18 11:27 AM 3001: they said "Thank you for being with Duke Energy". I told her I would note that. close case.

customer called, stated that she has a complaint against IGS Energy. she says that a while ago someone came to her door claiming to be from Duke Energy, telling her that some other supplier was on her account and that they could remove it for her. I advised Duke would never come to her door for that purpose. I asked if she completed a TPV and she said no that it was a in-person enrollment. she says that soon after she started getting higher bills for electric and gas and never knew why. she says that she found out this company IGS Energy was put onto her account at some point and it will cost her \$100 to cancel the contract for electric and gas.

I advised we can contact the supplier about the contract terms and enrollment to see if the enrollment was legal and what

Interstate Gas Sup18 11:27 AM 3001: can be done about the charges.

I called the customer and explained that I have received a response from IGS. I explained the response and that she originally enrolled with the company back in 2013. the account was removed from IGS in February when she signed up with another supplier. The company then sent out their HOME Energy Consultant to advise her of the switch. At this time she enrolled back with the company. I explained that this company no longer has to conduct a TPV but have to provide other information. I explained the contract was signed by Michael. she states that is right but they thought they were Duke and that guy lied. I told I do not doubt what she is saying but with the information they have provided the account was re-enrolled and they will not waive the 99.00 etf. I also explained that they have not send me the information for the gas portion yet but when they do I will call her with that. I told her it will probably be the same but I will call her when they send me the info. she thanked me for looking into it. she is going to cancel one way or another. she states the other weird thing is that she called them back the other day about something and the other day and when they were ending the

Interstate Gas Sup18 11:27 AM 3001: call they said "Thank you for being with Duke Energy". I told her I would note that. close case.

nt:

I called the customer and voice mail came on and said voice mail is full and hung up. I tried back on private line and male answered. I explained why i was calling and I was calling to let Ms. Ehrnschwender know that the gas account was signed up at the same time as electric, 36 month contract a 0.535 cents per ccf and 99.00. he told her he would relay the info. left

0023057 Interstate Gas Sup18 11:35 AM 3001: call back info as well. close case

customer called, stated that she has a complaint against IGS Energy. she says that a while ago someone came to her door claiming to be from Duke Energy, telling her that some other supplier was on her account and that they could remove it for her. I advised Duke would never come to her door for that purpose. I asked if she completed a TPV and she said no that it was a in-person enrollment. she says that soon after she started getting higher bills for electric and gas and never knew why. she says that she found out this company IGS Energy was put onto her account at some point and it will cost her \$100 to cancel the contract for electric and gas.

i advised we can contact the supplier about the contract terms and enrollment to see if the enrollment was legal and what

Interstate Gas Sup18 11:35 AM 3001: can be done about the charges.

cust calling to check on case

Interstate Gas Sup18 11:35 AM 3001: transferred to A.S VM

I called and spoke to Tara. I explained I received the electric information and not the gas info. she is going to send me the

Interstate Gas Sup18 11:35 AM 3001: gas contract, customer signed up the same day as the electric and there is a 99.00 etf if she wants to cancel.

customer signed up the gas at the same time as electric. gas was a 36 month contract at 0.535 per ccf and etf of 99.00.

Interstate Gas Sup18 11:35 AM 3001: company not willing to waive the etf. will call to close.

I called the customer and voice mail came on and said voice mail is full and hung up. I tried back on private line and male answered. I explained why i was calling and I was calling to let Ms. Ehrnschwender know that the gas account was signed up at the same time as electric, 36 month contract a 0.535 cents per ccf and 99.00. he told her he would relay the info.

Interstate Gas Sup18 11:35 AM 3001: left call back info as well. close case.

0023257 Interstate Gas Sup018 1:09 PM 3001: called to close, see case 232574

Caller nas lei

Caller calling about Supplier Igs for both gas and electric.

This case is for electric

Caller states rep came to the door on Oct 13th and spoke with his 93 year old mom.(Caller states he was not home at the time.)

Rep advised her that Nopec was billing her high rates. Rep advised that she had to sign up.

Caller states mom advised rep that she did not make the decisions. The account was in her son's name.

Rep told mom to sign her son's name. Mom signed the name.

Caller states he did not agree to this nor authorize the switch.

Caller states the rep scammed his mom because she was elderly.

Reps name was Richard Murphy

Caller states he called the supplier and cancelled but he wants this investigated.

Interstate Gas Sup018 1:09 PM 3001: Advised would send up for investigation/ Advised of timeline/ lcb

see case 232574:

called and left vm: Account was cancelled with IGS and they have spoken with the rep to make sure this does not happen

Interstate Gas Sup018 1:09 PM 3001: again.

0023257-Interstate Gas Sup018 1:14 PM 3001: called to close, see comments

Caller nas Louisiana Gas

Caller calling about Supplier Igs for both gas and electric

This case is for Gas

Caller states rep came to the door on Oct 13th and spoke with his 93 year old mom.(Caller states he was not home at the time.)

Rep advised her that Nopec was billing her high rates. Rep advised that she had to sign up.

Caller states mom advised rep that she did not make the decisions. The account was in her son's name.

Rep told mom to sign her son's name. Mom signed the name.

Caller states he did not agree to this nor authorize the switch.

Caller states the rep scammed his mom because she was elderly.

Reps name was Richard Murphy

Caller states he called the supplier and cancelled but he wants this investigated

Interstate Gas Sup018 1:14 PM 3001: Advised would send up for investigation/ Advised of timeline/ lcb

Interstate Gas Sup018 1:14 PM 3001: Account was cancelled with IGS and they have spoken with the rep to make sure this does not happen again

called and left vm: Account was cancelled with IGS and they have spoken with the rep to make sure this does not happen

Interstate Gas Sup018 1:14 PM 3001: again.

0023355-Interstate Gas Sup18 9:21 AM 3001: A one year enrollment is valid.

Caller has Dominion

Calling about Igs Energy

Caller states he signed up with Igs in July. He states his contract was from July 2014- July 2017.

Caller states he tried to switch to American Power and Gas of Ohio.

Igs advised that he was in a contract. Caller states Igs advised he was in a contract until March 2019. Caller denies that he is still in a contract.

He requested a copy of the contract and Igs has not sent this to him.

He was told that he would be charged \$90 if he switched.

Advised would send up for investigation/Advised of timeline/Icb

Caller wants proof he agreed to sign up with Igs again. Caller wants proof that he was in a contract until 2019.

Caller wants the supplier cancelled.

Caller does not want an etf.

Interstate Gas Sup18 9:21 AM 3001: *** (No account number provided) ***

daughter who has POA calling to dispute an enrollment with IGS

caller stating back in Nov 2017 she wanted to go with the aggregation in her area.

when she called the aggregation company they told her she may be under contract as to why she didn't get the letter.

caller called IGS let the know she has POA and is handling everything now and once the contract is over to not renew but to cancel. (doesn't remember when the contract ended)

caller called Oct 15 2018 to see why they're still on the account.

IGS adv because they called her mother in Feb 2018 and she agreed to stay with them.

caller wanted proof of that call because her mother doesn't recall.

she was adv they will call her back within 48 hrs but didn't.

she is wanting this looked into further and possibly be compensated.

adv caller of investigation process

0023451 Interstate Gas Sup18 8:40 AM 3001: Icb

Interstate Gas Sup18 8:40 AM 3001: Daughter calling back in to check status, transferred to L.L.'s vm.

Customer called to check on if a copy of the call has been received where the customer verified the enrollment.

Interstate Gas Sup18 8:40 AM 3001: I advised there has been an issue with the call copies. IGS's IT dept is currently trying to resolve the error and once the call has been received I will call the customer.

Sheri Myers left voicemail stating her email is samyers40@yahoo.com. She states in her original complaint she called IGS in November to advise she has POA and she took over her finances, so the company had no business contacting her

Interstate Gas Sup18 8:40 AM 3001: mother for her to enter into a contract. Customer would like a call back to dispute further.

-caller provided name and case #00234515

-caller says she returning LL's call

Interstate Gas Sup18 8:40 AM 3001: -call routed over to vm, per request

I called customer and advised if customer wishes to dispute further, the PUCO can send her a formal complaint packet.

Interstate Gas Sup18 8:40 AM 3001: Requested call back to advise if she would like a formal complaint packet.

I called customer and left voice mail advising The sales agent offered twice to not make changes to the account in February, but Ms. Adair asked him to renew her rate. IGS has no cancellation request on file for November. The customer can cancel the account but there is a \$99 etf. Requested customer call back with an email address if she wishes to have a

Interstate Gas Sup18 8:40 AM 3001: copy of the call as originally requested.

email sent to customer advising that the agent that contacted Ms. Adair offered twice not to make any changes and inquired if she would prefer to discuss the renewal when Ms. Myers was available. Ms. Adair requested to stay with IGS and renewed service for a fixed rate of \$0.559/ccf for 36 months. No request for cancellation was found for November 2017. The service can be requested for a \$99 ETF. IGS has the ability to contact the number listed for the account to inquire if the customer would like to renew service. Since the number listed was Ms. Adair's number the company

Interstate Gas Sup18 8:40 AM 3001: contacted the number regarding renewal rates. A copy of the sales call from Feb 2018 was sent.

0023458 Interstate Gas Sup18 12:35 PM 3001: Ed ref

Caller is calling on behalf of her sister. She states IGS sent her a letter thanking her for enrollment but she did not enroll with IGS. Caller states she usually lets Vectren assign her to a supplier, but Vectren had no information. Caller would like number for IGS.

Interstate Gas Sup18 12:35 PM 3001: I advised of number for IGS.

0023901 Interstate Gas Sup18 3:44 PM 3001: ICB

Customer wanted to verify if companies can switch her services without her consent. Advised customer that company should not just switch and they need to have a verification method in place for confirmation. Advised if this happens, to

Interstate Gas Sup18 3:44 PM 3001: call an open investigation. Invited call back.

0023957 Interstate Gas Sup18 12:49 PM 3001: Change was rescinded and customer will be added to do not contact list for IGS.

We just recently received letters in the mail from "IGS Energy Solutions Center" congratulating us for switching our energy supply to them. We also received another letter with the contract including the date the contract was sign, the name of who signed the contract and the signature. The contract was evidently signed by the homeowner's son, but upon further inquiry, the signature is not his signature, nor did he speak to anyone about switching the energy supplier. My mother who is the homeowner did not agree to changing the home's energy supplier, nor did she give permission for anyone to sign/change it for her. What is more concerning is that this company is forging signatures! I will be more than happy to

Interstate Gas Sup18 12:49 PM 3001: send a PDF file of the contracts including the forged signature, as well as the signee's signature if requested.

Interstate Gas Sup18 12:49 PM 3001: Sent additional information. Customer's email included IGS' corporate address instead of the customer address.

I spoke w/ customer and advised her of company response. Explained rescission letters and discussed the Choice Program. I will also request that IGS remove customer from their contact list.

Interstate Gas Sup18 12:49 PM 3001: **Closing case
The customer was mailed to Dayton Power Light Energy Resources customers in June 2016 that customers would be switched to IGS and the same terms and conditions applied. Per the terms and conditions, the customer was renewed at a fixed rate for 12 months in March 2017 and again for 12 months in March 2018. The fixed rate of \$0.0669/kwh will end in March 2019. The early termination fee is \$25 if the customer wishes to cancel.
0023996 Interstate Gas Sup18 9:24 AM 3001: Customer states IGS advised him that they initially bought out DPL standard. Customer wants to go back to DPL standard and IGS advised that there would be a \$25 ETF for cancelling service prior to March 2019.
I advised IGS can purchase contract from another supplier, but not the electric utility company. I advised I will reach out to Interstate Gas Sup18 9:24 AM 3001: IGS for enrollment verification information.
I called customer and left voicemail advising that The customer was mailed to Dayton Power Light Energy Resources customers in June 2016 that customers would be switched to IGS and the same terms and conditions applied. Per the terms and conditions, the customer was renewed at a fixed rate for 12 months in March 2017 and again for 12 months in March 2018. The fixed rate of \$0.0669/kwh will end in March 2019. The early termination fee is \$25 if the customer wishes to cancel.
Interstate Gas Sup18 9:24 AM 3001: Customer left voicemail stating that he is curious if any of his questions had been answered. Customer wants a call back. customer called back about for updates. advised still waiting on a response from company. he says he confused about something he was told him IGS. transferred to L.L. vm.
Interstate Gas Sup18 9:24 AM 3001: something he was told him IGS. transferred to L.L. vm.
0024113 Interstate Gas Sup018 4:02 PM 3001: Referred to IGS for enrollment info. ICB.
States that they are with IGS. Tried to sign-up with another supplier. Found out that they are with IGS. Don't know how. She called DP&L about the situation. They told her that she has been with IGS since 2012. Sounds like contract transferred from another supplier to IGS. She has not contacted IGS regarding the issue. Advised her of how accounts can be enrolled and referred her to IGS for proof of enrollment and options. Advised if they do not answer the questions and explain what happened then to give us a call back.
Interstate Gas Sup018 4:02 PM 3001: Went over co response and she understands.
0024150 Interstate Gas Sup18 9:16 AM 3001: ICB for A2A after IGS is dropped.
Called to inform Ms. Lewicki that she was on the budget, not PIPP, so enrollment was processed. Budget increased because the supplier rate is higher than SCO.
Interstate Gas Sup18 9:16 AM 3001: No answer and vm not set up.
Caller states that she was on PIPP for \$48 per month when she had a rep from IGS came by some time in Nov and had misled caller into enrolling with them. Caller had signed contract on tablet. Caller was enrolled and received her bill on 12/6 or around with IGS listed as a supplier at \$.59 per ccf. Total bill is \$60. Advised caller that suppliers do not honor PIPP. Caller is looking to see why CG had accepted supplier when she was on PIPP, and to cancel out without penalty with IGS. Advised caller of investigative process.
Interstate Gas Sup18 9:16 AM 3001: Per caller, please notify via phone and mail
Customer confirmed she spoke with Josh with IGS and she absolutely cancelled. She only wants to be with Columbia Gas and AEP.
Interstate Gas Sup18 9:16 AM 3001: the account was enrolled as part of the city of Amberly community program.
The customer did call IGS 10 days ago to cancel. No early termination fee will be charged.
Opt out noticed dated Aug 24, 2018, advising of the program. Advd need to opt out by sending the form in or call the toll free number by Sept 14, 2018. Advd to allow 1 to 2 billing cycles for the drop to take affect. ICB w/any questions, RTHL# Serv address is empty. Said that IGS is on her acct. Called Duke and Duke said they will cancel this. Caller says that she did not authorize this enrollment. Caller said she was contacted by IGS, they said they were from Duke and could save her money. Two wks later, rc'd bill and bill is close to \$300.00.
Advd can investigate to inquire how they acquired her acct. Caller says that her son handles everything, but did not authorize this nor did she.
Interstate Gas Sup018 1:15 PM 3001: Advd will send for invt., advd co. time line. Verified contact number. Gave case.
Called Betsy at CGO. The customer has been with IGS since 2012 and is currently paying \$.566 per ccf. He enrolled with AEP Energy but he rescinded. The \$.566 has been in place for at least a year.
Called Tara at IGS. There is no ETF with the Gas. He had enrolled in a 3 year contract for gas but it expired in May, 2018.
0024235 Interstate Gas Sup018 4:17 PM 3001: Customer cancelled both gas and electric. Tara will waive the ETF of \$99 for the electric.
ent:
Called Betsy at CGO. The customer has been with IGS since 2012 and is currently paying \$.566 per ccf. He enrolled with AEP Energy but he rescinded. The \$.566 has been in place for at least a year.
Called Tara at IGS. There is no ETF with the Gas. He had enrolled in a 3 year contract for gas but it expired in May, 2018.
Interstate Gas Sup018 4:17 PM 3001: Customer cancelled both gas and electric. Tara will waive the ETF of \$99 for the electric.
Interstate Gas Sup018 4:17 PM 3001: See CASE 00242357

- caller is complaining about IGS Energy
- caller says he called IGS to inform them that he's moving on with AEP Energy - that's when they informed him that if he does, he'll be charged an ETF
- caller says IGS claim he enrolled via phone back in Jan 2018 for 3 years
- caller says he don't believe it and he went ahead and dropped them anyways, which they have sent him a bill for \$99 ETF
- caller disagree with the charge >> caller says he is 80-plus- y/o and he don't recall doing this over the phone
- caller says over the phone business is not a way of doing business >> this is not a legal aspect of doing business
- caller was advised that the PUCO can contact IGS and inquire about the contract, etc.
- caller says that will be fine

Interstate Gas Sup018 4:17 PM 3001: -Note: caller also provided his wife's cell #614/371-1388

Re-opened case.

Called Betsy at CGO. The customer has been with IGS since 2012 and is currently paying \$.566 per ccf. He enrolled with AEP Energy but he rescinded. The \$.566 has been in place for at least a year.

0024235 Interstate Gas Sup018 4:19 PM 3001: Called Tara at IGS. There is no ETF with the Gas. He had enrolled in a 3 year contract for gas but it expired in May, 2018. Customer cancelled both gas and electric. Tara will waive the ETF of \$99 for the electric.

Called the customer to go over the company response and see what he wanted to do. Initially he said that the problem was resolved and that he agreed to cancel AEP Energy and stay with IGS. Then he repeated the original complaint. Advised that he responded to IGS's notice in April, 2017 by sending in a card indicating that he wanted to enter into a 3 year contract at \$.0599 per kWh. Explained that the card was not signed or dated so that he could still potentially get out

Interstate Gas Sup018 4:19 PM 3001: of the ETF and contract. He stated that he wanted to stay with IGS after all. Invited a call back.

Interstate Gas Sup018 4:19 PM 3001: Called Kim at AEP. Customer objected to AEP Energy switch.

Called the customer to go over the company response and see what he wanted to do. Initially he said that the problem was resolved and that he agreed to cancel AEP Energy and stay with IGS. Then he repeated the original complaint. Advised that he responded to IGS's notice in April, 2017 by sending in a card indicating that he wanted to enter into a 3 year contract at \$.0599 per kWh. Explained that the card was not signed or dated so that he could still potentially get out of the ETF and contract. He stated that he wanted to stay with IGS after all. Invited a call back.

Re-opened case.

Called Betsy at CGO. The customer has been with IGS since 2012 and is currently paying \$.566 per ccf. He enrolled with AEP Energy but he rescinded. The \$.566 has been in place for at least a year.

Interstate Gas Sup018 4:19 PM 3001: Called Tara at IGS. There is no ETF with the Gas. He had enrolled in a 3 year contract for gas but it expired in May, 2018. Customer cancelled both gas and electric. Tara will waive the ETF of \$99 for the electric.

- caller is complaining about IGS Energy
- caller says he called IGS to inform them that he's moving on with AEP Energy - that's when they informed him that if he does, he'll be charged an ETF
- caller says IGS claim he enrolled via phone back in Jan 2018 for 3 years
- caller says he don't believe it and he went ahead and dropped them anyways, which they have sent him a bill for \$99 ETF
- caller disagree with the charge >> caller says he is 80-plus- y/o and he don't recall doing this over the phone
- caller says over the phone business is not a way of doing business >> this is not a legal aspect of doing business
- caller was advised that the PUCO can contact IGS and inquire about the contract, etc.
- caller says that will be fine

Interstate Gas Sup018 4:19 PM 3001: -Note: caller also provided his wife's cell #614/371-1388

Customer calling about DE. Customer doesn't understand why the bill is so high. IGS energy charges are 191.60. Customer being charged 4.62 per MCF. Customer states that IGS came to her home a couple of months ago and they took it upon themselves to change her supplier. Customer doesn't think she went through the verification process with IGS. Opening up investigation because customer doesn't think she was properly verified. Gave case#. Advised to look at A2A for lower supplier rate. Advised of PIPP option. Gave Santanna# for 6 months at 2.69. Invited call back.

0024362 Interstate Gas Sup018 9:22 AM 3001: Customer calling back about update on case. reviewed notes, case said was being sent to investigation, but had not been.

Customer calling back about update on case. reviewed notes, case said was being sent to investigation, but had not been.

Customer is upset about IGS and upset about the billing cycles. Caller states her last bill was due on Nov 29th, and new bill due today. Advised caller billing cycle sounded correct. Caller may be confused about who she is calling. Advised caller PUCO reg commission, and that I had no bill copies. caller calmed down and went through previous call. Caller states IGS did come by, but she did not enroll with them, she told the sales rep to go away. States he did have a tablet.

Advised caller would send for investigation ASAP. Advised of DEO hl number to review billing cycle with co.

Interstate Gas Sup018 9:22 AM 3001: provided name, caller already had case number.

Interstate Gas Sup018 9:22 AM 3001: Called customer back LVM to close.

Interstate Gas Sup018 9:22 AM 3001: LVM to close.

0024376 Interstate Gas Sup018 4:06 PM 3001: * sent initial email *

Caller calling on behalf of mom. (mom has oemenna)
Caller is authorized on the account.

Mom has Vectren
She had Igs as her supplier.
Calling about Direct Energy.

Rep from Direct Energy came to mom's door on Dec 12th and tried to switch her.
Caller states mom advised to the rep she did not wish to switch.
Daughter states that mom did not give any info to the rep.
(Advised caller rep needed account number to switch)

Caller states they just realized they had been switched because Igs sent a bill with an etf for \$99.
Caller wants this investigated

Interstate Gas Sup018 4:06 PM 3001: Caller wants to know why account was switched without Mom's ok
I called the cust and spoke with Cindy Rogers - adv of the company response below - cust states that her complaint was not with DE but with IGS - went over her initial call - cust states that everything is fine now and she is back with Vectren - but she would like me to forward this info to IGS - she states that the sales agent, Joshua Myer was predatory - she states that she almost called the police - adv that I will forward the statement to IGS - confirmed with the cust that she does not need a call back - she just wants to report that person with IGS.

Our records reflect that Winona Hackworth was a Direct Energy customer from 9/7/2014 to December 8, 2018. On December 10, 2018, Ms. Hackworth completed a Third-Party Verification (TPV) call to complete the enrollment for residential gas supply with Direct Energy at 289 Shaftsbury Rd, Troy, OH 45373. The enrollment was completed by way of an Outbound Telemarketing call by a member of Direct Energy's Winback Team. Ms. Hackworth agreed to a fixed rate of \$0.439/CCF for 14 months with no cancellation fee. On December 12, 2018, the Terms and Conditions were mailed to Ms. Hackworth. On December 24, 2018, we received a cancellation notification from the utility with a cancellation effective date of December 21, 2018; the cancellation is within the rescission period; thus, the service will not become active with Direct Energy. We can confirm that Ms. Hackworth's contact information was added to our internal Do Not Contact list. A Complaint Analyst spoke with Ms. Rogers on January 3, 2018 and

Interstate Gas Sup018 4:06 PM 3001: provided the investigation details.

Interstate Gas Sup018 4:06 PM 3001: * review company response *

Interstate Gas Sup018 4:06 PM 3001: read email from IGS

Interstate Gas Sup018 4:06 PM 3001: spoke with cust - close case

Someone renting my home. Signed my name to a contract with IGS(Interstate Gas Supply) on 9/11/2017. That person was not asked to provide an ID or no one from that company called me to confirm that it was ok for someone else to enter into a contract in my behalf. This contract has doubled my electric bills. I did not know this contract existed until the renters left and I am now paying the electric bill once again. It should be illegal for someone to sign a contract for anything without your permission. I have had Duke service for over 20 years and NO ONE should be allowed to change or add to that account without my permission. I have cancelled the IGS contract today, but I am being charged a \$99 cancellation fee for a contract that I did not sign.... someone FORGED MY NAME on the documents. Please let me know if there is

0024427 Interstate Gas Sup018 3:28 PM 3001: anything else that can be done.

Interstate Gas Sup018 3:28 PM 3001: Called Victoria. Customer has been the account holder since 2005.

Interstate Gas Sup018 3:28 PM 3001: Reviewed company response.

Called the customer to go over the company response and close. Explained that IGS had a valid enrollment but had agreed to waive the \$99 ETF. She confirmed that the company also advised her of that. She feels that it should be a requirement that whenever a signature is obtained, the company must check against an ID. Explained that this is not currently a

Interstate Gas Sup018 3:28 PM 3001: requirement. She feels that it should be. Advised that I would close the investigation and invited a call back.

0024645 Interstate Gas Sup019 9:19 AM 3001: Called the customer to get her sister's address. She says that it is 114 Pocahontas Street in Xenia.

Customer is calling about IGS. A door-to-door gas marketer came to her door last night from IGS. He enrolled her at the address in question. He also had information about her sister's address and tried to get her to enroll her sister's account. Everything was done on his tablet. She says that if she had undergone a TPV, this would have sent up a red flag to her. He led her to think that she had two suppliers, Direct Energy and IGS. He told her that she was being charged by both and the purpose was to reduce her down to having one gas supplier. She is perplexed about how he had her sister's information and why he was trying to enroll her sister's account. Advised that I would take as an investigation, provided case ID,

Interstate Gas Sup019 9:19 AM 3001: explained time frame involved and invited a call back.

Called the customer to go over the IGS response and close. Reached voice mail. Left message asking for a return call.

Interstate Gas Sup019 9:19 AM 3001: Left hotline number and case ID.

Called the customer to go over the company response and close. She explained that the agent was referring to only her gas bill when he spoke of her having both companies on her bill... despite what the company said. Explained that she would not take service with IGS on her Vectren bill because she had called and effectively cancelled it. She said that is all she really wanted to accomplish and also to let the PUCO know that this agent used misleading tactics. Advised that I

Interstate Gas Sup019 9:19 AM 3001: would close the investigation and invited a call back with any future utility concerns.

customer called, says she was advised by Duke to call and report an issue to the PUCO. she says that a guy from IGS came by her house late last week and asked if she make him stand out in the cold, and he intimidated her into signing up and enrolling with his company. he held a cell phone in front of her face and told her to give her ssn, but she is 88yrs old and barely remembers it. she says that she just received this confirmation letter of the enrollment with IGS and she's already

0024825 Interstate Gas Sup019 4:48 PM 3001: called Duke to cancel.

Interstate Gas Sup019 4:48 PM 3001: advised complaint will be noted.

IGS Energy

>Gov aggregation - Enrollment Dispute

Customer claims to have sent the opt out notice for the gas aggregation invitation back when she received the notice back in 11/2018, as the customer wanted to stay with the SCO.

12/2018 - Customer noticed IGS had still enrolled her with the aggregation, which is charging more than what SCO is offering currently. Customer contacted Dominion, which advised they would switch her back to SCO.

01/2019 - IGS is still the supplier. I explained it can take up to 2 bill cycles for a supplier change to take place. Customer understands, but feels she should not have been enrolled with the IGS/Aggregation to begin with.

Customer is requesting we investigate.

0024970 Interstate Gas Sup019 8:51 AM 3001: Customer would like IGS to credit back the difference of what she would have paid with the SCO.
I called customer and left voicemail stating IGS does not show that the opt-out form was received by IGS. The service with the aggregation began on the October 16, 2018 usage and ended with the January 18, 2019 usage, which is a date set by the utility company.
IGS does not show that the opt-out form was received by IGS. The service with the aggregation began on the October 16, 2018 usage and ended with the January 18, 2019 usage, which is a date set by the utility company.

Letter mailed to customer advising that he enrolled in a fixed rate of \$0.0649/kwh for 36 months for electric service and a fixed rate of \$0.535/ccf for 36 months for gas service through a telephone sales call on march 1, 2018. The customer completed a verbal agreement over the telephone agreeing to the terms and conditions of the contract. To request a copy of the verbal agreement, the customer can contact the PUCO to provide a copy of his email or contact IGS. The service has been cancelled effective January 22, 2019 and a \$99 est per utility was assessed to the gas and electric accounts.

Letter mailed to customer advising that a copy of the TPV cannot be sent via letter as it is an electronic recording and I do not have a way to send a physical copy. Requests customer to provide an email address in order to receive a copy.
Letter received from customer requesting a copy of the verbal agreement be sent via letter.

Letter mailed to customer advising that he enrolled in a fixed rate of \$0.0649/kwh for 36 months for electric service and a fixed rate of \$0.535/ccf for 36 months for gas service through a telephone sales call on march 1, 2018. The customer completed a verbal agreement over the telephone agreeing to the terms and conditions of the contract. To request a copy of the verbal agreement, the customer can contact the PUCO to provide a copy of his email or contact IGS. The service has been cancelled effective January 22, 2019 and a \$99 est per utility was assessed to the gas and electric accounts.

Letter mailed to customer advising that a copy of the TPV cannot be sent via letter as it is an electronic recording and I do not have a way to send a physical copy. Requests customer to provide an email address in order to receive a copy.
Email sent with both enrollment calls
Caller states that she had just moved to address and her first bill came with IGS as her supplier at a rate of \$5 per mcf. Caller contends that DEO had assigned her IGS as a default carrier because she did not choose one on her own. Advised caller of enrollment process. Caller states that she has had no contact with IGS either by phone or through door-to-door. Caller has since enrolled with Dom. ES as of 1/28. Caller is looking to see how she was enrolled and for a possible credit of difference between IGS and DEO. Advised caller of investigative process.
Explained to customer how Choice works, that it would be impossible to have a self selected supplier on the first bill due to it taking 1-2 billing cycles to enroll.

Customer received a notice stating IGS would be supplying her gas service. The customer claims she did not speak with anyone from IGS energy, and is concerned as to how the supplier was able to switch her supplier services without authorization.

Customer is requesting we investigate.
I provided the case #
I provided my name

0025175 Interstate Gas Sup019 5:02 PM 3001: tcb
No response by phone received from Ms. Adams, sending please contact letter for more information to consumer. Reviewed IGS response. Attempted to reach Ms. Adams at the NIQ, left message on answering machine. Advised IGS is not finding an enrollment with her address, asked that she call me back at the PUCO's 800 # and provide the full Duke Energy account number and the name the Duke Energy account is under.
No response received from Ms. Adams to letter issued February 14, 2019. Closing investigation.
Received Columbia Gas bill and saw extra charge of \$14.95 for warranty. Opened IGS information and someone signed my name (spelled incorrectly) . Called IGS and talked to supervisor Andy. He said a door to door marketer stated he talked to us and we signed. We do not answer the door when they come. That was a lie and not my signature. Account is in my husband Kevin's name. Also called Columbia Gas and they also submitted a complaint and told me to call the Public Utility Commission.
This enrollment is seen as a slamming complaint. IGE re-rated the customer and will receive a refund fo \$32.96.
called to close, see comments

Spoke with cust: This enrollment is seen as a slamming complaint. IGE re-rated the customer and will receive a refund for \$32.96. Also informed cust CGO was refunding the warranty on the account. Stated she received that in the mail
tried calling cust, no answer and no vm. will try back

I called the customer and left detailed message. I explained I contacted IGS and was able to find out that acquired her account from DPL Energy Resources back in 2017. The company upheld whatever contract she had with DPL. DPL then sent two notices out in March of 2018 advising the contract had ended and that they would renew at a fixed rate of 0.0669 per kWh for 12 months. The letter stated that if she wanted to accept this agreement she did not have to do anything. they did not hear back from her and account automatically renewed. the company has agreed to waive the etf if she wishes to cancel with them. If she wants to do this she will need to call the company and cancel. If she has any issues she can call me back. left call back info. close case.

0025215 Interstate Gas Sup19 12:47 PM 3001: t
I called the customer and left detailed message. I explained I contacted IGS and was able to find out that acquired her account from DPL Energy Resources back in 2017. The company upheld whatever contract she had with DPL. DPL then sent two notices out in March of 2018 advising the contract had ended and that they would renew at a fixed rate of 0.0669 per kWh for 12 months. The letter stated that if she wanted to accept this agreement she did not have to do anything. they did not hear back from her and account automatically renewed. the company has agreed to waive the etf if she wishes to cancel with them. If she wants to do this she will need to call the company and cancel. If she has any issues she can call me back. left call back info. close case.

Interstate Gas Sup19 12:47 PM 3001: Customer calling about IGS. Customer noticed high bills and found out that her supplier is IGS. Customer states she did not sign up with IGS. IGS told customer that she is on a 2 year contract and subject to an early term fee. Customer was enrolled in 2017 per IGS. Opening investigation to verify when and how the customer got enrolled with IGS in 2017. Gave case# and invited call back.

Interstate Gas Sup19 12:47 PM 3001: Caller was voicing his concern over being enrolled with OGS. Caller did state that he was able to cancel out before call was dropped.

0025386 Interstate Gas Sup19 9:22 AM 3001: Interstate Gas Sup19 9:22 AM 3001: customer called, stated that he just happened to notice he has charges from IGS on his account. he says that they are charging him \$0.599/ccf. he says he never signed up with them, i advised they are not a supplier for the city of toledo.

0025435 Interstate Gas Sup019 2:32 PM 3001: advised he call the supplier for info on the charges. ICB.
Interstate Gas Sup019 2:32 PM 3001: RTC. ICB

cust stating IGS came to her door months ago and she told them she didn't want to sign up.
cust noticed they are on her bill and has been calling their cs number but gets passed around and cant speak with anyone.
cust called cel to cancel and wants to make sure shes not charged for doing so since she never gave authorization.
adv cust we would have to investigate into this cust doesnt have account info

0025473 Interstate Gas Sup19 10:27 AM 3001: icb
Interstate Gas Sup19 10:27 AM 3001: * sent initial email *
*** review company response ***

Interstate Gas Sup19 10:27 AM 3001: I called the cust and spoke with her sister, Jillian - LM for the cust to return my call.
Interstate Gas Sup19 10:27 AM 3001: I called the cust - line just rings and rings - then it has a fast busy signal - draft letter.
Interstate Gas Sup19 10:27 AM 3001: * edit letter *
Interstate Gas Sup19 10:27 AM 3001: * edit letter *
Interstate Gas Sup19 10:27 AM 3001: ltr to cust - close case
Interstate Gas Sup19 10:27 AM 3001: * review co response - edit letter *
Interstate Gas Sup19 10:27 AM 3001: * place ltr in mail box - close case *

Jillian Thrower is calling in on behalf of Account holder
shes saying theres still an issue and this needs to be looked into because igs is trying to charge over \$100 and threatening they will have utility disc serv and say they didn't get their money

Interstate Gas Sup19 10:27 AM 3001: adv caller to have Jennifer call us back
Interstate Gas Sup19 10:27 AM 3001: * read CF's notes *

customer called, has a complaint. he says that he has signed up with XOOM twice in the last month and IGS keeps re-enrolling him without his authorization. he says that he was originally with IGS and about 3-4 weeks ago he signed up with XOOM Energy. he says that two reps from IGS Energy came to his door and he told them he no longer wanted IGS but they would not accept that and they went back and told DPL and XOOM that the customer was remaining with IGS. he says he signed up with XOOM again, and the same thing just happened a week ago. he says that he just received another confirmation letter of IGS staying as his supplier. he says the he was advised of a \$25 ETF from IGS, but the reps who came to his home told him to forget about the ETF. apparently they already had a plan to re-enroll the customer without his consent.

0025504 Interstate Gas Sup19 10:46 AM 3001: i advised we can contact the supplier about the unauth re-enrollments. gave him the case is.
vm customer that igs places him on do not contact list and reaches out to cancel service and not charge any cancellation fees so he can get back to zoom energy. leave hotline number as cbr.
The customer received a 700.00 bill and noticed that IGS was on the account . He was told they have been on his account since 2017 and he recall ever speaking to anyone to change suppliers. Paying....0.3148200 per kwh. This is 1 bedroom home.

0025522 Interstate Gas Sup019 3:01 PM 3001: Advised I would contact the company.
Called and left a message advising that an opt out letter was sent in July 2017 that was not returned and the company believes the rate they are quoting is for distribution, because it is not the rate per kwh.
Que Call:
Caller states bill is high, told by dpl since 2016.
Caller states he has never signed up with IGS, was on phone with co, told they bought out another co.

sending to investigation, caller is disputing enrollment.

0025608 Interstate Gas Sup019 3:58 PM 3001: advised of case number and time frame.
Interstate Gas Sup019 3:58 PM 3001: * sent initial email *
Interstate Gas Sup019 3:58 PM 3001: * sent 2nd email *
Interstate Gas Sup019 3:58 PM 3001: *** calls from IGS would not play - spoke with AW - she sent the calls to Outlook - dropped 4 calls to "files" ***
Interstate Gas Sup019 3:58 PM 3001: * review company response (4 calls/files) *

Cust called back. I confirmed that IGS has been dropped as of 4/4. Customer rambled on. Cust states that there are no interstate Gas Sup019 3:58 PM 3001: calls with him with IGS. Please play calls for customer.
Interstate Gas Sup019 3:58 PM 3001: Cust called bck in. advised to ask investigator to play igs calls for him. transferred to S.T vm.

I called the cust and spoke with Clifton Harris - adv of the co response - cust states that a handsome young man came to his door and he signed the papers - but then he thought he cancelled - adv of the numerous long calls that the supplier provided that I have reviewed - he is in his 70s - he mentions these companies: gps, dpl, igs - adv that if he wants to decrease his contacts from the suppliers, then he can contact DP&L and ask that they remove his information from the list of eligible customers for the Energy Choice Program - adv that DP&L can not block him from switching if they get an order - exp that the state of Ohio is a deregulated state - that customers have the choice to pick their supplier - cust states that he has done that - he keeps stating gps/dpl - cust states how corrupt this world is and he continues to pray - starts talking about "life in general" stuff (rape) - adv of PUCO's role - state regulatory agency - he states, "do your job and confort the state of Ohio" - he cancelled and they threw the paper in the trash - he states, "what if they come to his door again (and he is mental) and he kills them" - adv that I am disconnecting the call with that statement - then I disconnected the call.

* The account in questions was purchased by IGS from DLP energy. I was not able to locate his signed contract with DLP. I however attached a number of calls since 2017 where he called with questions regarding this account and other suppliers.
Interstate Gas Sup019 3:58 PM 3001: His account is currently cancelled with IGS no early termination fee was billed. *
Interstate Gas Sup019 3:58 PM 3001: spoke with cust - close case

I returned the cust's call and spoke with Clifton Harris - inquired if he has an email that I could send him the calls - caller states, no - he is willing to drive here to listen to the calls - adv that I can consult with staff to see how he can hear the calls and call him back tomorrow - cust states, ok.

* entry from late yesterday afternoon * --- I spoke with PF on the cust's request to hear the calls - I will call the cust back today and see if he wants to hear the calls for a few mins, so he can hear himself on the recording - he is not able to listen to the calls here at the PUCO - as a walk in. *
Interstate Gas Sup019 3:58 PM 3001: I called the cust - line just rings - will try back at a later date.
Interstate Gas Sup019 3:58 PM 3001: Caller states that he had fell attempting to answer ST's phone call. Caller is looking to speak with a superv regarding case.

Interstate Gas Sup019 3:58 PM 3001: Transferred call to CM on Escalation line
Caller states he is calling because a supplier came to his home about 3 wks ago, they wanted him to call them. He said they have DP&L's name... After being in church, he shared this info w/several ppl. He said he called IGS the next day and told this co. he did not want them. He wants DP&L as his supplier. When IGS came to his door, they told him they were w/DP&L.
He said that his invt. told him that she has him on tape. He wants this looked into about this lady saying he is on tape. I asked caller what I can do to help him... I can't understand what he is wanting.
He said he canceled the supplier the very next day. I played the recordings for him to listen to. He was saying the supplier wasn't answering his their ph. Advd caller that he was talking to the supplier because they sent his invt. a recording of the calls.

After further conversation he said that he called the very next day and canceled w/IGS. He said this goes back to day one when IGS came to his door, he called the next day and canceled.
First he says that he called IGS the day after to cancel, then he says that he didn't call IGS, he called DP&L.
Advd I'm not understanding how I can help him. Advd that I'll get a message to his invt. so she can address his concerns regarding this situation. He said he didn't know that he was w/IGS. He is saying these calls w/IGS is a fraud. Advd caller that I'll get a message to his invt., and will include her sup., as I'm not sure what her schedule is, but I'll let the invt. know
Interstate Gas Sup019 3:58 PM 3001: Caller was returning ST's call. Transferred call to ST's vm
Interstate Gas Sup019 3:58 PM 3001: * read notes by MY and CM *

I returned the cust's call and spoke with Clifton Harris - cust states that he never talked to a gas supplier - he states that this is a crooked nation and then starts talking about judgement day and being a christian - cust states that we are in cahoots with them - adv that his options are to take the company to court or he can file a formal complaint - he keeps repeating to do what I want to do - adv the caller a couple of times, it is not what I want to do, but what does he want to do - cust states to send him the formal complaint - confirmed mailing address.
Interstate Gas Sup019 3:58 PM 3001: do - cust states to send him the formal complaint - confirmed mailing address.

Call transf. from staff. Staff said that he said that S.T called him this morning. Staff said that the ph rang once and they hung up. Staff said that cust has concerns about that call and wants to speak to a sup....

Per conv w/cust., he said it was 8 min. ago. Advd cust that S.T is not in the office today and the record does not reflect a phone call to him today. This went back and forth to where I advised him there is simply no record of this call. I asked if he'd like a call from S.T. sup since she is not in. He said he wanted names, but then started talking about how his is going to get the police involved, and how I'm such a liar and that I'm going to be lying to the police....
During the call, I repeated myself that I'm trying to assist him, and could we pls move forward w/what he is needing help with. I did explain the record shows that S.T did speak to him yesterday and that a FC was sent.
Caller is going on and on about his health issues, he is dying and how horrible I am. He proceeds to tell me that I'm a liar and that I'm going to hell, etc.... Advd caller that we are just going around and around about this call. I asked him if the purpose of his call today is to determine if it was S.T. that called him and he said yes. I advised him that the call didn't come from S.T nor anyone else in the office. This conversation continued to repeat itself w/me assuring him that he did not receive a call from S.T today. Finally, advd him that I've addressed his concern today and that S.T. did not call him.
Interstate Gas Sup019 3:58 PM 3001: Advd caller that I was disconnecting the call.
Interstate Gas Sup019 3:58 PM 3001: * place ltr/FC in the mail box - close case *
Interstate Gas Sup019 3:58 PM 3001: spoke with cust - close case - 3/29
Interstate Gas Sup019 3:58 PM 3001: spoke with cust - ltr/FC - close case - 4/3
Interstate Gas Sup019 3:58 PM 3001: Caller wanted to voice his concern that he is unable to reach ST when he contacts PUCO. Caller is requesting to speak to a superv. Transferred call to CM on Escalation line

Caller signed up with liberty power, caller states person from IGS, and took over phone that she has enrolled with co.
caller states she hasn't called co.
Caller states she was enrolled, and the contract was coming up.
Caller has been sent a cancellation.

caller does not want to be enrolled with IGS, received letter saying they are charging her \$99, but she will continue to receive service with them. caller has not called co.
advised would reach out to co to get info.

0025800 Interstate Gas Sup019 1:39 PM 3001: provided case number and time frame.

Interstate Gas Sup019 1:39 PM 3001: Called to close, no answer.

Interstate Gas Sup019 1:39 PM 3001: called to close, customer states she worked it out with co ICB.
CO response:

Mrs. Renfro contract with IGS is for 36month. The account enrolled on 1/25/2018. When IGS receives notice from DEO of the drop an invoice for the early term fee is sent. IGS spoke to the customer on March 14 and she is going to keep IGS
Interstate Gas Sup019 1:39 PM 3001: for electric service.

Caller has Dominion

Calling about Igs on her bill.

Caller questions why she has 2 charges- Advised of Distribution/Supply info.

Caller states that she called Igs and they advised her to call Dominion

Caller spoke with Dominion and was advised that she received an opt out notice but did not respond.

Caller states that she never spoke with anyone in person or by phone to authorize a switch.

Advised would send up for investigation/ Advised of timeline/ Icb

0025832: Interstate Gas Sup019 2:56 PM 3001: Caller wants to know who authorized the supplier on her bill

Co response:

Interstate Gas Sup019 2:56 PM 3001: The account is with IGS as part of the SCO program. (Account was assigned to IGS on Feb 9,2019.)

Called customer/left vm and advised of Co response:

Advised customer that she is on the SCO rate.

Advised customer of option of other suppliers/could send chart

Advised customer of option of other suppliers/could send chart

Caller notes she is on PIPP- Advised caller if on PIPP no option to choose own supplier. Must stay with SCO or be removed from PIPP.

Advised of my name/ PUCO hotline number.

Interstate Gas Sup019 2:56 PM 3001: Caller has concerns of elderly being taken advantage of- Advised would note account .

Called customer and advise of Co response.

Advised customer that she is on the SCO rate.

Advised customer of option of other suppliers/could send chart

Caller notes she is on PIPP- Advised caller if on PIPP no option to choose own supplier. Must stay with SCO or be removed from PIPP.

Advised of my name/ PUCO hotline number.

Interstate Gas Sup019 2:56 PM 3001: Caller has concerns of elderly being taken advantage of- Advised would note account .

Interstate Gas Sup019 2:56 PM 3001: Sent initial- Waiting on Co response.

Caller states that she had spoken to a rep from IGS in Oct or Nov 2018 and showed the rep her Duke bill. Caller did not go through a TPV nor was given a paper contract. Caller had received her most recent bill on 3/15 and noticed it was a little higher than normal (average bills in the low \$100's, current bill was \$250). Caller contacted Duke and was advised that she was paying a higher rate with IGS, which caller did not realize they had. Caller then contacted IGS that day and cancelled (E 17993016) (G 17993017), but was also advised of an ETF for both of \$99. Caller contends that she never enrolled with IGS

0025978 Interstate Gas Sup019 2:42 PM 3001: and is looking to have ETFs waived. Advised caller of investigative process.

Time: 3:45 pm 1/7/19

duration 8 minutes

Address 535 Church Street, Cincinnati

Interstate Gas Sup019 2:42 PM 3001: IPAD Location accuracy - 624 meters.

Interstate Gas Sup019 2:42 PM 3001: Customer response letter mailed

0025978: Interstate Gas Sup019 2:52 PM 3001: See Case ID 00259781

ller states that she had spoken to a rep from IGS in Oct or Nov 2018 and showed the rep her Duke bill. Caller did not go through a TPV nor was given a paper contract. Caller had received her most recent bill on 3/15 and noticed it was a little higher than normal (average bills in the low \$100's, current bill was \$250). Caller contacted Duke and was advised that she was paying a higher rate with IGS, which caller did not realize they had. Caller then contacted IGS that day and cancelled (E 17993016) (G 17993017), but was also advised of an ETF for both of \$99. Caller contends that she never enrolled with IGS

Interstate Gas Sup019 2:52 PM 3001: and is looking to have ETFs waived. Advised caller of investigative process.

Interstate Gas Sup019 2:52 PM 3001: Customer response letter mailed

AEP- She does not want any phone calls. I told her I can't stop people from calling her. She states that she called AEP and she is being charged 99.00 and she does not understand. I asked who was charging her 99.00? she does not know, she states that she called someone and they told her she was being charged that. She states it is on her bill. I explained I don't have account info here and I need her to tell me the name of the co and she does not know. I asked her for her account # and I could call AEP to see what I can find out. I called the company and spoke to Emily and she states that there is a 99.00 from IGS on her 3/5/19 bill. The customer was going to be switched to Verde but she cancelled that on 3/4/19. I thanked for info. I explained to the customer that she is being charged by IGS. she states he is 87 yrs old and lives alone and she did not do anything. she states that the police stop and check on the old people in her area and one of the officers even got on one of the calls from a supplier and told them to stop calling. That did not work. She states that she does not remember doing anything. I told her I will contact the company and see what I can find out. she wanted to know if we can make them take the 99.00 off and I told her I don't know. I can not tell her for sure yet. I will have to contact the co and see what I can find out and then go from there. she thanked for help.

0026005 Interstate Gas Sup019 2:08 PM 3001:

I read the company response and they did not answer any questions and sent me a copy of a card the customer sent back that she signed on 10/17/17 but did not mark which offer she was accepting. I called AEP and spoke to Emily and she explained that the customer has been with IGS since 12/31/16. will send back to the company for additional information.

Interstate Gas Sup019 2:08 PM 3001:

I called the customer and left detailed message. I explained that she called about being charged a 99.00 eft from IGS and I was able to find out how she was signed up with them. she sent back a card and she signed and dated it 10/17/17 and she was signed up for 36 months at 6.49 cents per kWh. I explained that back in March that Verde tried switching her to them. She states she is 87 yrs old and she does not know if she is coming or going. I explained that IGS did reverse the \$99 eft and it should be on the bill she just got. she states she is with IGS and that is who she wants to stay with. She states that people keep calling and I told her to not give them any information. I explained the people calling her will act like they know her account info or say they want to verify some info and then they get more from her. I told her she can just hang up on them, she does not have to speak to them. She states she has not done that but they do act like they have her info and she will no longer speak to anyone. She states she has the name of IGS wrote down by her phone cause that is the company she is with now and that is where she is staying. I told her that the company also added her to their Do Not Release Info List, this will help with new suppliers but not with what is already out there. she thanked me for that. she thanked me for getting her money back and for calling her back. I told her to call back if she has any other questions. she

Interstate Gas Sup019 2:08 PM 3001:

I called and spoke to Kim and she was able to tell me that the customer is with IGS. IGS did reverse the 99.00 fee and it is on her bill. there have been 9 changes on her account in the last year an a half. The reversal is on her bill that was just sent out on 4/3/19. she is going to add the customer to their Do Not Release Info list. wont stop what is already out there

Interstate Gas Sup019 2:08 PM 3001:

I called the customer and left detailed message. I explained that she called about being charged a 99.00 eft from IGS and I was able to find out how she was signed up with them she sent back a card and she signed and dated it 10/17/17 and she was signed up for 36 months at 6.49 cents per kWh. I explained that back in March that Verde tried switching her to them. She states she is 87 yrs old and she does not know if she is coming or going. I explained that IGS did reverse the \$99 eft and it should be on the bill she just got. she states she is with IGS and that is who she wants to stay with. She states that people keep calling and I told her to not give them any information. I explained the people calling her will act like they know her account info or say they want to verify some info and then they get more from her. I told her she can just hang up on them, she does not have to speak to them. She states she has not done that but they do act like they have her info and she will no longer speak to anyone. She states she has the name of IGS wrote down by her phone cause that is the company she is with now and that is where she is staying. I told her that the company also added her to their Do Not Release Info List, this will help with new suppliers but not with what is already out there. she thanked me for that. she thanked me for getting her money back and for calling her back. I told her to call back if she has any other questions.

Interstate Gas Sup019 2:08 PM 3001:

cust stating hes with IGS energy and he never authorized this.
asked cust if he recalls someone calling or coming to his door about rates said no.
asked cust if hes gotten anything in the mail about a switch said no.
cust found out when he received a high bill and AEP adv its because hes with IGS.
asked cust if he called IGS said no he wants us to tell them to cancel and to be credited any over charges.
adv cust we would have to look into this
adv cust of investigation process

0026053 Interstate Gas Sup019 3:05 PM 3001:

Called to close, advised valid enrollment. customer states wife enrolled account, the co was talking about cable not electric. advised caller wife authorized switch, indicated she was the authorized party. offered fc, caller wants IGS

Interstate Gas Sup019 3:05 PM 3001:

0026068 Interstate Gas Sup19 11:06 AM 3001:

Caller said she was with IGS through govt aggregation and somehow they remained on her account after the aggregation ended. She has never authorized them for direct enrollment and wants her money refunded that she has paid them since the aggregation ended many years ago. She was just made aware of this though Duke when she disputed her bill.

Interstate Gas Sup19 11:06 AM 3001:

Interstate Gas Sup19 11:06 AM 3001:

stated she receive vm from Mike C. stated he informed her she sent IGS an opt-out card and that she has contacted them before. She stated she did not opt out and did not contact the company. Stated she should have paid a lower rate than she was with the aggregation with IGS. Per the vm she receives she was informed they would not re-rate her. Cust stated she is not satisfied with the invest and she did not opt out of the aggregation in her area. Stated she was informed by one of our reps that IGS needs to re-rate her.

Advised cust I am not familiar with her case. Requested to place on hold to see if Mike C. was unavailable. Asked if she will want to leave a vm to Mike. Stated she will write in. Feels Mike should have spoken to her also to know the information regarding this invest.

Cust stated she has never opted out of the program and has never contacted IGS to go on a contract separately from the aggregation.

cust then started to speak about getting 3 bills in the month of March. tried to explain to the customer Duke is the only people that send bills out. Duke then informed her bills have been corrected which was due April 5.

Interstate Gas Sup19 11:06 AM 3001:

Renewal provision of terms and conditions If my community natural gas program does not continue then this Agreement will automatically renew on a month-to-month basis using the Variable Rate Formula described below.

Interstate Gas Sup19 11:06 AM 3001:

Discussed with BJ and NR.

Called the customer. Explained that I would be re-opening the investigation. She is having Duke send her information about what she would have paid if with Duke. She feels that she should be re-rated to the ensuing aggregations because she would have enrolled in the aggregations. Advised that I would be sending over another e-mail to the company and would get back to her once I had received a response.

Interstate Gas Sup19 11:06 AM 3001:

Called the customer to go over the company response and close. Reached voice mail. Left message explaining that when the opt-out notices were sent out, hers was returned to IGS undelivered by the USPS. Explained that when she called the company on 3/14/14 to try to enroll in the program, she was actually enrolled in the West Chester Customer Choice Endorsement Program which mirrored the aggregation in terms of price and other ways but which was not the aggregation and did not terminate like the aggregation. Read the relevant term in the T&Cs: "If my community natural gas program does not continue then this Agreement will automatically renew on a month-to-month basis using the Variable Rate Formula described below." Explained that is why her agreement did not terminate with the aggregation. Advised that I would close the investigation at this time. Invited a call back with any questions about this matter or any

Interstate Gas Sup19 11:06 AM 3001:

future utility concerns. Left hotline number and case ID.

Interstate Gas Sup19 11:06 AM 3001:

Reviewed company response spoke with MS. towards on the escalation line. She is upset that she was not transferred directly to a supervisor from the intake line.

Ms. Edwards is also upset that MC did not call her and speak directly with her before closing her investigation. She states that is not an investigation as she understands it. She states her understanding is that both sides of the story are obtained before a decision is made and MC could not possibly have her side of the story because Duke is sending her documentation of the IGS billings and she doesn't have them yet.

Explained to her that the customer side of the issue was obtained during the Intake call with DP. Ms. Edwards states DP could not have known the whole story because DP investigated the Duke billing complaint and DP could not possibly have the records that Duke just told her today they would be allowing her to pick up from the Duke offices.

Ms. Edwards then stated that if I am not a supervisor then she is just going to write a letter to the PUCO detailing how MC did not perform an actual investigation regarding her complaint. *****Advised Ms. Edwards I can note her concerns and ask MC's supervisor to call her back. Ms. Edwards stated no, she is going to write a letter to the director of the PUCO and

Interstate Gas Sup19 11:06 AM 3001:

then she disconnected the call. *****

Interstate Gas Sup19 11:06 AM 3001:

Reviewed customer contact with SB

Interstate Gas Sup19 11:06 AM 3001:

Tara from IGS calling the PUCO hotline for MC - MC's number is forwarded, gave Tara MC's direct number and advised I would let MC know she called.

Interstate Gas Sup19 11:06 AM 3001:

Called Tara at IGS. Explained that I did not have access to the prices charged in the aggregations. Suggested that one way to get an idea of what would put her in the ball park is by using the maximums. Explained that whatever she worked out with the customer was fine with me. She said that she would send me the calculations, call the customer, and advise me of the result.

Interstate Gas Sup19 11:06 AM 3001:

Interstate Gas Sup19 11:06 AM 3001:

Called Tara at IGS. Reached voice mail. Left message advising that I was returning her call. Left direct dial number. Called the customer to go over the company response and close. Reached voice mail. Left message explaining that when the opt-out notices were sent out, hers was returned to IGS undelivered by the USPS. Explained that when she called the company on 3/14/14 to try to enroll in the program, she was actually enrolled in the West Chester Customer Choice Endorsement Program which mirrored the aggregation in terms of price and other ways but which was not the aggregation and did not terminate like the aggregation. Read the relevant term in the T&Cs: "If my community natural gas program does not continue then this Agreement will automatically renew on a month-to-month basis using the Variable Rate Formula described below." Explained that is why her agreement did not terminate with the aggregation. Advised that I would close the investigation at this time. Invited a call back with any questions about this matter or any future utility concerns. Left hotline number and case ID.

Darita notes closing the case:

Customer returned Mike's call.

Interstate Gas Sup19 11:06 AM 3001:

Informed her of \$937 refund from IGS. ICB if not rcvd in 30 days.

Called the customer to go over the company response and close. Reached voice mail. Left message asking for a return call. Left hotline number and case ID.

Interstate Gas Sup19 11:06 AM 3001: Customer returned Mike's call.

Interstate Gas Sup19 11:06 AM 3001: I informed her of \$937 refund from IGS. ICB if not rcvd in 30 days.

0026229 Interstate Gas Sup19 12:44 PM 3001: Customer is calling about IGS and DP&L. She says that she noticed IGS on her DP&L bill, but not on her Vectren bill, and states that she did not enroll with the company. She has no idea how the company came to be on her bills. Advised that PUCO could investigate, provided case ID, explained time frame involved and invited a call back.

Interstate Gas Sup19 12:44 PM 3001: No answer.

0026229 Interstate Gas Sup19 12:51 PM 3001: Caller states that on the bill dated 3/31, she has an ETF for \$99 - she states that her 81 yrs old husband was calling around for rates - she states that IGS came to their door, maybe 9 or 10 at night - about the \$99 fee - she states that he had no badge - said they terminated with their co - the guy from IGS scared them - caller states that they did not put IGS on their electric bill - in their 80s - lives in a condo neighbor - she states that the guy from IGS said that he had to come in to make a phone call to confirm the cancellation - always use AEP - adv of inv timeline.

Interstate Gas Sup19 12:51 PM 3001: Cust husband called in for C.M. Transferred to C.M.

Call was transferred from staff.

Discussed w/both Mr. and Mrs., the documents that the co. provided to me regarding their enrollment. Advd that the co.'s tracking of agent was placed at the property at approx. 10:30 am not 9 to 10 pm as stated.

Reviewed the signed docs., he agreed to the terms. He answered yes to all required questions. Advd the co. evidence is not supporting what they've stated.

Advd if not fully aware of what is being agreed to, just don't engage the reps in conversation. Don't answer the door that late at night. Advd they are engaging in a contractual agreement and the co. can hold them to the terms. She said they are Christians and they don't lie. Advd this does come w/an ETF of \$99.00. I can ask if they are going to follow through w/charging this. They said that they'll take care of it and didn't want me to ck w/the co. CIs case. They thanked me for all

Interstate Gas Sup19 12:51 PM 3001: of the hard work that was put into this.

Interstate Gas Sup19 12:51 PM 3001: Discussed co. rsp w/both mr. and mrs.

Interstate Gas Sup19 12:51 PM 3001: Left vm, CBR to discuss response from co. regarding the enrollment dispute. RTHL#

customer called, stated that she is the POA for her parents and in late Jan/early Feb this company signed her father up and forged his signature. she says that they had previously came around trying to sign him up, but she said no. when they came back around the second time, she was out of town. she says that there's no way her parents would have signed up for this. she did cancel and they sent a \$99 ETF. she says that she is disputing this ETF because her father was not authorized to sign for this.

0026310 Interstate Gas Sup19 8:50 AM 3001: i advised we can contact the supplier to dispute the \$99 ETF and enrollment. i gave her the case id and inv time frame.

Vivian called- Stated her father did not sign a contract. Stated he was not home at that time. Stated she is trying to get the account on PIPP. This is on hold due to IGS being on the account.

Interstate Gas Sup19 8:50 AM 3001: Advised cust Leah L. is currently working on this invest. When she has answer she will contact the customer

The electric service was enrolled with IGS on June 15, 2012, again on August 26, 2013 by Ida Vivian Kavanaugh, and most recently on January 24, 2019 by Chester Kavanaugh. The gas service was enrolled with IGS on January 24, 2019 and became effective with IGS on February 25, 2019. The electric and gas service with IGS was cancelled on April 25, 2019. The enrollment is valid, but the company agreed to waive the ETF out of courtesy. IGS has attempted to call the customer to

Interstate Gas Sup19 8:50 AM 3001: discuss the dispute further.

Caller speaks Spanish. Interpreter Jessica. Caller states that he had noticed IGS on his account and was paying a rate of \$4.49 per mcf. Caller also had IGS on his electric, which he was able to cancel via CEI. Caller did state that he had door-to-door reps come by in March promising a lower rate. Caller did not sign anything and does not recall going through a TPV. Caller is looking to cancel out of IGS and to be credited back for difference between IGS and DEO. Advised caller of

0026468 Interstate Gas Sup19 11:39 AM 3001: Investigative process.

8/18/2017- Agree to gas 4.49 per mcf for 36 mon with \$99 ETF. IGS provided a copy of the signed agreement If cust

Interstate Gas Sup19 11:39 AM 3001: cancelled he will be charged an ETF

Interstate Gas Sup19 11:39 AM 3001: tried to call no answer and no vm

Interstate Gas Sup19 11:39 AM 3001: tried to call no answer and no vm, will draft letter

Interstate Gas Sup19 11:39 AM 3001: mailed letter to cust, see file

- caller is the sister and PoA of the acct holder
- caller says her brother is elderly; senior citizen; & lives alone
- caller says her brother agree(s) to enrolling his acct just to get rid of them
- caller is inquiring about the enrollment with IGS Energy & possibly Sperian >> caller says IGS has 2 accts - one is for a security light
- caller says she want the supplier(s) off the acct >> he just want to be with the local utility company, but there may be ETFs >> one is \$99 for the security light
- Intake discussed the National Do Not Call Registry & posting signs in the yard to ward off door2door reps
- referred to EA to discuss special instructions to be noted to the acct, etc...
- caller was advised that the PUCO will contact IGS and inquire about the contract, etc...

0026567 Interstate Gas Sup19 12:11 PM 3001: -with permission, caller says go ahead

reviewed co. resp.:

Mr. Arkely, acct holder, returned to IGS, re-enrollment card signed on Dec 22, 2017, this is for a 36 month contract.

-56.5 cents per ccf

-Co. states it does come w/an ETF of \$99.00

You will also find the most recent customer/service TPV called with Mr. Arkely on Nov1, 2018.

-This contract has ETF of \$99.00 dollars.

IGS did speak with Linda on April 22.

-She was advised, since Mr. Arkely initiated the enrollments with IGS and he is out of the recession period there will be an early termination fee to cancel the accounts.

Linda did not advise IGS to cancel. I can cancel the account if she would like.

Unable to listen to the recorded call in the format that the co. provided. Will reach out to the co. to resend in a different format. If co. is unable to, will reach out to A.W.

The electric service was enrolled with IGS on June 15, 2012, again on August 26, 2013 by Ida Vivian Kavanaugh, and most recently on January 24, 2019 by Chester Kavanaugh. The gas service was enrolled with IGS on January 24, 2019 and became effective with IGS on February 25, 2019. The electric and gas service with IGS was cancelled on April 25, 2019. The enrollment is valid, but the company agreed to waive the ETF out of courtesy. IGS has attempted to call the customer to

0045524-Interstate Gas Sup019 1:53 PM 3001: discuss the dispute further.

After investigation on 00263108, electric service enrollment in 2012 was discovered. Opened case to investigate the

Interstate Gas Sup019 1:53 PM 3001: electric enrollment.

Cust calling about ETF letter he received from Ohio Natural gas because someone is trying to switch him. He didn't know who was trying to switch him. Advised customer to call VE. Gave# to VE. Invited call back.

0046889 Interstate Gas Sup019 3:54 PM 3001: who was trying to switch him.

Interstate Gas Sup019 3:54 PM 3001: icb

Caller states that he had received a notice from IGS dated 4/29 advising of his switch from ONG. Advised caller of enrollment process and gave number for IGS to see if he can cancel without penalty and number from ONG to check on

Interstate Gas Sup019 3:54 PM 3001: status of contract. ICB

I have DP&L providing my electricity, I do not remember ever signing up with IGS, I do not pay IGS for any monthly bill, I have a DP&L account only. I have utilities with DP&L for over 22 years. In fact, I have never heard of IGS, until I received two written notices, which mailed to me with my name and address on it. Basically telling me that if I want to enroll in some fixed-price contract by 05/25/2019 or I am going to be charged \$99 for an early termination. I have NEVER had to sign any contract for anything with DP&L. My DP&L account number is not the same, as what it is written on a second notice from IGS, which is making me suspicious and think this is a bogus account number, a scam to lure me to

0049859-Interstate Gas Sup019 1:41 PM 3001: paying something that I never agreed to in the first place. I want to stick with DP&L, period not IGS.

Interstate Gas Sup019 1:41 PM 3001: Per cust request, canceling case. Left vm for cust advising of this...

Interstate Gas Sup019 1:41 PM 3001: Per staff's call notes, canceling case.

Customer calling to cancel case, he spoke with IGS, did not know they had mailed him info, and he was able to cancel.

Interstate Gas Sup019 1:41 PM 3001: advised would let investigator know.

Returned cust call. Advd I just rec'd a message stating he wants to cancel his complaint w/IGS. Advd the notes state that he is calling to cancel case, he spoke with IGS, did not know they had mailed him info, and he was able to cancel. advised would let investigator know. Advd with that being said, I will contact IGS and cancel the invt. Advd if this is not

Interstate Gas Sup019 1:41 PM 3001: correct to pls cb. RTHL#

Caller has Cei

Calling about Igs

Caller states that a rep came to her door to switch her service for the gas.

She states they agreed to switch the gas but never agreed to switch the electric.

Advised caller of the opt out process -Advised of Co number also.

Caller states that she will contact Igs as well.

Caller wants to know why the rep switched her electric without her ok.

Advised would send up for investigation/ advised of timeline/ icb

0050092 Interstate Gas Sup19 10:54 AM 3001: Caller wants to know why her electric was switched without her ok

0050112 Interstate Gas Sup19 9:37 AM 3001: call was routed over to rep Crystal, via IGS Energy for furtherance

-caller is the daughter of the acct holder

-caller says last week a door2door rep Heath Merryman from IGS Energy came to the door

-when asked, caller says her husband showed the AEP Ohio bill to the rep, but he said No

-caller says the acct was switched anyways b/c she rec'd an email confirmation on Friday

-Note: caller has NOT contacted IGS Energy before contacting the PUCO

-when asked, caller provided #800 to reach IGS Energy for furtherance

-call was routed over to rep Crystal, via IGS Energy | acct is under Robert Miller | acct was with IGS Energy about 4 years ago; cancelled in 2017 | rep came to door to see if they could get them back as a customer | as of today's date, rep

Interstate Gas Sup19 9:37 AM 3001: Crystal cancelled the enrollment >> provided confirmation OHP18140307

-senior citizen; elderly and confused
-caller says due to a door-to-door rep from Statewise knocking on his door today and pointing out that his current
supplier is IGS Energy from his CGO bill
-caller says he NEVER authorized IGS to be on his CGO acct
-caller wants to know how is it that IGS can take over his CGO acct, etc...
-when asked, caller does not recall speaking to anyone from IGS Energy, etc....

-per Dy, via EA hotline, IGS Energy is the Choice supplier since 2011 | the most recent rate charged is .649/Ccf as of May 2
billing vs. CGO's current SCO rate is .37460/Ccf | customer paid at least \$11 more than the current SCO rate for his usage
with IGS

-when asked, caller does not know if he's currently on contract w/IGS Energy - although, will contact them to inquire
before removing IGS Energy from his CGO acct | in the meantime, EA will remove info from CRNGS list
-Note: caller was advised by EA Dy

0050167-Interstate Gas Sup019 3:27 PM 3001: forwarding for investigations to inquire about the enrollment, etc...

0050177 Interstate Gas Sup019 9:37 AM 3001: adv cant open investigation without demographics
cust wants to be anonymous
cust stating igs signed him up without permission
asked cust if he wanted us to look into this further we would need his info
cust didnt want to provide
adv cust he can also call igs to let them know about this

Interstate Gas Sup019 9:37 AM 3001: lcb

Customer thought we were DEO. He states a guy came to his house and stated he was there because his contract was
about to end and he wanted to offer him a better rate. he states he does not handle anything with the bills but he ended
up signing with this company. He thought he was with their current company Constellation but then found out the guy
was from IGS. He states his wife called the guy last night to cancel because they could not beat the rate. he states he was
conned. He thinks the guys name is Daniel but not sure. I told him we can contact the company and make them aware of
what the rep did and see what they have to say about it. he states he signed both is gas and electric up but he was able to
cancel the electric with OE. He thought he was actually calling DEO when he called here. I told him I would make note. I
explained we can still contact the company and make them aware of what happened and see what they have to say. They
guy also said they have been with them since 2008 and they have not bee as their current supplier is Constellation. he is
going to call DEO and cancel with them. I explained that any time this happens the utility company will send the customer
a letter advising of the switch giving them additional time to cancel. he wants it done now. He states they need to be
sued. I told him we will contact them about the situation and see what they have to say. I explained we will contact him
back once we get a response. he asked that we state who we are when calling back as he screens his calls. I explained I

0050279 Interstate Gas Sup019 12:26 PM 3001: will note that as well. he thanked for help.

IGS provided signed contracts for accounts enrolling with IGS. No ETF will be charged to the customer and will not be

Interstate Gas Sup019 12:26 PM 3001: charged by IGS

Caller contacted EA of CG who advised that they could not cancel her out. Caller then contacted IGS but was unable to
speak to a rep. Caller also states that she did not have contact with IGS either via phone or door-to-door. Caller is looking
to see how she was enrolled, and to be cancelled out without penalty. Advised caller of investigative process.
Caller states that she had received an offer from IGS on 1/22 for three years at \$.58 per ccf. Caller had contacted CG at
that time and decided not go with them. Caller has now received a card dated 4/30 from CG advising of switch to IGS.
Advised caller of number for EA of CG to see if this is an SCO, govt aggregate or Energy Choice. Also gave number for IGS.

Interstate Gas Sup019 8:20 AM 3001: ICB

Interstate Gas Sup019 8:20 AM 3001: EA of CG, IGS

Advised customer to file complaint with USPS.

Government
Aggregation

0018171 Interstate Gas Sup018 11:08 AM 3001: Called customer and discussed issues. He was satisfied

IGS stated the aggregation letter was sent, but customer states he never received a letter. Customer states he never
received the letter in the mail and he opens every piece of mail. Customer states IGS billed him double what his rate was
before and stated they will cancel the aggregation on his bill, but it will take 1-2 billing cycles to be removed from bill and
customer will receive reimbursement after the company is removed from the bill, which customer thinks is unacceptable.

I advised according to PUCO information the letters were sent on Sept 1. I advised customer to file a complaint with USPS.
I advised any timeline reimbursement from the aggregation is entirely up to the aggregation. I advised customer can file a

Interstate Gas Sup018 11:08 AM 3001: complaint with the governor's office regarding aggregation regulations.

From: Barga, Josie <Josie.Barga@governor.ohio.gov>

Sent: Wednesday, January 3, 2018 11:26:22 AM

To: Guastella, Michael

Subject: Brandon Cole

Hey!

Brandon Cole is seeking assistance with the "outrageous" bills he's receiving from IGS/DP&L. Mr. Cole said he was
aggregated into IGS from DP&L without his knowledge. Since then his kWh usage has skyrocketed to over 2,000 kWh a
billing cycle. For his current billing cycle, which is 13 days in, he was already at 2,100 kWh. His average daily kWh usage
has gone from 42.8 to 120.1. With the cold winter months he understands a higher usage but feels there is no possible
way his 12 year old home is using this amount of energy.

Brandon Cole
3363 Powers Rd

Interstate Gas Sup018 11:08 AM 3001: Jamestown, OH 45335

Called Mr. Cole and discussed his case. IGS has already told him they would reimburse his monies after 1-2 billing cycles. I explained how governmental aggregation worked, etc. He was mainly upset because he thought he was switched without his consent and IGS spoke to his 23 yr old wife condescendingly, I also told him if he has not been switched in 1-2 billing cycles and reimbursed to contact the call center.

Interstate Gas Sup18 11:08 AM 3001: explained etf can be charged

0018634 Interstate Gas Sup18 4:01 PM 3001: explained etf can be charged

Customer states that he is with IGS and just renewed with them for a year. He just received a notice in the mail that his area is doing a government aggregation and going with AEP Energy and the rate is lower than the rate he renewed with IGS. He contacted IGS and was advised he can cancel but he would have to pay an etf of 99.00. he wants to know if that is correct or if they can do that. I explained they can. I asked if he had the contract and he states he does. I told him that information will be in the Terms & Conditions. he does not think it is fair. I told him that he could compare the rates and if it is a significant savings he may want to pay the cancellation fee. If not he could call IGS and explain that his community with government aggregation and the rate is lower and ask them if they would be willing to match the rate or

Interstate Gas Sup18 4:01 PM 3001: waive the etf for him to join the aggregation. he thanked for help. invited call back.

0018947 Interstate Gas Sup18 2:26 PM 3001: ICB

Caller has IGS on Bill, caller states was told by DPL aggregation, verified on map is aggregation, explained process and

Interstate Gas Sup18 2:26 PM 3001: caller asked about choice program, advised where to find and process.

0018954 Interstate Gas Sup18 4:07 PM 3001: explained what aggregation was

cust calling because she keeps getting letters almost every year wanting her to opt out for igs

adv cust of Hamilton township government aggregation

Interstate Gas Sup18 4:07 PM 3001: invited call back

Customer was placed under the Opt-Out Govt Aggregation program. She is upset the rate was higher every month that DP&L. I explained we are not party to the negotiations, so we have no input on the rate other than to enforce the rate charged is the contracted rate. I advised I would note her objection. I referred her to Greene County Commissioners as

0019463 Interstate Gas Sup18 3:50 PM 3001: the opt out notice mentions they are the ones who negotiated the rate.

0019552 Interstate Gas Sup18 9:19 AM 3001: close

Caller states that she did not sign up for IGS and they are on her bill – she has to pay Duke and IGS – she found out what each co provides but she has to pay 2 companies – exp to the caller that she is being billed for different svcs from each co – caller states that she found out that her community of Springdale voted for this – confirmed that is correct – exp govt aggr – she stats that who can she contact about the amt on the acct to make pmts – refer to Duke to discuss pmt plan options – caller states that she has cancelled with IGS – she also would like to know if there are plans to help – like where they come and do inspections of the house and to give out light bulbs – refer to Duke and CAA – invited call back – note:

Interstate Gas Sup18 9:19 AM 3001: cust has electric heat.

0019560 Interstate Gas Sup18 11:40 AM 3001: Call A-Town or IGS

Caller states that her bill had tripled under IGS as a supplier. Caller had contacted DEO and was advised that IGS had been on account since Nov. Caller states thta she had never enrolled with IGS. Caller did stae that she lived in Austintown Township. Advised caller that this was a govt aggregate program and went over the opt out option. Caller voiced her concern that this should be made illegal. Advised caller to contact the Township or IGS if she wishes to cancel and prevent

Interstate Gas Sup18 11:40 AM 3001: future mailings.

0019765 Interstate Gas Sup18 11:53 AM 3001: Explained aggregation plan

Calling re: being double billed on his Duke bill. Was informed of an aggregation plan with Village of Silverton.

I explained aggregation and his plan w/ Silverton and IGS for

Interstate Gas Sup18 11:53 AM 3001: 5.49 cents/kwh as compared with Duke's current PTC of 5.44 cents/kwh. Discussed Electric Choice and explained ETF.

0020768 Interstate Gas Sup18 10:35 AM 3001: Call ONG

Caller states that he had ONG as a supplier when he received an ETF from them for \$150. Caller checked his DEO bill and saw that IGS Boardman was on his DEO account. Advised caller that this was a govt aggregate program and went over the rate he s currently paying along with offers from ONG for six and 12 months. Advised caller to contact ONG if he's looking

Interstate Gas Sup18 10:35 AM 3001: to get ETF waived. Invited callback.

0020829 Interstate Gas Sup18 9:15 AM 3001: Explained aggregation. RTHL.

Customer is upset that he has IGS at a rate of .659/ccf. He believes that it's a government aggregation and is upset that he was changed without him choosing who he wanted. CGO referred him to PUCO.

I explained to caller that Toledo is in a large aggregation group with other communities in the area and have Volunteer Energy as their supplier at a rate that's slightly lower than CGO. Advised that Toledo has been in aggregation program since Aug. 2001. Program is voted in by majority votes. RT CGO HL 800-272-5440 to confirm how he got to IGS

Interstate Gas Sup18 9:15 AM 3001: and how long he's been with them.

0020875 Interstate Gas Sup18 9:44 AM 3001: referred to DP&L for furtherance

-caller's AIQ is under a gov't aggregation program thru City of Beavercreek, OH

-caller is questioning the status of her acct with DP&L

Interstate Gas Sup18 9:44 AM 3001: -referred to DP&L for furtherance

Customer is calling about IGS and DP&L to dispute enrollment. She says that she received a letter from the City of Dayton advising that IGS will no longer be her supplier and that she will have to make other arrangements. She denies ever enrolling with IGS. Advised that she was enrolled as the result of an aggregation which is ending. Explained government aggregations and this one in particular. Advised that if she did nothing she would be returned to the SSO price. Also

0020884 Interstate Gas Sup18 1:03 PM 3001: discussed low hanging telephone lines in her back yard. Provided ea numbers for Frontier and AT&T. Invited a call back.

0020909 Interstate Gas Sup18 12:13 PM 3001: edu

Caller states that she is on budget billing and she recd her bill – she noticed it had IGS for the delivery svc and their charge is \$84.16 – caller states that she is on budget billing and now has to pay that amt – adv that she would need to check with her supplier or DP&L if her supplier amt is included in the budget billing amt – adv that IGS is her supplier due to govt aggr – caller states that she cancelled them – inquired if they were off her bill after she cancelled – she is going to call IGS – adv

Interstate Gas Sup18 12:13 PM 3001: the rate and term of the govt aggr for City of Dayton with IGS – provided number for IGS – invited call back.

0021475 Interstate Gas Sup18 12:49 PM 3001: invited call back, if necessary

-calling on behalf of his neighbor, who is elderly; senior citizen - confused about the electric govt aggregation program and being solicited by door2door reps -or- sales calls, etc...
-according to PUCO's utility map, the address provided is part of the City of Parma, OH electric gov't aggregation program
-caller advised

Interstate Gas Sup18 12:49 PM 3001: -invited call back, if necessary
0021691 Interstate Gas Sup18 3:50 PM 3001: Call released due to non-response

Customer states IGS and Dynegy Energy are listed as suppliers on her bill. She never authorized any suppliers.

I advised Dynegy is the electric aggregation. I placed customer on hold as the gas aggregation map is not working for me.

Supervisor: DA states it says there is a city aggregation but no other information.

Interstate Gas Sup18 3:50 PM 3001: Caller was unresponsive when I came back to call. Caller released due to non-response.
0022083 Interstate Gas Sup18 10:43 AM 3001: edu

Caller states that IGS just popped up on her bill - caller states that it is her fault because she doesn't open up her bills - she called IGS and found out that it has been about a year - caller states that she was told that it was due to her address - looked up her address - adv that caller that she is in govt aggr based on her address - exp govt aggr - she inquired who she

Interstate Gas Sup18 10:43 AM 3001: can call for help - refer to CAA - invited call back.
0022214 Interstate Gas Sup18 10:32 AM 3001: a2a website

Caller states that he had received a notice from IGS regarding an opt out. Advised caller that this is a govt aggregate program and went over offer vs. SCO rate. Gave a2a website for caller to look over other offers. Invited callback.
0022280 Interstate Gas Sup18 3:50 PM 3001: Referred to NOPEC/supplier

Caller states that she has IGS and wanted to switch to NOPEC. Caller says that she called NOPEC months ago and was told that everything would be taken care of, but she noticed that IGS is still on her bill.

Checked the aggregation map to find out who the supplier was and supplied caller with the number to NOPEC and the
Interstate Gas Sup18 3:50 PM 3001: chosen supplier. Also gave caller the terms and rates of the aggregation. ICB.
0022726 Interstate Gas Sup18 11:26 AM 3001: called to close, see comments

Cust did not opt out late, this was a mistake on the companies end. IGS has placed her on their DNS list and also removed
Interstate Gas Sup18 11:26 AM 3001: her from future opt outs

IGS (CGO)- Feb received aggregation info. Called immediately to opt out. Stated this is the 3rd time she is having to go through the opt-out process. Stated needed to contact by Sept 11 to opt out. Stated they called in August and advised she wanted to be in the aggregation. She stated she has opted out every time but she contacts them each time to opt out of the aggregation. Sated IGS advised her as to why this continues to happen.

Interstate Gas Sup18 11:26 AM 3001: Advised can invest as to why she continues to be placed in the aggregation when she contacts the company to opt out.
called and spoke with cust:
Cust did not opt out late, this was a mistake on the companies end. IGS has placed her on their DNS list and also removed
Interstate Gas Sup18 11:26 AM 3001: her from future opt outs
0022729 Interstate Gas Sup18 12:22 PM 3001: Ed ref

Customer states she received a letter from another supplier for a lower rate. She states she would like to know if she can switch without etf and if she is currently with an aggregation.

I advised IGS does have an aggregation in the area, but she will need to contact IGS for information on if she is enrolled via
Interstate Gas Sup18 12:22 PM 3001: the aggregate or a contract and if there is an etf.
Customer is calling for her father and wants to opt him out of the gas aggregation for Stark County. Advised that opt-out
0022762 Interstate Gas Sup18 1:51 PM 3001: deadline is 10/10/18 and provided number to IGS in order to opt-out. Invited a call back.
0022839 Interstate Gas Sup18 4:05 PM 3001: IGS vs. SCO

Caller was looking to compare the SCO rate with what IGS is offering for the Village of Poland. Advised caller of current
Interstate Gas Sup18 4:05 PM 3001: SCO rate and offer from IGS. ICB
0022908 Interstate Gas Sup18 10:40 AM 3001: aggregation

IGS- stated it is being sent to opt out. Stated she does not want anything to do with IGS. Gas aggregation. Navar Ohio.
Interstate Gas Sup18 10:40 AM 3001: Advised how to opt out.
0022914 Interstate Gas Sup18 12:31 PM 3001: Advised the cheapest cost on today's a2a chart and that DEO has had the best rate on average for the past 3 yrs.

He received a letter saying that IGS will be chagrin 3.47 with stark county gas program. He was told he had 30 days to cancel and the mailing date was 9-15-18. He wants to see if someone is cheaper.

Interstate Gas Sup18 12:31 PM 3001: Advised the cheapest cost on today's a2a chart and that DEO has had the best rate on average for the past 3 yrs.
0022963 Interstate Gas Sup18 2:22 PM 3001: Call IGS

Caller was looking to get registered for the govt aggregate program with IGS for Austintown Twp. Advised caller of IGS's
Interstate Gas Sup18 2:22 PM 3001: number. ICB.

0023097 Interstate Gas Sup18 12:45 PM 3001: vm customer that is left up to community aggregator to use either opt-in or opt-out process. leave hotline number as cbr.
I recently received a letter informing me that the Stark County Commissioners had selected IGS Energy of Dublin, Ohio as the supplier of natural gas to participants in its Natural Gas Aggregation Program. It also informed me that I would be automatically enrolled in the program unless I notified IGS Energy that I did not wish to participate.
It is wrong to ask me to OPT-OUT of the program it should be the other way around. If I would like to participate in the program then I would need to OPT-IN. I had to provide my own envelope and stamp to OPT-OUT because I did not want to make any change to my current service and provider.

Interstate Gas Sup18 12:45 PM 3001: I am asking you to get the process changed to OPT-IN instead of OPT-OUT. Thank You !!!! Gary W. LaLone

vm customer that decision to do opt-in or opt-out process is left up to community - county, township, city that files to PUCO
aggregator with PUCO. per aggregation rules, PUCO would need to certify the application and then go over how aggregation would be implemented. leave hotline number as cbr.

Interstate Gas Sup18 12:45 PM 3001: invited call back, if necessary

0023190 Interstate Gas Sup18 11:54 AM 3001: -caller says she think that Austintown Township has an electric gov't aggregation program - although, she don't know if she's currently involved
-per PUCO's utility maps - Interactive maps are down temporarily as we upgrade our server
-caller rec'd a switch notice/rescind ltr from OE about switching over to IGS Energy
-caller says she recently enrolled with IGS Energy via door2door rep, but if she is already with the aggregation - she don't want to switch over to IGS Energy
-caller was referred to OE to find out if the current supplier on the acct is the supplier for her community's aggregation program -or- not

Interstate Gas Sup18 11:54 AM 3001: -invited call back, if necessary

0023238 Interstate Gas Sup18 4:12 PM 3001: Icb.
Dominion - Gas - (Acct # 3420805158576)
Supplier IGS
Customer received a notice from Dominion, stating he was to be enrolled in the gov aggregation program.
I checked, Customer does not live in the township to join the aggregation.
Customer wants to remain on the SCO with Dominion.
Advised customer to contact Dominion to inform them he will be staying with the SCO.
Transferred customer to dominion customer service.

Provided my name

Interstate Gas Sup18 4:12 PM 3001: Icb

0023489 Interstate Gas Sup18 3:07 PM 3001: Icb
cust stating she wants to know who aggregation is for both gas and electric
adv cust first energy solutions and IGS Energy

Interstate Gas Sup18 3:07 PM 3001: Icb

0023508 Interstate Gas Sup18 1:50 PM 3001: Icb.
IGS - gas - Supplier
Customer is calling on behalf of her elderly mother.
Customer received a mailer from Dominion Energy, notifying the customer of a switch to IGS Energy.
Customer claims they did not switch to IGS.
Informed customer IGS is the selected supplier for the Gov Aggregation in their community.
We discussed Gov Aggregation and SCO.

Provided my name

Interstate Gas Sup18 1:50 PM 3001: Icb

0023709 Interstate Gas Sup18 2:57 PM 3001: Icb
Customer upset because he was enrolled in aggregation. customer did not open the opt out letter until a year later.

Interstate Gas Sup18 2:57 PM 3001: Advised of aggregation setup and opt out options. Invited call back.

0023937 Interstate Gas Sup18 12:07 PM 3001: Icb
caller wanted to know who the gas aggregation was with
adv cust IGS stark county

Interstate Gas Sup18 12:07 PM 3001: gave info Icb

0023946 Interstate Gas Sup18 4:51 PM 3001: a2a website
Caller had a question about having IGS as a government aggregate. Advised caller of govt aggregate program and what it entails. Also went over length of contract and ETF (Advised caller to contact IGS for specifics on ETF). Also advised caller of a2a website to shop for other suppliers. ICB
Customer wanted to know about GA in area. went over mapping and GA case. advised GA expires next month, does not show new ga.
went over process. caller feels like GA's should send out more info.

0024574 Interstate Gas Sup019 2:49 PM 3001: ICB
Interstate Gas Sup019 2:49 PM 3001: ICB
Customer noticed IGS has been on bill for over last year. looked up, caller in GA, caller was explained GA, but does not agree with it. added to DNA and ICB.

0024798 Interstate Gas Sup019 4:31 PM 3001: ICB

Interstate Gas Sup019 4:31 PM 3001: ICB

0025320 Interstate Gas Sup019 3:37 PM 3001: invited call back, if necessary
City of Cuyahoga Falls, OH/ IGS Energy/DEO
-calling about the City of Cuyahoga Falls natural gas program
-per PUCO's utility map >> City of Cuyahoga Falls Natural Gas Aggregation Program | IGS Energy
-referred caller to IGS Energy via 877/353-0162 for furtherance

Interstate Gas Sup019 3:37 PM 3001: -invited call back, if necessary

Caller states she has more information regarding her complaint. States she mailed the opt-out notice back to IGS in August 2018 and told Duke in September 2018 that she didn't want to be switched to IGS.

Caller states she also wants to add that Duke has not read her meter since October 2018. States the company just back-billed the account for the period October to February 2019. States there is a message on the bill that the estimated billings are based on meter readings she provided, she states she never spoke with Duke so that is a lie. Also the February 2019 meter reading is estimated. States she just called Duke and was told an order will be issued to read the meter. Caller states if the company is reading the electric meter monthly with the Smart Meters then it should be obtaining actual month readings of the gas meter. *****Advised caller the company isn't required to obtain monthly actual readings from the gas meter.*****

Call states that she saw that for four months the bills said there was not gas usage, that the meter reading was 0 and that the only charge for the service was the monthly customer service fee but she didn't contact Duke because she figured Duke was billing her like it should. States she only called after she was back-billed and IGS appeared on the bill for at least two of the back billed months.

0025520 Interstate Gas Sup019 2:30 PM 3001:

Customer calling about IGS. Customer called IGS 6 months ago to opt out and they are still billing her on her Duke account. Customer stated that IGS rep told her today, that she could see where customer called in to cancel but it wasn't processed. Customer originally called them in September to opt out of aggregation. Added customer to Do not call list. Customer states Duke stated they are providing her services and she wants her money back. Opening investigation because the customer states she opted out and the opt out was not completed, therefore she was billed improperly and customer wants a credit/refused based on what she would have been charged if she was opted out properly. Same issue regarding the gas on the Duke bill.

Interstate Gas Sup019 2:30 PM 3001: Gave case# and invited call back.

Interstate Gas Sup019 2:30 PM 3001: Cust states she called 9/18/2018 to opt out and that wasn't completed.

Spoke to the customer and she was not happy that she did not get credited for changing back to her utility which was 4.00. She wants that as well. She opted out and they did not do it when she did. She was made aware of her credit difference.

Interstate Gas Sup019 2:30 PM 3001:

Called Duke about the 4.00 charge and Alicia stated that Duke does not charge for gas aggregation customers. However, if they are gas Choice they will be charged a switching fee when they come back to Duke and as well as PIPP customers.

Interstate Gas Sup019 2:30 PM 3001: This is not an electric complaint, but a gas complaint and it was coded wrong when created.

Interstate Gas Sup019 2:30 PM 3001: The customer was already made aware of her credit on 3-8-19. There is no 4.00 in addition.

Customer calling about Aggregation for city of Shaker. Customer wanted details on it. Took him to website and interactive map to review details off plan. Advised customer to contact IGS regarding pricing for new period. Invited call

0025585 Interstate Gas Sup019 8:42 AM 3001: back.

Interstate Gas Sup019 8:42 AM 3001: ICB

-caller is inquiring to know if her community has a natural gas gov't aggregation program - Austintown Township
-per PUCO's public website >>Natural Gas Government Aggregator Interactive Map >> Austintown Township - Mahoning County, OH >> IGS Energy

-caller was advised and referred to IGS Energy via 877-353-0162 for furtherance

0026104 Interstate Gas Sup019 1:28 PM 3001: -invited call back, if necessary

Interstate Gas Sup019 1:28 PM 3001: Invited call back, if necessary

The customer does not agree to the opt out process and he does not want to give his account number because they could use it in the future to enroll him.

0026272 Interstate Gas Sup019 12:29 PM 3001: Advise I would document his govt aggr process concern.

Interstate Gas Sup019 12:29 PM 3001: Advise I would document his govt aggr process concern.

Called the customer to go over the company response and close. Reached voice mail. Left message introducing myself and advising that I had received a response from IGS. Advised that IGS admitted an error on its part and advised that the issue had been addressed on its end. Confirmed that he would not be included in the aggregation. Thanked him for

0026329 Interstate Gas Sup019 3:30 PM 3001: contacting the PUCO, advised that we do look for trends and invited a call back.

customer called with a complaint. he says he received an aggregation postcard regarding IGS Energy. he says he opted out on 3/22/19 when he called IGS Energy and spoke with a Crystal. he says that the deadline for him to opt out was 4/1/19. he says that he did opt out in time, but for some reason he just received notice from DEO advising that he's been opted into the aggregation with IGS Energy. he called DEO to complain about this and they advised they have opted him out this time. he asked to speak with a supervisor, and the rep he spoke with hung up on him.

customer decided to call the PUCO.

i advised his complaint will be noted. gave him the EA# to make sure the enrollment is cancelled this time.

advised we can contact IGS Energy to find out why he wasn't properly opted out on 3/22/19. gave him the case id and inv

Interstate Gas Sup019 3:30 PM 3001: time frame.

Customer would like to know if there is an aggregation.

I advised the aggregation did submit a renewal request, but there is no opt out letter on file at this time. The old

0026527 Interstate Gas Sup019 1:34 PM 3001: aggregation is over in May. I advised of numbers of IGS and Dayton Aggregation.

Interstate Gas Sup019 1:34 PM 3001: ed ref

Matrix Request

0023040 Interstate Gas Sup018 2:10 PM 3001: Matrix sent

Customer called in for Apples to apples chart. Submitted request. Invited call back. Also gave info regarding aggregation

Interstate Gas Sup018 2:10 PM 3001: current rate.

0023333 Interstate Gas Sup18 11:15 AM 3001: Matrix sent

Interstate Gas Sup18 11:15 AM 3001: Customer called regarding Apples to apples. Submitted request. Invited call back. send commercial and residential.
0023482 Interstate Gas Sup18 12:58 PM 3001: chart sent
Interstate Gas Sup18 12:58 PM 3001: AEP OE A2A request
0024248 Interstate Gas Sup18 10:22 AM 3001: Matrix sent
Interstate Gas Sup18 10:22 AM 3001: Customer called for A2A. Submitted request and Invited call back.

Caller states that he may be wanting to change his current supplier (IGS) - he would like to look at other offers - adv of the A2A chart - caller states that he does not want to look at it online - adv that I can mail it to him - confirmed mailing address - adv that the information on the A2A chart can change daily as it is entered by the suppliers themselves - caller would like to know if I can give him 2 rates/offers over the phone - adv that I am not able as our process/procedure has

0026253 Interstate Gas Sup019 1:41 PM 3001: changed - he inquired about how long should it take in the mail - adv to allow 7 to 10 busn days - invited call back.
Interstate Gas Sup019 1:41 PM 3001: Sent A2A for ST who is out of the office.

Misleading
Information /
Materials

0018467 Interstate Gas Sup018 4:58 PM 3001: caller referred to Duke

IGS Energy:

-caller says he called Duke and stopped the switch - although, he want to complain about IGS Energy and their deceptive practices

-caller advised comments noted

Interstate Gas Sup018 4:58 PM 3001: invited call back, if necessary

0018989 Interstate Gas Sup018 3:57 PM 3001: Response letter mailed to consumer February 20, 2018.
initial submission of a consumer complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00189896

COMPANY:

CUSTOMER: Carol Zaorski

ADDRESS: 6752 Farmington Court

Interstate Gas Sup018 3:57 PM 3001:

cust stating she isn't happy with igs

cust stating 2 reps came by told her they can give her a better on her gas and electric and asked to see her bills

cust showed bills and they told her to get a better rate to sign here so she did

cust now received her contract in the mail and it says shes on a fixed rate for 3 years so cust called immediately to cancel

cust stating they told her she cant cancel and that if she does they will charge her an etf of \$99

cust stating she was never told it was a fixed rate nor was she told it was for that long nor was she adv of the etf

cust feels they are taking advantage of the elderly and she wants puco to look into this because she wants this cancelled and wants fee waived

adv cust we can reach out to the company on her behalf

Interstate Gas Sup018 3:57 PM 3001: invited call back
PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00189896

COMPANY:

CUSTOMER: Carol Zaorski

ADDRESS: 6752 Farmington Court, Mentor, Ohio 44060

Interstate Gas Sup018 3:57 PM 3001:

Received response from NR in RSAD: IGS has had a waiver of the TPV requirement on file with the PUCO since October 1,

Interstate Gas Sup018 3:57 PM 3001: 2014 due to using tablets to enroll customers at the door.

0018989 Interstate Gas Sup018 4:04 PM 3001: Response letter mailed to consumer February 20, 2018.

Received response from NR in RSAD: IGS has had a waiver of the TPV requirement on file with the PUCO since October 1,

Interstate Gas Sup018 4:04 PM 3001: 2014 due to using tablets to enroll customers at the door.

Interstate Gas Sup018 4:04 PM 3001: Reviewing IGS response regarding the electric TPV with RSAD staff.

cust stating she isnt happy with lgs
cust stating 2 reps came by told her they can give her a better on her gas and electric and asked to see her bills
cust showed bills and they told her to get a better rate to sign here so she did
cust now received her contract in the mail and it says shes on a fixed rate for 3 years so cust called immediately to cancel
cust stating they told her she cant cancel and that if she does they will charge her an etf of \$99
cust stating she was never told it was a fixed rate nor was she told it was for that long nor was she adv of the etf
cust feels they are taking advantage of the elderly and she wants puco to look into this because she wants this cancelled
and wants fee waived
adv cust we can reach out to the company on her behalf

Interstate Gas Sup018 4:04 PM 3001: invited call back
0019094 Interstate Gas Sup18 12:07 PM 3001: Called to close, see comments
called cust and left vm. Advise his DPL energy contract was purchased by IGS. IGS does not have any enrollment info.
Interstate Gas Sup18 12:07 PM 3001: STated they would be willing to cancel with no ETF. Advised he would need to contact IGS to cancel. icb

customer called, stated that his bill increased due to supplier charges that he didn't know he agreed to. he says that a gentleman came to his door last summer telling the customer that he was representing DPL and that he wanted to sign him up for a lower rate, so the customer agreed. he says that he just found out that the guy was from IGS Energy and that he has been under a contract since June 2017 according to DPL. he says that he tried to cancel with IGS and they told him there would be a \$194 cancellation fee, but he disputes that because he received no paperwork about supposed contract. they said if he can wait until 3/2 then the penalty will go away. he says he is trying to get out of this contract because it screwed up his budget billing plan he had in place with DPL.

I advised we can contact the supplier regarding the contract terms and the ETF, and if the company identified themselves during the TPV.

Interstate Gas Sup18 12:07 PM 3001: during the TPV.
0019311 Interstate Gas Sup18 10:08 AM 3001: Concern noted
Customer states IGS told her that Dynegy has been purchased by IGS energy and customer has to enroll in their services or will pay a penalty.

I advised if a company the customer was with was purchased by another company she would receive notification via mail, the information received by IGS representative is incorrect.

Interstate Gas Sup18 10:08 AM 3001: the information received by IGS representative is incorrect.
0019533 Interstate Gas Sup18 12:56 PM 3001: etf
cust stating that his mother signed up for a 3 year contract and she wanted to cancel
caller stating they are charging her an \$99 etf
cust feels thats ridiculous that they have a fee and feels puco shouldn't allow companies to charge fees
adv cust its not against the law for suppliers to charge fees
adv puco doesnt regulate their rates or fees but they are supposed to disclose that information
Interstate Gas Sup18 12:56 PM 3001: cust said it was disclosed but doesnt feel there should be such a thing
0019548 Interstate Gas Sup18 7:52 AM 3001: close
I called the cust and spoke with Sandra Dean - obtained the cust's svc address - she states that sometimes the street name is spelled a little different - like 1 letter off - 3950 S Clerouse Cir, Cincinnati OH 45205 - cust states that she did not sign up with IGS - adv of inv timeline.
Interstate Gas Sup18 7:52 AM 3001: IGS - adv of inv timeline.
I have talked to Duke Energy about a company called IGS Energy. I did not sign up for this other supplier. I was told to contact your office, I want to know how to correct this.
Interstate Gas Sup18 7:52 AM 3001: contact your office, I want to know how to correct this.
Interstate Gas Sup18 7:52 AM 3001: *** review company response ***

I called the cust and spoke with Sandra Dean - adv of the company response - she wanted to know if she cancelled, if she had to pick another supplier - adv that she is not required to pick a supplier - Inquired if she has the number for IGS - she does not - provided number for IGS - adv of the timeline concerning the cancelling for the Choice Program.

Interstate Gas Sup18 7:52 AM 3001: does not - provided number for IGS - adv of the timeline concerning the cancelling for the Choice Program.

This customer states a door to door sales rep signed her up for electric and gas service. She was told that IGS used to be her supplier and she is due to renew her contracts. She was told there were no ETFs from her current suppliers to go back to IGS.

Caller was never with IGS. She was billed ETFs from Direct Energy who is her current supplier for gas and electric. She called DP&L and Vectren and cancelled the enrollment to IGS. She feels IGS was intentionally misleading. She says she feels reps should not be allowed to market door to door. I explained that is up to her local community to allow or deny that. She might be able to hang a do not solicit sign or contact her local city to address that issue. explained I would address the misleading enrollment. She also said no TPV was done- she just signed the paperwork.

0019565 Interstate Gas Sup018 1:35 PM 3001: address the misleading enrollment. She also said no TPV was done- she just signed the paperwork.
Interstate Gas Sup018 1:35 PM 3001: sent email to DP&L and Vectren for bill copies showing IGS charges. IGS says they have no record of this customer.
LM ON VM TO CLOSE

Interstate Gas Sup018 1:35 PM 3001: Explained enrollment was cancelled. no IGS charges. IGS does not have to get TPV when signed contract.
0019584 Interstate Gas Sup18 12:20 PM 3001: Informed of agg enrollment, agg process and DNA info.
Customer spoke to IGS and they will not adjust her bill. Her bill is \$600. DP&L stated they would set customer on a payment arrangement, but will not adjust the bill either. Customer has told IGS that she did not want to be transferred. Customer states she was in the hospital for 2 months and did not receive the notification that IGS was changing her to their supply.

Interstate Gas Sup18 12:20 PM 3001: I advised of investigation process.
Caller states that approx a month ago she had received a call from IGS attempting to solicit her services. Caller states that she did not give IGS her account number nor did she go through a TPV. Caller states that the week of 2/19 she had received her DP&L bill with IGS on it. Caller believes she contacted DP&L to cancel out of IGS and was advised to call IGS. Advised caller of number for IGS (Advised caller to get a confirmation number and that it can take 1-2 billing cycles to get off of account). Invited callback.
Interstate Gas Sup18 12:20 PM 3001: off of account). Invited callback.

I spoke with Mrs. Temperly and further explained govt agg. I confirmed she'd like to be placed on the DNA list. She checked around the house but couldn't find her bill to give me the acct number. Informed her I will call the co to get her acct number and add her to the DNA list. She thanked me for being so helpful.
I called and Michelle @ DP&L provided the account number.

Interstate Gas Sup18 12:20 PM 3001: Added customer to DNA list.

Caller, Julie Temperly - states that she never agreed to the switch and she already has a case that Darita is working on - attempted to reach her inv - recd DP's vm - cust states that she will leave Darita a vm message - trans to DP's vm. LM informing customer of agg enrollment and pending drop w/o penalty. Also informed of DNA list and our website and

Interstate Gas Sup18 12:20 PM 3001: phone number to call to be added.

Caller requests invest D.P
D.P not avail

Interstate Gas Sup18 12:20 PM 3001: Transferred to vm

She is on Standard Offer.

There was an AEP Energy switch pending that was cancelled today. Confirmation #KABXJO42518, cancelled today.

Xplnd we do not have the ability to stop marketers from contacting her but as long as she does not give out any account

Interstate Gas Sup18 12:20 PM 3001: information she should be okay. ICB.

0019590 Interstate Gas Sup018 2:42 PM 3001: noted complaint

cust stating on presidents day a gentle man justin ross came to her door from igs energy stating every 5 years she has to renew

cust stating she doesnt have them and doesnt want them

adv cust she doesnt have to renew

cust wants to just lodge this complaint that they were trying to get her to sign a contract with them

Interstate Gas Sup018 2:42 PM 3001: cust stated call back number on card was 8002804474

0019594 Interstate Gas Sup018 3:46 PM 3001: ICB

Caller just had visit from IGS caller signed up with co but wanted to check on co to see if real.
co offered rates of .539 ccf.

Interstate Gas Sup018 3:46 PM 3001: advised higher than sco and referred caller to a2a

0019635 Interstate Gas Sup018 9:17 AM 3001: gave number to igs

cust stating friday he was misled by an igs rep

they told him there rates were less than what he currently has and he now sees his bill with nopec rates are less

cust just wanted to report that and to get it cancel for both gas and electric

gave cust number to igs and adv to keep cancellation number for his records

Interstate Gas Sup018 9:17 AM 3001: ICB

0019777 Interstate Gas Sup018 4:20 PM 3001: Co not marketing in her area. Customer said no need to reply.

IGS Energy is coming to the door and lying they are county aggregation and need to see my Columbia Gas bill. First of all, we don't have gas heating aggregation in Mansfield or Richland County. They don't need to see Columbia Gas bills. I am really getting tired of this company's deceit. This is the third time they have gone through the neighborhood and lying about their rates, who they are or obtaining personal information from other neighbors. No need to reply back. Please

Interstate Gas Sup018 4:20 PM 3001: stop this company.

0019856 Interstate Gas Sup018 1:11 PM 3001: spoke w cust - close case

Interstate Gas Sup018 1:11 PM 3001: *** no call back from cust w more info - sent initial email ***

Caller states that a lady from IGS was at her home yesterday and said that FES is going out of busn - she would like to know if that is correct - looked on the A2A chart and adv the caller that FES is not and they have offers on the A2A - she states that is what she had seen and how she signed up - Inquired if she provide the person any info - she did not provide any info to the person and told her that she has to speak with her husband - person is coming back Friday - the rep from IGS said that she was there to sign them up for a protection plan - and their rate is lower than OE - she states that she told the person that they just switched to FES - she states that the person replied, that FES is done - they are going out of busn - adv that when the person returns on Fri - to ask to see her id - adv that the agent is required to provide id when a cust is asking to see the id - adv to get the agent number or name - invited call back - adv that I will forward the info to

Interstate Gas Sup018 1:11 PM 3001: IGS on the rep.

* review company response *

I called the cust and spoke with Mary Cooper - she states that the person has not been back to her home from IGS - adv that I did contact IGS on her behalf - IGS has confirmed that they do not show an enrollment for her - adv that it is noted that the agent will not be back to visit her premise - Invited call back.

0019868 Interstate Gas Sup018 9:44 AM 3001: spoke to cust

Per ph conv w/cust advd that IGS identified the agent that knocked on her door, and addressed her issues w/the agent as mentioned in her complaint. The account did not get enrolled.

IGS will place the account on our DNS list. Caller states she doesn't appreciate the suppliers lying. Caller went into the

Interstate Gas Sup018 9:44 AM 3001: internal do not solicit list. She thanked me.

Called cust., there was no answer, nor ability to leave vm. Will cb.

IGS identified the agent that knocked on her door, and addressed her issues w/the agent as mentioned in her complaint. The account did not get enrolled.

Interstate Gas Sup018 9:44 AM 3001: IGS will place the account on our DNS list.

cust stating she wants to lodge a complaint
cust stating IGS keeps coming to her door posing as utility company to get her to switch
cust stating they even came and said she's already with them and they just want to see her bill to verify she's getting the
best rate they have
cust called Columbia Gas and they said she doesn't have IGS
cust stating they keep coming lying to her trying to scam her and wants puco to reach out to them and have them stop
coming to her door because she tells them every time and they won't listen
adv cust we can reach out on her behalf

Interstate Gas Sup018 9:44 AM 3001: icb
0019893 Interstate Gas Sup018 9:25 AM 3001: ICB

Caller states got a renewal letter from IGS in mail. caller states he never signed up with co. caller went back through
records and noticed they appeared on the July 2017 billing. I checked to make sure no aggregation in area. Asked caller if
he has spoken with IGS, caller stated no.
Advised caller to reach out to co to see if they can provide additional info and help resolve.

Interstate Gas Sup018 9:25 AM 3001: icb .
0019936 Interstate Gas Sup018 2:03 PM 3001: Response letter mailed to consumer March 29, 2018.
Interstate Gas Sup018 2:03 PM 3001: Letter reviewed - ok to send.

Caller states that an individual by the name of Austen Peterson just came to her door and told her that he is working as
"security" for TE and CGO and was there to see if her account had been enrolled with a supplier other than IGS. He then
attempted to secure an enrollment from her with IGS for both the gas and electric. She was suspicious of him and told
him to come back later this afternoon so that she could check him out. He was wearing IGS identification and gave her a
business card with his name and his IGS agent number of 1607119. The card also says he is the territory manager for IGS.

Advised caller that the information provided is false and misleading. Asked if she completed an enrollment, she stated no.
Interstate Gas Sup018 2:03 PM 3001: Advised IGS will be contacted regarding this agent and thanked her for the call.
0020018 Interstate Gas Sup018 4:09 PM 3001: Response letter updated to April 5, 2018 and mailed to consumer April 5, 2018.
IGS came to apt, and caller states rep con'd her into going with them
Caller states went back to just energy, caller states she has asked co to stop calling
Asked 2 times this week, Caller has health condition and has asked co to please stop calling.
Caller is also registered on the national do not call list.
advised caller to contact duke as well to opt out of marketing, caller states she has but she said she just told them to put
her back to just energy.

sending to investigation, caller has asked co to stop calling and they continue to call and harass and caller is on national do
Interstate Gas Sup018 4:09 PM 3001: not call list.
0020332 Interstate Gas Sup018 12:44 PM 3001: ICB

caller had been with constellation, but Guy came by and wanted her to bundle with IGS. Shane mounts territory manager,
agent number 1603139. Caller states rep told her she was not signed up with a co, and she needed to sign up with new
supplier. Caller got bill from constellation for etf, caller contacted IGS 3.26 caller states rep told her he would take care of
it. So he cancelled IGS.
caller was put with DSS rate with vec, other wise would go back to constellation.

advised caller unfortunately her the the co she is signed up with would know what contract terms are, and in the end she
would have to pay etf.
Interstate Gas Sup018 12:44 PM 3001: caller states she will call constellation to see about waiving fee, but going to stay with SCO.
0020487 Interstate Gas Sup018 2:31 PM 3001: Customer's account was not switched to IGS. She is on the SCO with Dominion.
Caller states that a door-to-door rep from IGS came by on 4/17 and advised caller that she had to choose a supplier. Caller
does state that she did go through a TPV. caller states that she felt very uncomfortable through the whole process.
Advised caller of enrollment process and gave number of IGS if she wishes to cancel (Advised that if she does to get a
Interstate Gas Sup018 2:31 PM 3001: confirmation number). Invited callback.

Calling back
Caller got rescission letter, advised caller probably was sent out before called to cancel.
caller spoke with DEO and has been blocked, but rep at DEO told her she HAD to choose supplier, caller wanted to verify
Interstate Gas Sup018 2:31 PM 3001: advised caller did not could go with SCO.
Interstate Gas Sup018 2:31 PM 3001: Sent questions to DEO on behalf of RSAD. Please see Company's response under "Files".
0020610 Interstate Gas Sup018 4:00 PM 3001: icb

cust stating rep from IGS energy came by and he signed up with them
cust stated he was told he was paying 1.01 per ccf but he's really paying .502
cust stating they offered him .590 ccf fixed for 12 months but that's higher than what he's paying
cust stating they tricked him into signing up when he was really lower on sco rate
adv cust he has 7 days to cancel and to get cancellation number
also adv cust of sco and energy choice

Interstate Gas Sup018 4:00 PM 3001: icb
0020683 Interstate Gas Sup018 10:38 AM 3001: Both fees were waived.

The customer called back and I gave her the correct number for IGS. It is wrong our information. I confirmed with the Chapman.

She said she has been trying to get a hold to Daniel Amoroso . She has left him several messages and he has not returned calls. He is also the one who signed her up door to door.....HIGH PRESSURE SALES. He lied to her and said that NOPEC was going out of business or raising their rates and she needed to switch and IGS, because IGS was the only alternate provider in her area. He also said this was the best rate, which was not correct. She is paying 4.36 per MCF and DEO is cheaper. She lives in a retirement community where Daniel went D2D misleading everyone he came in contact within that community. The community holds 110 single standing condo units. There is no telling how many others he duped, per customer.

She would like for it to be investigated. The ETF needs to be waived and the neighbors need to be contacted by IGS within Interstate Gas Sup18 10:38 AM 3001: that community to verify if they were also misled.

igs d2d marketer month ago.
mcf rate is 4.36

Been calling bc she isn't saving anything. She wants to know how much the etf is. I ended up calling igs. \$99 per utility.

Interstate Gas Sup18 10:38 AM 3001: I adv caller of the etf for both. She said that was ok.
0020711 Interstate Gas Sup18 2:35 PM 3001: ICB

customer called, stated that some marketer named Austin Prize called him claiming to be from IGS Energy and offering him a 10% senior discount off his electric bill. he says that the guy asked him to read the info off his bill and the customer refused and asked him for a number to call him back at and the marketer gave him the number to the PUCO 800-686-7826. he says that his current supplier is IGS, but the guy claimed to be from IGS too. customer didn't believe him. he gave the customer a number 99547177. he got hostile a bit after the customer would not give him the info off his bill.

i advised it may not have been IGS, advised him how to possibly find out who they are if he chooses to complete the Interstate Gas Sup018 2:35 PM 3001: enrollment process. ICB
0020778 Interstate Gas Sup018 2:12 PM 3001: D/C call

IGS came to house and said rates would be lower signed contract for two years.
Caller states she got her cgo bill and rate was .57 per mcf with IGS.
Caller states she was told the rate would be lower than CGO.

caller states she called the co and cancelled and now is being charged etf \$99 for gas and \$99 for electric.

(caller is screaming and starting to use profanity, has been asked to stop both)

advised caller if signed up for that rate, thats what she would be charged, advised caller if etf in T&C would also apply.

advised caller could investigate to make sure w/ in contract.

Interstate Gas Sup018 2:12 PM 3001: caller started swearing again. d.c call.
0020778 Interstate Gas Sup018 2:13 PM 3001: called to close, see comments
DP&L with IGS- trying to switch and his home and advice him the new supplier NRG was a scam and canceled the switch to him. Stated the IGS rep was being very misleading. Mathew Lay was the rep. Do not solicit list.

Interstate Gas Sup018 2:13 PM 3001: Advised will invest and advise IGS of the reps misleading tactics. Also to have him placed on their DNS list
Interstate Gas Sup018 2:13 PM 3001: Called and left vm: Advised IGS has taken care of agent in this issue. Also canceled contract with their company referred to IGS to report incident and advised of switching process and to contact the co to make sure account has not
0020914 Interstate Gas Sup018 2:37 PM 3001: been switched.

customer states that a man from IGS was at her home. he called her from there because he was speaking to her elderly father. states he was going to switch her service and she said no. she has Xoom and did not want to change and the rep told her that yes she was and that was it. she states her father does not have the authority to change her service and is not listed on her account and the guy was very rude. She states she knows her father is very confused and the guy was asking for information. I told her we get these calls on a daily basis. she is afraid he is going to do something with the information he was given. I explained he would have needed to do a TPV. I explained that any time something like this happens, if she was signed up the company, Vectren will send her a letter advising her of the switch and giving her additional time to cancel. she can also call the company to make sure nothing has been changed. They will not have anything today since this happened today so she may want to wait a couple of days or the beginning of next week. I told her she would also want to call IGS and let them know what happened. I told her we would note it here as well. I told her that these people make the elderly think they have to switch. I told her that if her father states he is authorized to make the changes the account they could switch it. at this point she has time to check the account and make sure nothing has been done. I told her that I advise the elderly if they feel like they are being pressured or the rep will not leave to call the police. she states that is what they have had to do where she works, they are becoming aggressive. she thanked me for

Interstate Gas Sup018 2:37 PM 3001: speaking with her and I invited call back.
0021040 Interstate Gas Sup018 2:03 PM 3001: Customer was calling to report the incident. ETF waiver or response not required.

A rep from this co just came to the door and spoke very harshly to him and threatened them if they switch to Vista. He didn't have vendor license for the area, only for Middletown. He was very hateful and unprofessional and he wants this

Interstate Gas Sup018 2:03 PM 3001: reported.

Interstate Gas Sup018 2:03 PM 3001: Customer was calling to report the incident. ETF waiver or response not required.

-caller says yesterday, on May 25, IGS Energy came to their door stating that they represent their current supplier and want to renew their current contract for 3 years

-caller says their current supplier is Quake, and been with them since 2013 and has not spoken with them since

-caller says a check for \$14.95 was made payable to IGS Energy for total utility line protection

-check #1022

-in addition, caller did show the rep the gas bill, etc...

-no verification phone call involved in the process >> caller did sign name on an iPad

-caller says they thought the rep was being truthful until today when a call from Gerald Carter, Quake's Retention Center called to question why they were switching

-caller says they didn't know that they were switching

-caller says they do not want to switch to IGS Energy

-caller was referred to the PUCO to report what has happened

-in addition, caller wants IGS Energy to cease all marketing tactics with them

-caller questioned how to stop all door-to-door reps from knocking on his door, etc... >> caller was advised to invest in yard signs & post them (visually) thru-out the property

0021057 Interstate Gas Sup018 1:00 PM 3001: -in the meantime, caller was referred to DEO to opt-off the CRNGS list

Called the customer, Mr. Gostomski. Advised that I had received a response from IGS. Advised that the company indicated that it had spoken with him and that he would be remaining with Quake Energy as his supplier. Advised that IGS would also be refunding the check for 14.95 for the utility line protection. Advised that I would close the investigation and

Interstate Gas Sup018 1:00 PM 3001: invited a call back.

Called the customer. She wants to cancel the utility line protection with IGS as well. Discussed the rescission letter that DEO would be sending and advised that she could also call the ea, and provided number, in 3-4 days and rescind the

Interstate Gas Sup018 1:00 PM 3001: enrollment without penalty. Her father was also a part of the conversation.

0021310 Interstate Gas Sup018 8:34 AM 3001: co agreed to waive the etf.

cust stating last month IGS called her and said their rate is much lower than DP&L

cust agreed to sign up with them

cust got a letter stating what the rate would be and a place for her to sign and return

cust didn't do that because the rate was much higher

cust called DP&L they told her don't sign it and they will cancel it for her

cust stating she's now getting a \$99 etf and doesn't feel like she should pay this since they misled her

cust wants this looked into

adv cust of investigation process

Interstate Gas Sup018 8:34 AM 3001: icb

I called and left detailed message for customer. I explained that the co has agreed to waive the ETF. explained the following info from co response:

IGS did speak with the customer on May 11, 2018 and she locked into a fixed rate offer with IGS. It appears Mrs. Hopkins second renewal letter was being printed at the same time so the letter crossed in the mail. I am sure this caused some confusion for her. On 5-31-2018 IGS received a drop notice from DLP to cancel her account, this is why the \$99.00 early termination fee was billed. This took place outside the 7 day rescission window.

However due to the confusion on letter being mailed, I will go ahead and waive her early termination fee. I left call back info if she has any other questions.

Interstate Gas Sup018 8:34 AM 3001: close case. left call back info if she has any other questions.

0021432 Interstate Gas Sup018 10:41 AM 3001: Decided to enroll with IGS

-caller says about a year and a half ago, a rep from IGS Energy knocked on his door telling him that they were with AEP Energy

-caller says at the time, he was with AEP Energy, so he didn't suspect anything when the rep told him that they were just checking his rate to make sure it was correct, etc...

-caller says at the time, he didn't realize that he was signing up w/IGS Energy

-caller says that he recently signed up for another rate w/AEP Energy, when IGS Energy called him to inform him that he is currently under contract with them and it will cost him a \$90 ETF to drop them

-caller says he wasn't aware that when IGS Energy stopped by a year and a half ago that they were lying to him and that they were taking him away from AEP Energy

-caller was advised that the PUCO will have to investigate his charges against IGS Energy

Interstate Gas Sup018 10:41 AM 3001: -case # provided

Interstate Gas Sup018 10:41 AM 3001: Confirmed Mr. Peden decided to enroll with IGS.

-caller says about a year and a half ago, a rep from IGS Energy knocked on his door telling him that they were with AEP Energy

-caller says at the time, he was with AEP Energy, so he didn't suspect anything when the rep told him that they were just checking his rate to make sure it was correct, etc...

-caller says at the time, he didn't realize that he was signing up w/IGS Energy

-caller says that he recently signed up for another rate w/AEP Energy, when IGS Energy called him to inform him that he is currently under contract with them and it will cost him a \$90 ETF to drop them

-caller says he wasn't aware that when IGS Energy stopped by a year and a half ago that they were lying to him and that they were taking him away from AEP Energy

-caller was advised that the PUCO will have to investigate his charges against IGS Energy

0021433 Interstate Gas Sup018 10:50 AM 3001: -case # provided

Interstate Gas Sup018 10:50 AM 3001: See parent case 00214325

0021433 Interstate Gas Sup018 11:02 AM 3001: ICB

Someone from IGS came out to house yesterday.

Caller states signed up on iPad, for 3 years, caller states was never told rate.

Rep told caller sob story, and caller felt bad.

caller wanted to cancel enrollment provided caller with number to duke HL and advised how to block switch.

Interstate Gas Sup018 11:02 AM 3001: icb

0021533 Interstate Gas Sup018 10:32 AM 3001: in order for IGS to consider waiving etf or issuing credit customer needs to call IGS. I advised of number for IGS.

I called customer and left voice mail advised in order for IGS to consider waiving etf or issuing credit customer needs to
Interstate Gas Sup18 10:32 AM 3001: call IGS. I advised of number for IGS.

Customer states the door-to-door sales people misled the caller's wife into believing it was a green energy program that she was signing a petition for. This occurred on April 22, 2018. Customer states they only asked for her account number and a signature for the "green energy program." It was never explained that the company was change his supply to IGS. Customer states the charges were a 50% increase in price over what rate he previously had. Customer previously had \$0.0525/kWh and increased to \$0.072/kWh. Customer states his gas was also switched, but he does not know what the rate difference was. Customer has cancelled and was told there is a \$99 etf per utility so \$198 total.

I advised will reach out to company regarding misleading information to find out if the company will waive the etf and
Interstate Gas Sup18 10:32 AM 3001: possibly re-rate or issue a refund. I advised of investigative process.

I called customer and left voice mail advised in order for IGS to consider waiving etf or issuing credit customer needs to
0021533 Interstate Gas Sup18 10:35 AM 3001: call IGS. I advised of number for IGS.

I called customer via case 00215334 and left voice mail advised in order for IGS to consider waiving etf or issuing credit
Interstate Gas Sup18 10:35 AM 3001: customer needs to call IGS. I advised of number for IGS.

Customer states the door-to-door sales people misled the caller's wife into believing it was a green energy program that she was signing a petition for. This occurred on April 22, 2018. Customer states they only asked for her account number and a signature for the "green energy program." It was never explained that the company was change his supply to IGS. Customer states the charges were a 50% increase in price over what rate he previously had. Customer previously had \$0.0525/kWh and increased to \$0.072/kWh. Customer states his gas was also switched, but he does not know what the rate difference was. Customer has cancelled and was told there is a \$99 etf per utility so \$198 total.

I advised will reach out to company regarding misleading information to find out if the company will waive the etf and
Interstate Gas Sup18 10:35 AM 3001: possibly re-rate or issue a refund. I advised of investigative process.
0021545 Interstate Gas Sup018 4:46 PM 3001: complaint noted.

customer called, has a complaint against IGS ENergy marketers. he says that a guy came around yesterday while he was in his yard. he says that the guy told him he was his current supplier and that he wanted to sign him up for gas, but the guy still asked to see his electric bill. he says that he got a letter today from CEI confirming an enrollment with IGS Energy. he says that he did not want to sign up for electric supply because he already has a 3yr contract. he already had Constellation and has two years on his current contract. he says that IGS has a \$100 ETF on their contract so he did cancel that in time with CEI.

Interstate Gas Sup018 4:46 PM 3001: I advised his complaint will be noted. ICB.
Response letter mailed to consumer July 5, 2018. Intake referred caller to DEO on July 11, 2018 to request to be placed on
0021576 Interstate Gas Sup018 1:20 PM 3001: the SCO.

Caller has Dominion
Caller calling about Igs
Supplier advised needed to update her bill and wanted to see her info.
He advised that he could save her money
Caller was not sure what was going on.
Supplier advised that he could give her a better rate but he never provided her any figures.
Caller states that she signed his tablet but was not sure what she was signing
Caller wants to make sure she is not switched
Advised of opt out process
Advised would send up for investigation/Advised of timeline/ Icb
Caller wants to know why supplier misled her and did not let her know he was switching her supplier/ Caller wants to

Interstate Gas Sup018 1:20 PM 3001: make sure supplier is cancelled/ Caller does not want an etf
cust calling to check on case wants to make sure shes with SCO
adv cust investigator hasn't heard back yet
cust got a letter from IGS saying it was cancelled but she wants to be on sco

Interstate Gas Sup018 1:20 PM 3001: referred cust to deo

Customer states she keeps getting letters stating she can adjust rates. She states many suppliers are calling her and she would like the calls to stop because many suppliers will say they are giving her a lower rate, but their rates are actually higher. Customer states she was told her rate would be lower with IGS, but her rate was actually higher. Customer states her rate with IGS is \$0.0699/kwh and the Price to Compare on her AEP bill is \$0.057/kwh. Customer states she would like to cancel because of the misleading information, but does not wish to pay the etf.

I advised customer can contact utility company to verify she is in on their no solicitation list and the national do not call
0021614 Interstate Gas Sup18 9:36 AM 3001: registry. I advised will reach out to IGS regarding misleading information. I advised of investigation process.

Interstate Gas Sup18 9:36 AM 3001: Letter mailed advising the enrollment was verified and IGS is unwilling to waive any ETF.

0021740 Interstate Gas Sup18 12:59 PM 3001: icb

cust stating someone came to her door stating her serv has been changed
and they needed to see her bill to make sure she was getting the correct one
cust stating IGS was the badge they had on and cust is thinking they signed her up
adv cust if they did sign her up without permission to call us back
adv utility company would send a letter in the mail stating the change as well

Interstate Gas Sup18 12:59 PM 3001: icb

-caller says that Douglas Ashcraft from IGS stopped by her door, yesterday evening, telling her that Duke is getting out of the business and she must chose his company, etc...
-caller says she knew that what he was saying is wrong, but she worry about the others who may not know that what he is saying is false
-caller says No- she didn't get duped, but she think of the others that he will dupe.
-caller says this guy should not be allowed to go around saying things like that
-caller advised that her comments are noted
-invited call back, if necessary

0021814 Interstate Gas Sup018 2:55 PM 3001: forwarding to investigation based upon the false - misleading info
Interstate Gas Sup018 2:55 PM 3001: *** review company response - close case ***
Interstate Gas Sup018 2:55 PM 3001: *** spoke with DR - reviewed LD's notes - cust is not requesting a follow up contact --- sent initial email ***

0021859 Interstate Gas Sup18 11:36 AM 3001: Daughter Laurie Plecha calling for her mother's account. She handles her mother's bills now. She was charged more by IGS than CGO. She called to cancel and IGS will not waive the ETF. She states they did for the electric contract but not for the gas. Feels mother is elderly and company should not be allowed to enroll or market to the elderly.

Interstate Gas Sup18 11:36 AM 3001: CALLED CUSTOMER TO CLOSE
explained they waived ETF.
Caller has Lei
Caller calling about Igs energy
Caller has Nopec
Caller states rep came to her home and tried to get her husband to sign up with Igs.
Caller states rep advised that Nopec was on the verge of bankruptcy.

Caller states that they did not sign up
Caller states the rep from Igs was Timothy Moro . His agent id is {16011120}.
Caller states Igs rep's cbr number is 4405394835.

Caller feels that she was misled by rep and wants this investigated.
Caller does not want rep to use this same tactic on anyone else
Caller does not want to give her account number

0022036 Interstate Gas Sup018 2:53 PM 3001: Advised would send up for investigation/Advised of timeline/icb
Caller wants to know why rep misled her into thinking Nopec was bankrupt.
Called the customer to go over the company response and close. Explained company response. She said that she is satisfied with the company response after speaking with the company. Advised that I would close the investigation and
Interstate Gas Sup018 2:53 PM 3001: invited a call back with any future utility concerns.
0022088 Interstate Gas Sup18 12:17 PM 3001: Spoke to Tara Chapman with IGS and confirmed the ETF as waived. Relayed information to the Ms. Hetzel. ICB
Claim the rep misrepresented IGS. Rate was to be lower than 5.49. Got a bill and the rate as 7.39. Also no etf but this plan
Interstate Gas Sup18 12:17 PM 3001: has one for \$99.
Interstate Gas Sup18 12:17 PM 3001: Spoke to Tara Chapman with IGS and confirmed the ETF as waived. Relayed information to the Ms. Hetzel. ICB.
0022171 Interstate Gas Sup18 12:17 PM 3001: edu

0022237 Interstate Gas Sup18 12:30 PM 3001: Caller states that about 2 days ago, someone from IGS came to his door - wanting to look at his bill to see if he had any hidden fees - making sure he wasn't being over charge for anything - caller states that he did sign with the company, but he thought it was about them looking over his bill - inquired if he read what he signed - caller states that he did not read what it was that he was signing for - he called CGO and cancelled thru the automatic system, the hen he was transferred to a rep at CGO - to make sure this was cancelled - adv that I can contact IGS concerning how they obtained his authorization for enrollment - exp the caller, that they will provided what he signed - adv that I can not prove or disprove what was said to him - adv the caller that going forward, he would read the paper before he signs it - caller states that he understands and that there is no need to contact IGS - invited call back.

0022237 Interstate Gas Sup18 12:30 PM 3001: educated cust with suppliers
Been with IGS for a while, claiming to be cheaper than Duke energy. Called IGS to cancel but gave him a hard time and tried to sign up with a new contract. He feels the sales practising is very misleading. Advised cust supplier rates are not regulated by the PUCO. if they charged what they agreed according to the contract he agreed to there is nothing that can be done.
Interstate Gas Sup18 12:30 PM 3001: Caller has Aep
Caller calling about Igs
Caller signed up with Igs energy. Rep came to her home 4 times and she agreed to switch.
Caller states she was told her bill would cheaper with Igs than with Aep.
Caller states rep advised she would personally pay her bill if it were not cheaper.
Caller agreed to a 12 month contract fixed at .559
Caller is getting the rate the rep advised however caller feels she was misled as her bills are not cheaper.
Caller states she normally pays \$48 and her bills are \$82 now.

0022380 Interstate Gas Sup018 1:37 PM 3001: Advised would send up for investigation/ Advised of timeline/ icb
Caller wants to know why rep misled her by stating her bill would be lower and she would pay if it were not.
Caller wants bill adjusted to the rate she would have been billed prior to the switch/ Caller wants supplier cancelled/ Caller does not want an etf/
Letter mailed to customer advising that the customer enrolled in a 12 month fixed rate of \$0.559/ccf for gas on May 12 and a flat monthly rate of \$34/month for 12 months for electric service. The AEP bills were previously on a budget amount of \$65/month and in June the budget plan was no longer active. The July and August bills show the customer was charged
Interstate Gas Sup018 1:37 PM 3001: a flat rate of \$34 for electric supply plus the current electric charges.
Rep tired to sell him gas and electric. He said that the customer ignored the mailings, so he was there to take care of it. When the customer told him that he knew he was trying to switch him, he did agree that is what he was indeed. He said
0022469 Interstate Gas Sup18 12:40 PM 3001: that is how he was trained and it worked well this far. The customer never gave his account info.

Rep tired to sell him gas and electric. He said that the customer ignored the mailings, so he was there to take care of him. When the customer told him that he knew he was trying to switch him, he did agree that is what he was intended to do. That is how he was trained and it worked well this far. The customer never gave his account info.

Interstate Gas Sup18 12:40 PM 3001: called to close, see comments

0022628 Interstate Gas Sup18 8:39 AM 3001: Customer called in for father's account. She is the POA, Advised that she may need to provide proof of POA. She is concerned that they have been taken advantage of by IGS. They were promised lower gas/electric bills and she has found that the payments have actually gone up. she has switched their services from IGS to Direct Energy. Customer states their may be an early term fee of 92 per account. Wants to see what can be done about this because the customer's are elderly and feels like they were taken advantage of. Gave case# and invited call back.

Interstate Gas Sup18 8:39 AM 3001: IGS stated they spoke with customer and is now aware her parents agreed to the enrollment. The enrollment was done by Dorris. For the gas and electric service. if she is wanting to cancel service ETF can be charged by the company called and spoke with customer: IGS stated they spoke with customer and is now aware her parents agreed to the enrollment. The enrollment was done by Dorris. For the gas and electric service. if she is wanting to cancel service ETF can be charged by the company

Interstate Gas Sup18 8:39 AM 3001: Stated she spoke with the company and requested the ETF be waived and does not want them with IGS. Stated her parents do not need to have anyone selling at their home.

0022635 Interstate Gas Sup18 11:05 AM 3001: review company response - cust did not want a follow up contact - close case

Interstate Gas Sup18 11:05 AM 3001: Caller states that she has the SCO with DEO - she would like to report IGS - a lady came to her door wearing an IGS t-shirt and said that IGS provides/supplies almost all of the gas for Wooster - she knows that the person was not right - neighborhood is mainly retired people - she does not need a follow up or call back - she just wanted to report the person making that statement - adv that I will forward the information to IGS - invited call back.

Interstate Gas Sup18 11:05 AM 3001: *** sent initial email ***

Interstate Gas Sup18 11:05 AM 3001: *** review company response ***

0022636 Interstate Gas Sup18 11:31 AM 3001: called to close, see comments

IGS- Gas and Electric. BBB suggested to contacted the PUCO. She stated IGS rep themselves wrongly. IGS advised they were reattaching her to her original companies. Got charged an ETF for gas and electric. Stated this was a door to door sales. They informed her she was mislead and changed. Also she never received a copy of the contract.

Interstate Gas Sup18 11:31 AM 3001: Advised will open invest. called cust and left vm: IGS has waived the ETF fee for both services and accounts have been cancelled.

Interstate Gas Sup18 11:31 AM 3001: see details on case 226369

0022636 Interstate Gas Sup18 11:32 AM 3001: called to close, see comments

IGS- Gas and Electric. BBB suggested to contacted the PUCO. She stated IGS rep themselves wrongly. IGS advised they were reattaching her to her original companies. Got charged an ETF for gas and electric. Stated this was a door to door sales. They informed her she was mislead and changed. Also she never received a copy of the contract.

Interstate Gas Sup18 11:32 AM 3001: Advised will open invest.

Interstate Gas Sup18 11:32 AM 3001: Calling to follow up on a conference call. Ok to put in vm if inv not available.

Interstate Gas Sup18 11:32 AM 3001: IGS has waived the ETF fee for both services and accounts have been cancelled.

Interstate Gas Sup18 11:32 AM 3001: Called and spoke with cust Stated she has an ongoing invest with the BBB. Advised I can 3 way with the company to have this taken care of. While trying to conference call was dropped. Called cust back and conference to call IGS. per drake R. call the customer and advise to have ETF waived she needs to speak with company and transfer to IGS

Interstate Gas Sup18 11:32 AM 3001: Andrew Blakley @ 440-343-8440. tried calling Andrew no answer. left vm advising myself and Ms. Conrady have tried contacting him and have not heard back. Requested call back

Interstate Gas Sup18 11:32 AM 3001: called and left vm: IGS has waived the ETF fee for both services and accounts have been cancelled.

Interstate Gas Sup18 11:32 AM 3001: called cust, Advised I tried calling and no answer. have e-mailed EA for further assistance.

0022650 Interstate Gas Sup18 8:19 AM 3001: called to close, see comments 226228

Interstate Gas Sup18 8:19 AM 3001: Customer called in for father's account. She is the POA, Advised that she may need to provide proof of POA. She is concerned that they have been taken advantage of by IGS. They were promised lower gas/electric bills and she has found that the payments have actually gone up. she has switched their services from IGS to Direct Energy. Customer states their may be an early term fee of 92 per account. Wants to see what can be done about this because the customer's are elderly and feels like they were taken advantage of. Gave case# and invited call back.

Interstate Gas Sup18 8:19 AM 3001: called and spoke with customer: IGS stated they spoke with customer and is now aware her parents agreed to the enrollment. The enrollment was done by Dorris. For the gas and electric service. if she is wanting to cancel service ETF can be charged by the company

Interstate Gas Sup18 8:19 AM 3001: Stated she spoke with the company and requested the ETF be waived and does not want them with IGS. Stated her parents do not need to have anyone selling at their home

Co response:

IGS was able to check and Mrs. Ison was not enrolled with IGS. Mrs. Ison was with IGS in the past on the SCO program. The Home service agent was trying to explain the difference between the SCO and a fixed rate product. The complaint will be reviewed with the agent and documented in his file.

0022739 Interstate Gas Sup018 3:29 PM 3001: someone just came by with IGS, Rep told the customer Vec had turned customer over to them, and handed the tablet over and told caller to sign it on the lines.

Caller states she scrolled the tablet and saw the terms and conditions and realized he was providing false info. caller states she told him no way at that point and called vec. Caller states vec told caller to contact puco.

Caller did not have account number.

Interstate Gas Sup018 3:29 PM 3001: advised would open investigation provided case number and time frame.

Interstate Gas Sup018 3:29 PM 3001: Called customer to close.

0022832 Interstate Gas Sup18 12:58 PM 3001: Advised that I would document his concern.

A rep came to his home a couple days ago and offers .60 per ccf for 5 years. He told the customer that he ignored the mailing for the discount, so he is there to make sure he gets the IGS discount.

After calling CGO, he realized that this was false info and CGO advise they have never been over .45 in the coldest months. He did NOT enroll. The reps name was Rob Brownell.

Interstate Gas Sup18 12:58 PM 3001: Advised that I would document his concern.
Called Tara back. She says that she would be happy to give a demonstration to us at SMED. Advised that I was waiting for
0023128 Interstate Gas Sup018 8:54 PM 3001: NR to see what we already had.
Please ask the company to provide you with pictures of the information on the IPAD that is shown to the
Interstate Gas Sup018 8:54 PM 3001: homeowner/person who answers the door so that we can see exactly what information the homeowner sees.

The Company IGS ENERGY in Dayton is scamming people with the IPAD they are using. Showing customers information to make them think they are current customers when they are not. They should have to TPV every customer in order to make sure all sales are valid and customers are completely aware of what's being done to their accounts. Especially the seniors who are really getting scammed every day. Read the google reviews those are facts except for the employees writing the few good ones. Their rates are not competitive so the none tpv is the only thing that is helping them. They pay the sales rep 30k a year plus thousands in commissions to switch customers to IGS how can a company afford to pay hundreds of reps 70k or more a year for door to door sales selling energy and gas. So many negative complaints on google
Interstate Gas Sup018 8:54 PM 3001: reviews and bbb that get covered up by high paid representatives
Called Tara at IGS. Reached voice mail. Left message advising that we do not have an address for this customer. Advised that I am sure IGS presented that information to the Commission and asked that she provide it again. Left direct dial
Interstate Gas Sup018 8:54 PM 3001: number for any questions.
Received a call from Tara at IGS who asked for a return call. She is concerned about releasing information to a possible
Interstate Gas Sup018 8:54 PM 3001: competitor.
Discussed with NR.

Called Tara at IGS. Reached voice mail. Left message asking for a return call.

Ask for an e-mail indicating what information is pre-populated on the screen shown to customers and also if anything has
Interstate Gas Sup018 8:54 PM 3001: changed since the demos to the PUCO.
Interstate Gas Sup018 8:54 PM 3001: Closing e-mail sent

Reviewed IGS e-mail. Called Tara back. Explained that we would like to see what information pre-populates when a salesperson comes to a customer's door. Also asked her to confirm or deny whether or not any changes have been made
Interstate Gas Sup018 8:54 PM 3001: since the process was demonstrated to the PUCO. She said that she would get me an e-mail response.
0023188 Interstate Gas Sup18 10:56 AM 3001: Agent tracked down by Igs.
An IGS rep was there earlier. Adv her he was aware she already had IGS and proceeded to her to sign his tablet. She
Interstate Gas Sup18 10:56 AM 3001: didn't. She called dpl and they confirmed she isn't with IGS.
Caller is an elderly woman who feels very bullied by the IGS rep that continues to come to her home with his pushy attitude demanding to see her account information. The rep's name is Keithley Soanes. Because of this behavior she
0023247 Interstate Gas Sup18 10:52 AM 3001: will never do business with IGS and wants to be placed on the "Do Not Call" list immediately.
Interstate Gas Sup18 10:52 AM 3001: Confirmed resolution.
0023852 Interstate Gas Sup18 10:22 AM 3001: cust call to have on file

IGS gas and electric- company stated they would be cheaper than Duke. Showed difference between IGS rate and Duke rate. After signing up noticed bill is extremely high. There is a \$200 cancellation fee that he is needing to pay when he is not getting what he was promised. The rep informed him IGS rates would always be lower than Duke. Stated he never provided a rate that he would be charged. Stated he does not know if he agreed to a fixed or variable rate. Stated it was a 2 year contract that the rate would be lower than Duke's. He stated this was false information.

Advised cust we can look into the contract he agreed to. He stated it does not need to happen due to canceling the
Interstate Gas Sup18 10:22 AM 3001: contract and does not want this looked into.
0023885 Interstate Gas Sup18 10:28 AM 3001: Ed ref
Customer states an IGS representative came to her home and advised that she currently has the SCO rate. He stated that the SCO rate will no longer be an option as of March 1, 2019 and customer has to pick a supplier or else she will automatically be assigned a MVR.

Interstate Gas Sup18 10:28 AM 3001: I advised the SCO rate is an option and customer does not have to choose a supplier.
0023930 Interstate Gas Sup18 9:28 AM 3001: CGO called her during the call, so caller ended call.
Customer calling about IGS. Customer signed up with IGS and wants to cancel. Customer contacted CGO for cancellation.
Interstate Gas Sup18 9:28 AM 3001: Gave # for IGS for cancellation. Invited call back.

Caller states that she was tricked into signing up with IGS on 11/7 and didn't cancel within the time frame because the papers looked similar to her insurance papers (she was recently in a car accident).

Caller states that she did talk to a rep at the door, who primarily talked about her dog and misled her about any real details about being switched. Caller says that she did check off on some boxes during the conversation, but wasn't told any details.

Caller states that she is on PIPP, so the switch was kicked back by AEP, but isn't sure if CGO allowed it. Caller has called CGO to see if IGS is on her account and is waiting for a call back from them.

Caller says that she can misunderstand things and has memory issues after her accident, but says that she should have an email from the rep. Caller is primarily saying that she wasn't told about the ETF.

Interstate Gas Sup018 9:28 AM 3001: Adv caller that if IGS is on her bill, she can call back to the PUCO to have the case investigated. CGO called her during the call, so caller ended call.
Caller has Toledo Edison
Calling about Igs

Caller states 2 reps came to his door today (11/29/18) stating that first energy solutions is going bankrupt and they wanted to switch him back to Igs.

The reps looked at his bill and promised a lower rate if he switched.
Caller's existing rates was only 0.533.
They gave a rate of .0779.

Caller called Toledo Edison and was advised the reps lied to him about getting a better rate.
Advised caller of the opt out process.

0023964 Interstate Gas Sup018 4:27 PM 3001: Caller states the supplier misled and lied to him. Caller feels this supplier is deceptive. Caller does not want the supplier to do this to anyone else.
Caller wants this investigated.
Called the customer to go over the company response and close. Reached voice mail. Left message asking for a return call. Left hotline number and case ID.
Interstate Gas Sup018 4:27 PM 3001: Called the customer to go over the company response and close. Reached voice mail. Left message asking for a return call.
Interstate Gas Sup018 4:27 PM 3001: Left hotline number and case ID.
Called the customer to go over the company response and close. Reached voice mail. Left message advising that I had received the IGS response, in which the company stated that it trains agents regarding speaking about the First Energy Bankruptcy. Advised that the company has rescinded his enrollment per his request and has place him on its Do Not Solicit lists. Advised that I would close the investigation at this time. Invited a call back with any questions about this matter or any future utility concerns. Left hotline number and case ID.
Interstate Gas Sup018 4:27 PM 3001: I left voicemail explaining company response, the ETF being waived and bill being adjusted.

0024089 Interstate Gas Sup018 2:53 PM 3001: **Closing case
t:
I left voicemail explaining company response, the ETF being waived and bill being adjusted.

Interstate Gas Sup018 2:53 PM 3001: **Closing case
Interstate Gas Sup018 2:53 PM 3001: Customer calling back. trans to INV VM with permission.
Interstate Gas Sup018 2:53 PM 3001: Reviewed customer voicemail.
Interstate Gas Sup018 2:53 PM 3001: Left message advising customer to have any customer that is having issues with utilities to call the PUCO HL.

customer called, stated she has a complaint against this supplier IGS Energy. she says that this young man came around going d2d in Sept 2018 and told her he could give her a rate that's cheaper than Duke Energy's. she agreed and signed the paperwork he gave her. she says he didn't give her a specific rate, he just told her it would be cheaper than Duke Energy. two weeks ago she spoke with a nasty director or supervisor at IGS who told her to call the PUCO. The young man who came around made it seem like he was representing Duke Energy. She called Duke and was told that was incorrect and the guy was actually from IGS Energy. When she spoke with IGS they told her they had to fire the guy. She says the director guy was very nasty, his name may have been Chris. This was the second guy she spoke with when she called them and he just told her to call the PUCO. she had cancelled the service with IGS but still received charges from them on her bill this month. the billing period is for 10/19/18-11/19/18, and the IGS charges are \$96.70 compared to the Duke charges of \$70.61. she is upset by this and can't afford these additional charges from this supplier.

i advised we can contact the supplier about the contract terms agreed to and the charges.

Interstate Gas Sup018 2:53 PM 3001: she says they also sent her a \$6.16 refund dated 11/13/18
0024292 Interstate Gas Sup18 11:13 AM 3001: Ed ref

Customer states she has had a CRES provider, Ambit Energy for several years. Customer keeps getting men coming to her door wanting to talk about her electric rates. Customer never lets the reps in and had a discussion with IGS and advised that she was remaining with Ambit. Customer states a rep came to her door and stated that he was with AEP and asked to see her electric bill. She refused to show her bill because she has been told that AEP will never come to her door. Customer states she called AEP and was told to call AEP. Customer was placed on IGS no solicitation list, but she does not know who the most recent representative was with. Customer would like to know how to stop suppliers from soliciting service.

Interstate Gas Sup18 11:13 AM 3001: I advised customer can contact AEP to request to be placed on a no solicitation list.

An IGS employee named Richard Hart came by and told them that their provider was being changed as of Nov 1, 2018. Caller wanted to know if this is true.
Informed him I do not have acct access to verify information. I asked if he provided the rep with any acct information and explained suppliers and misleading marketing being very common.
He did not give them any acct information.

0024418 Interstate Gas Sup 18 12:10 PM 3001: RTC to confirm account information and ICB if nec.
Caller states that on 1/10, a door-to-door rep from IGS advised caller that he had been a customer with IGS since 2004 and it was time to renew. Caller turned rep away and contacted Duke, who verified that caller has not had IGS (Current supplier Dynegy). Caller wanted to voice his concern over the deceitful tactics. Advised caller of Do Not Solicit with Duke.

0024646 Interstate Gas Sup 19 9:54 AM 3001: ICB
Interstate Gas Sup 19 9:54 AM 3001: DNS
Co responded that it will waive the etf for the customer
Response linked with 2nd account 248427. (same supplier)

0024841 Interstate Gas Sup 19 2:46 PM 3001: Sent email to Co as no TPV provided with the response as requested.
Co sent a reply with no TPV
Interstate Gas Sup 19 2:46 PM 3001: Spoke with sup D.R. Per D.R. IGS has a TPV waiver
Interstate Gas Sup 19 2:46 PM 3001: Dup case- Info all under 248427 case.
Called customer to advise of Co response
Interstate Gas Sup 19 2:46 PM 3001: Advised of name and PUCO hotline number
left message advising customer of Co response.
Interstate Gas Sup 19 2:46 PM 3001: This is dup- Main case is 248427
Caller has Duke for gas and electric.
This is for the gas.

On Sept 21, 2018 and Igs rep came to his door and advised him that his rates would be better than Duke rates. The rep advised his rate for gas would be .57 and his rate for electric would be .072.

Caller states the contract he now has shows the gas at .559 and the electric is .0739
Caller states the rep never advised him that he would have supplier charges. Caller does not think the rep advised him that he was in a contract or that there would be an etf.

Caller states that he spoke with a 3rd party but the 3rd party never advised of supplier rates.

On Jan 6, 2019- Caller switched to a new supplier and Igs charged him an etf.

Caller states he never received any info (written confirmation) from Igs. He called the supplier to inquire about this on January 16, 2019. The supplier sent him his contract.

0024842 Interstate Gas Sup 19 3:04 PM 3001: Co responded that they will waive the etf but sending back to Co as no TPV provided
Interstate Gas Sup 19 3:04 PM 3001: Co responded no TPV required- Spoke with D.R per D.R Igs has a TPV waiver.
Called Customer/ left vm.
Advised customer that Company will be waiving the early termination fees for both gas and electric.
Interstate Gas Sup 19 3:04 PM 3001: Advised of my name/ PUCO hotline number
Left vm for customer of Co response.
Interstate Gas Sup 19 3:04 PM 3001: Advised customer that Co will be waiving the early termination fees for both gas and electric
Caller has Duke for gas and electric.
This is for the electric.

On Sept 21, 2018 and Igs rep came to his door and advised him that his rates would be better than Duke rates. The rep advised his rate for gas would be .57 and his rate for electric would be .072.

Caller states the contract he now has shows the gas at .559 and the electric is .0739
Caller states the rep never advised him that he would have supplier charges. Caller does not think the rep advised him that he was in a contract or that there would be an etf.

Caller states that he spoke with a 3rd party but the 3rd party never advised of supplier rates.

On Jan 6, 2019- Caller switched to a new supplier and Igs charged him an etf.

Caller states he never received any info (written confirmation) from Igs. He called the supplier to inquire about this on January 16, 2019. The supplier sent him his contract.

IGS- Someone at her door and stated they were her account manager of her energy. Stated a company is putting their name on her gas bill. Requested to see gas and electric bills. Thought she was representing CGO, even though she stated she was with IGS and wore her badge. Was aggressive to sign her ipad but did not sign. The advised rate of \$0.59 fixed.

Rep stated they are updating accounts to make sure a customer is not being scammed by another company. She never informed the customer she would be switching supplier.

Cust asked that PUCO alter customers about this.

Cust requested we do not provide her information to the company.

Spoke with Cindi M. Stated we can inform IGS about the situation but cannot request to be removed from any solicitations.

0024982 Interstate Gas Sup 19 1:20 PM 3001: Informed cust we can open invest without providing info but would not be removed from their solicitations.
Interstate Gas Sup 19 1:20 PM 3001: IGS stated they will speak with their agents that are in the customers area.

Interstate Gas Sup019 1:20 PM 3001: spoke with cust: IGS stated they will speak with their agents that are in the customer's area.

Interstate Gas Sup019 1:20 PM 3001: called to close, see comments

- caller says back in July 2018, a door2door rep (Beverly) came to his door stating she can save him money each month on his electric bill
- caller says he never saved him a dime, his electric bills are around \$300 a month - when before they ranged from \$240 to \$250 a month
- caller says he enrolled at a rate of 6.6 for 3 yrs, which was suppose to be cheaper than DP&L's rate
- caller says DP&L's rate was 5.5 and went down to 5.4
- caller says IGS lied to him!!
- caller says in order for him to cancel IGS he will have to pay an ETF of \$99 each for his Vectren & DP&L accts
- caller was advised that the PUCO can contact the company about their marketing tactics, etc...
- in the meantime, caller has Internet access >> was advised on how to access EnergyChoice Ohio website to shop-n-compare current rate offers

0025060 Interstate Gas Sup019 1:37 PM 3001: -case # and timeline provided for future reference

SPOKE WITH CUSTOMER TO CLOSE

Interstate Gas Sup019 1:37 PM 3001: verified they waived ETF and cancelled contracts.

IGS Energy/CGO

- on Friday, Feb 1st - caller was visited by a rep from IGS Energy, who said that CGO illegally switched her user and wanted to see a copy of her CGO bill
- caller says she declined the person's offer, and instead, she contacted her city, who stated that the company had no permit to solicit in the city of Sheffield Lake, OH
- caller says the City told her that these suppliers must have a permit in order to go door2door in the neighborhoods of Sheffield Lakes
- in addition, caller contacted CGO and learned that her acct was not switched at all
- caller says she just want to report what happened, and she don't want to be contacted by IGS Energy ever again
- caller was advised that the PUCO will contact supplier and request that they cease any and all marketing tactics with her
- caller says that will be Great, and no need to call her back, once this is handled

0025095 Interstate Gas Sup019 8:21 AM 3001: -invited call back, if necessary

Made company aware of the reps actions. The customer stated in notes taken on 2/4/19 that a call back was not necessary, just wanted to make sure the company is made aware of what was going on. I have received response and

Interstate Gas Sup019 8:21 AM 3001: closing case.

Made company aware of the reps actions. The customer stated in notes taken on 2/4/19 that a call back was not necessary, just wanted to make sure the company is made aware of what was going on. I have received response and

Interstate Gas Sup019 8:21 AM 3001: closing case.

Caller is son.

His parents are elderly and were talked into a very high rate. Electric was .0531 for electric and gas was .799 for gas for 36 months. He did not think that was a good offer and cancelled, but he is concerned for some of the other elderly people in the community who were also most likely contacted.

0025104 Interstate Gas Sup19 11:27 AM 3001: Advised I would not his concerns.

Interstate Gas Sup19 11:27 AM 3001: Advised I would not his concerns.

Caller is son.

His parents are elderly and were talked into a very high rate. Electric was .0531 for electric and gas was .799 for gas for 36 months. He did not think that was a good offer and cancelled, but he is concerned for some of the other elderly people in the community who were also most likely contacted.

0025105 Interstate Gas Sup19 11:36 AM 3001: Advised I would not his concerns.

Interstate Gas Sup19 11:36 AM 3001: Advised I would not his concerns.

Wayne tr 2930 losanti ridge 45213 5137319069 wtrier@cinci.rr.com igs came to door today, said the IGS rep said the customer was currently IGS as a supplier, which caller does not. Caller did not provide bill, and told rep not the account holder so he left. Today at 11:30am
Rep had no badge, but did have the IGS jacket.

0025138 Interstate Gas Sup019 1:54 PM 3001: advised caller would reach out to co and let them know and document complaint.

CO response:

IGS did have an agent in the area. Our agent is very sure he wore his IGS badge.

The agent stated the asked to see the bill to verify who the current supplier was not that IGS was the currently supplier.

The agent will not visit the home again.

Interstate Gas Sup019 1:54 PM 3001: called customer LVM to close.

Interstate Gas Sup019 1:54 PM 3001: LVM to close.

Dominion East Unit
Acct # 4500012983119

Supplier complaint - IGS Energy

Customer signed up with IGS 1 1/2 years ago, and claims the representative advised she should lock in at that time because rates would be increasing. The customer feels the Representative was very persuasive, and appeared to know what they were talking about.

Customer current contract expires 12/2020 - Rate \$4.28MCF (\$99 early cancellation penalty)

Customer received a notice from NRG energy offering a fixed rate of \$2.89/Mcf - no contract/fee's.

Customer feels the supplier purposely provided misleading information to solicit her business. The customer feels the supplier took advantage of her, and now she's paying more than what the current market is offering.

0025153 Interstate Gas Sup19 9:53 AM 3001:

Caller calling for K.M
K.M not avail

Interstate Gas Sup19 9:53 AM 3001: Caller has questions about the message-Wants to leave a message- Transferred to vm
Called the customer back and she just wanted to say that she was mislead and wanted to share that with me.

Interstate Gas Sup19 9:53 AM 3001: Advised that she may have been mislead by the marketer, but the contract and/or TPV stated what she agreed to.

Called and left a message with the customer and advised her that she agreed to both gas and electric at different times

Interstate Gas Sup19 9:53 AM 3001: and both have a 99.00 ETF that she will be billed.

UNO toison

Acct # 110008434737

Supplier complaint - IGS Energy

Customer signed up with IGS 1 1/2 years ago, and claims the representative advised she should lock in at that time because rates would be increasing. The customer feels the Representative was very persuasive, and appeared to know what they were talking about.

Customer current contract expires 04/2020 - Rate \$6.29Kwh (\$99 early cancellation penalty)

Customer received a notice from NRG energy offering a fixed rate of \$0.49Kwh/Mcf - no contract/fee's.

Customer feels the supplier purposely provided misleading information to solicit her business. The customer feels the supplier took advantage of her, and now she's stuck paying more than the current market is offering.

0025154 Interstate Gas Sup19 10:03 AM 3001:

Called and left a message with the customer and advised her that she agreed to both gas and electric at different times and both have a 99.00 ETF that she will be billed.

Interstate Gas Sup19 10:03 AM 3001: COMPANY RESPONSE ON CASE #00251538.

0025353 Interstate Gas Sup19 9:39 AM 3001: discussed IGS offer from D2D sales person

Caller says he completed a TPV call but there was no mention of gas or electric rates. He just agreed to pay \$14.95 per

Interstate Gas Sup19 9:39 AM 3001: month for inside wire and gas & water pipeline insurance. States he would cancel.

0025421 Interstate Gas Sup19 10:06 AM 3001: Customer will call back when she has the representatives name.

The customer will call back with the salesperson's name, who provided misleading information.

The customer is calling to voice her concerns regarding a home visit from a representative with IGS Energy. The Representative informed the customer they were already her energy supplier, and it was only a renewal for the existing contract. The customer signed up, but upon reviewing her electric bill later that evening, she noticed her current supplier was Dynegy Energy, Not IGS. The customer contacted Duke Energy, which was able to successfully cancel the agreement, also advised the customer the rate with IGS was more expensive than she was currently paying with current supplier Dynegy Energy.

The customer wanted to voice her opinions, and would like to see the salesperson held accountable for providing misleading information.

I provided my name

Interstate Gas Sup19 10:06 AM 3001: Icb

Interstate Gas Sup19 10:06 AM 3001: Icb.

Customer called back to inform us that the reps name is

James Covington

Mobile 513-908-6745

Office 800-280-4474

Email james.covington@igs.com

Title HEC Team Lead

Agent #1602128

600 Meijer Dr Suite 100

Interstate Gas Sup19 10:06 AM 3001: Florence, KY 41042

Interstate Gas Sup19 10:06 AM 3001: VM full.

Interstate Gas Sup19 10:06 AM 3001: VM full

Interstate Gas Sup19 10:06 AM 3001: LM informing co addressed the reps behavior, confirmed there is no pending enrollment and placed her on DNS list. ICB.

Caller is contacting on behalf of daughter. Caller states she had enrolled with IGS in 12/11 for both AEP and CG on her behalf of daughter. Caller states that she was advised by IGS rep (Samantha Galvin 419-908-2694) that she had to enroll with a supplier. Caller now states that two weeks ago, another rep from Nordic came by on 2/4 (Javon Jefferson 248-785-8997). Caller did advise Nordic rep that there was an ETF with IGS. Caller was advised by Nordic rep to contact her. Caller had enrolled with Nordic for both utilities. On 2/25, caller received notice of ETF from IGS for \$99. Caller contacted Nordic rep and was advised that she does not have to pay the ETF. Advised caller of misleading info from both. Caller is looking to cancel out of IGS's ETF and then decide to go with Nordic or go with the utility. Advised caller of investigative process.

0025527 Interstate Gas Sup019 4:18 PM 3001: Caller did state that she is on a three month intro offer with Nordic. Advised caller to contact Nordic rep to let her know to let intro rate run its course.

LM advising there is no IGS enrollment for the electric.

Interstate Gas Sup019 4:18 PM 3001: ICB.

LM advising there is no IGS enrollment for the electric.

Interstate Gas Sup019 4:18 PM 3001: ICB.

Caller states that she had received vm's from DP and was looking for guidance as where to go from there and that because she was deceived she should not have to pay ETF. Advised caller that PUCO is not obligated to force waiving of

Interstate Gas Sup019 4:18 PM 3001: ETF. Caller is requesting to speak with DP. Transferred call

Customer upset about the Nordic rep telling her she had to select a supplier and me telling her she doesn't.

I informed her that the rep saying that to her while not being recorded would be difficult to prove and the co would likely deny this. Before I could finish explaining the true information she needs about suppliers she said her daughter was there with her when the rep said it. I asked her if I could continue and she said I was being rude. I told her to please continue then and she said we're clearly not going to get along and asked for a supervisor.

Interstate Gas Sup019 4:18 PM 3001: Xfrd to Militza.

Caller is contacting on behalf of daughter. Caller states she had enrolled with IGS in 12/11 for both AEP and CG on her behalf of daughter. Caller states that she was advised by IGS rep (Samantha Galvin 419-908-2694) that she had to enroll with a supplier. Caller now states that two weeks ago, another rep from Nordic came by on 2/4 (Javon Jefferson 248-785-8997). Caller did advise Nordic rep that there was an ETF with IGS. Caller was advised by Nordic rep to contact her. Caller had enrolled with Nordic for both utilities. On 2/25, caller received notice of ETF from IGS for \$99. Caller contacted Nordic rep and was advised that she does not have to pay the ETF. Advised caller of misleading info from both. Caller is looking to cancel out of IGS's ETF and then decide to go with Nordic or go with the utility. Advised caller of investigative process.

0025528 Interstate Gas Sup019 4:32 PM 3001: Caller did state that she is on a three month intro offer with Nordic. Advised caller to contact Nordic rep to let her know to let intro rate run its course.

Spoke to Ms Yount about her issues with suppliers. She feels very strongly that IGS misled her by saying that they were with Dominion and that she had to choose a supplier. Wanted to know what else she can do. Advised she could file a formal complaint but that we would reach back out to IGS to see if there was anything else to be done before going that route.

Customer also says was given incorrect info by Nordic. Says their rep advised her there would not be an ETF. Says she talked to original sales rep who told her to call us to have us fix it. Advs to call Nordic customer service and get back to us on what they say. We will open a case for Nordic.

Interstate Gas Sup019 4:32 PM 3001: Also told her she should reach out to Dominion to find out who is on her bill and what her options are.

Customer upset about the IGS rep telling her she had to select a supplier and me telling her she doesn't.

I informed her that the rep saying that to her while not being recorded would be difficult to prove and the co would likely deny this. Before I could finish explaining the true information she needs about suppliers she said her daughter was there with her when the rep said it. I asked her if I could continue and she said I was being rude. I told her to please continue then and she said we're clearly not going to get along and asked for a supervisor.

Interstate Gas Sup019 4:32 PM 3001: Xfrd to Militza.

LM informing of IGS contract clearly stating the \$99 ETF which I have no authority to require them to remove. Cautioned her that her 3 mo contract with Nordic will go variable if she doesn't cancel or select a new contract and variable rates are not regulated so they can be quite literally anything. Informed her she can't believe everything suppliers say and they certainly cannot speak on another co's contract to say they don't have to pay the ETF.

Interstate Gas Sup019 4:32 PM 3001: ICB.

LM informing of IGS contract clearly stating the \$99 ETF which I have no authority to require them to remove. Cautioned her that her 3 mo contract with Nordic will go variable if she doesn't cancel or select a new contract and variable rates are not regulated so they can be quite literally anything. Informed her she can't believe everything suppliers say and they certainly cannot speak on another co's contract to say they don't have to pay the ETF.

Interstate Gas Sup019 4:32 PM 3001: ICB.

Caller states that she had received vm's from DP and was looking for guidance as where to go from there and that because she was deceived she should not have to pay ETF. Advised caller that PUCO is not obligated to force waiving of

Interstate Gas Sup019 4:32 PM 3001: ETF. Caller is requesting to speak with DP. Transferred call.

Informed Ms. Yount that I reached out to both IGS and Nordic regarding the ETF. IGS is refusing to waive the ETF and I have no authority to require them to do so as it was in the TPV and contract terms and conditions. Nordic states they do not cover ETF's and without proof I have no way of requiring them to do so. She asked even with her having her child as a witness? Informed her it would have to be actual proof such as something in writing or recorded. She said she'll just seek

Interstate Gas Sup019 4:32 PM 3001: legal action.

0025590 Interstate Gas Sup19 10:26 AM 3001: ICB

Customer calling about supplier options. Customer states that a rep from IGS came and signed her up. Customer was with NOPEC and now doesn't know what rate she signed up for with IGS and feels that she was taken advantage of. Customer said IGS rep led her to believe they were with CE. Advised customer to call IGS and check rate she was signed up for and see if it's better than NOPEC. Cust knows she has 7 days to cancel. Rep signed her up on 2/26. Invited call

Interstate Gas Sup19 10:26 AM 3001: back.

QUC CALL:

Rep from IGS showed up at door, she told rep she was not interested. Told her he would come back in two months. Rep did not get name. Caller states on tablet had picture of her bill on tablet. Caller states not sure what day but was in the month of Feb. Caller would like to know why they had her bill and to add to their do not solicit list C:5136059386 / H:531-731-3330

Sending to investigation.

0025604 Interstate Gas Sup019 2:55 PM 3001: advised of case number and time frame.

Interstate Gas Sup019 2:55 PM 3001: Response letter mailed to consumer March 8, 2019.

0025648 Interstate Gas Sup019 9:41 AM 3001: ICB

Customer calling about IGS. Got a call from IGS regarding supplier options. Customer signed up with IGS and feels like she was misled by IGS and had to spend the morning getting back with her supplier MYChoice. Customer wanted to register complaint. The rep with IGS was Brittney Twity. Customer did get the cancellation complete with IGS. Invited call back. The customer stated that he signed up with IGS a while ago. He realized his bill was higher in December and he called Duke on 12-31-18 to cancel. IGS called him on 1-2-19 and came to his home 3 times that week after he was removed. He feels there were hidden fees and he was billed different rates. He was misled in regards to the rate and him saving money.

He then said he does not feel he should get billed past 12-31-18 and not 1-2 billing cycles. and he wants to be compensated for those charges.

0025821 Interstate Gas Sup19 11:37 AM 3001: Advised that if his contract cancelled and his bill went variable, he will be responsible if that is how the contract was worded and it does take 1-2 billing cycles to cancel. He can call Duke to determine when his last date.

Interstate Gas Sup19 11:37 AM 3001: The customer said he already spoke to the company and they are cancelling him and not charging the ETF. They also agreed that the agent was not doing his/her job properly, per customer.

The customer stated that he signed up with IGS a while ago. He realized his bill was higher in December and he called Duke on 12-31-18 to cancel. IGS called him on 1-2-19 and came to his home 3 times that week after he was removed. He feels there were hidden fees and he was billed different rates. He was misled in regards to the rate and him saving money.

He then said he does not feel he should get billed past 12-31-18 and not 1-2 billing cycles. and he wants to be compensated for those charges.

0025822 Interstate Gas Sup19 11:48 AM 3001: Advised that if his contract cancelled and his bill went variable, he will be responsible if that is how the contract was worded and it does take 1-2 billing cycles to cancel. He can call Duke to determine when his last date.

Interstate Gas Sup19 11:48 AM 3001: customer called back to speak with K.M., completed transfer to K.M. vm.

Interstate Gas Sup19 11:48 AM 3001: Spoke to the customer and advised that the company did end service with him as of 2-8 and ETF was waived. He said they used unprofessional soliciting techniques and he knows that is why they agreed to waive the fees.

0025948 Interstate Gas Sup019 2:38 PM 3001: Customer calling about IGS. Customer was told that he was going to save money. Asked the customer what did they promise him. Line dropped the call.

Interstate Gas Sup019 2:38 PM 3001: call dropped

cust stating IGS keeps calling her

they told her they were already her supplier and if she doesn't agree they will charge her an etf \$150.

cust then told them that's not correct and to take her off their call list but they called right back.

cust stating she doesn't have IGS and she confirmed with aep

cust wants suppliers to stop calling her and wants to report IGS a man called 3/19 from 2 different numbers 7401256935 and 7404491826

adv cust to opt out of information sharing with aep and adv of national do not call list

adv cust of investigation process

0025983 Interstate Gas Sup019 3:54 PM 3001: icb

Interstate Gas Sup019 3:54 PM 3001: IGS will add the customer to our DNS list.

Interstate Gas Sup019 3:54 PM 3001: called to close, see comments

Interstate Gas Sup019 3:54 PM 3001: Spoke with cust: IGS will add the customer to our DNS list.

IGS just knocked, claimed to be agents for the state of Ohio. asked if i was a mr. cook. Wanted to see my bill and then i knew it was a scammer trying to switch over my utilities. he gave some stupid excuse and i sent him on his way and looked up IGS. I do not remember his name but did look at the IGS id he had. We have signs up for no solicitors also. we

0026027 Interstate Gas Sup019 1:21 PM 3001: live in colonial oaks mobile home community.

Interstate Gas Sup019 1:21 PM 3001: Corrected case coding. Email comments state that the supplier said they were agents of the state of ohio, not utility...

Interstate Gas Sup019 1:21 PM 3001: IGS does keep track of the area our agent sale in. IGS does not show agent in this area.

Per ph conv w/cust., advd the purpose of the call. He asked when the email would have been sent. Advd March 21.

Cust wanted to know the email address, which I provided. He said that is his email address, but he has no recollection of sending it.

Advd I'm simply trying to follow up and if he didn't send it, no problem.

He wanted to know what this is in regards to, which I advised him.

I advd the following info.

IGS keeps track of the area that their agents are soliciting in.

IGS rpts that they do not show agents in this area.

Their agents are instructed to follow DNS signs when/if posted.

Their agents should be introducing themselves and that they are from IGS and the reason being there.

He said he'll look, but he doesn't recall any of this. He wanted to know if I wanted a call back and I advised him its not necessary and that I'll note the record.

Advd if after cking his sent box and he didn't send the email, he may want to take measures on his end to change password/email address, but PUC wouldn't look into anything like that.

Interstate Gas Sup019 1:21 PM 3001: He said ok, he appreciates the call, but he doesn't recall any of this. Advd clis case.

Per ph conv w/cust., advd the purpose of the call. He asked when the email would have been sent. Advd March 21. Cust wanted to know the email address, which I provided. He said that is his email address, but he has no recollection of sending it.

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He wanted to know what this is in regards to, which I advised him.

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IGS rpts that they do not show agents in this area.

Their agents are instructed to follow DNS signs when/if posted.

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He said he'll look, but he doesn't recall any of this. He wanted to know if I wanted a call back and I advised him its not necessary and that I'll note the record.

Advd if after cking his sent box and he didn't send the email, he may want to take measures on his end to change password/email address, but PUC wouldn't look into anything like that.

Interstate Gas Sup019 1:21 PM 3001: He said ok, he appreciates the call, but he doesn't recall any of this. Advd clis case.

The customer is calling to file a complaint regarding IGS Energy. IGS used to be the customer's supplier which ended in 04/2017. The customer received a letter from IGS on 03/21/2019, stating "her contract was ending and advised she contact them for more information, or simply mail the postcard back to keep their existing fixed rate".

The customer kept all of her records and reviewed her billing, which confirmed she had chosen a new supplier in 04/2017, and is happy with her current supplier. The customer feels the supplier's marketing practices are poor, and wanted to report their actions to the PUCO. The customer is concerned as the elderly community may not fully understand their misleading marketing strategies and enroll into something that may cost them more money.

Invitation number from the mailer - 6591gs 111917

0026081 Interstate Gas Sup019 3:46 PM 3001: The customer is requesting we investigate, I provided the case number, I provided my name, Icb Rc'd the following info. Still waiting for previously requested info.

IGS purchased the acct form DLP Energy.

Co. provided the Renewal letters mailed

IGS shows no record of her calling to cancel.

-If she went with a new supplier IGS would have automatically been removed from her acct.

-IGS does not show a drop notice being sent to IGS from the utility.

Interstate Gas Sup019 3:46 PM 3001: -The acct is now being removed from IGS. states she has just a question. Guy said that he was w/IGS, husband signed on. Caller states they ne said they could stay w/DE, but looked at the bill and said it was too high. The guy was also talking about an in home insurance plan. Caller is saying she's not sure if this was the right decision for them. Agent took credit card info from her husband, said it had something to do w/pipes and inside wiring, will fix anything that goes wrong inside the house... The agent took husbands credit card number and said he'd be charging \$7.50/mth, agent said this would be charged to the husband's credit card today... but didn't leave them w/any info about this. Caller has been up sick all night, can't hardly see... Agents name is Robert Hartman. Cust is now saying the acct is on PIPP, which she told the agent this. Caller is hoping to cancel out of all of this, even though the agent said that the rate would be lower. Then agent said that they can stay on PIPP. It's unknown if the agent enrolled the gas acct., but caller is concerned about the agent having their credit card info.

Spoke to C.C on escalation line. Not aware of the home warranty program either being offered by IGS.

0026151 Interstate Gas Sup019 1:47 PM 3001: ***I found the following email about IGS having a TPV waiver...

The customer is calling to speak with CM. I informed the customer CM opened the investigation, and CC is her investigator. The customer received a call from Emily at IGS, which informed their representative was not trained properly, and assured the customer that their agreement has been cancelled, and the \$7.50 will be refunded to the credit card. The customer is nervous, and does not want to lose her PIPP because the salesperson was not trained properly, and provided misleading information.. I informed the customer I would provide this information to CC, and she can expect a

Interstate Gas Sup019 1:47 PM 3001: callback within 10 business days. I provided my name, Icb.

Interstate Gas Sup019 1:47 PM 3001: Attempted to contact Mrs. Ricosky at NIQ, line rang busy. Pending to re-try call.

Attempted to contact Mrs. Ricosky to confirm IGS cancelled the enrollment and refunded the charge for the line insurance. Male who answered disconnected the line after I provided my name and that I am from the PUCO. Pending to

Interstate Gas Sup019 1:47 PM 3001: send letter.

Interstate Gas Sup019 1:47 PM 3001: Response letter mailed to consumer April 8, 2019.

customer called, says he signed up with IGS today and thought the rate would be lower. he reviewed his bill and saw they

0026255 Interstate Gas Sup019 2:34 PM 3001: signed him up for a rate that is higher. I advised he would need to call IGS to cancel.

Interstate Gas Sup019 2:34 PM 3001: RTC

The customer stated he spoke to Amanda Roy with IGS in Nov 2018 and she promised him a savings. IGS said they have since fired the agent due to her not giving proper information. IGS promised they would remove the 100.00 ETF, but have not.

0026321 Interstate Gas Sup019 1:16 PM 3001: Advised that PUCO would contact IGS regarding the ETF
LM ON VM TO CLOSE

Interstate Gas Sup019 1:16 PM 3001: explained IGS waived ETF Icb

Motion for Protective Order Against IGS Energy

Caller states an IGS agent just came to her door and told her that her gas and electric accounts were enrolled with IGS Energy (Gas) and NOPEC without her knowledge or permission and that IGS is a more reputable company. She states he then told her to call the PUCO to verify this. Attachment D Page 101 of 106

Caller states her husband handled the utility accounts and he passed away recently. She wants to know what "ratings" Direct Energy and NOPEC have and how she was enrolled and if the IGS agent is telling her the truth. She wants the PUCO to check her account. When I asked if she is trying to call a utility, she said no but she wants to know if I found her record.

Advised caller I wasn't party to the IGS sales conversation so I can't say why the agent told her to call the PUCO but the PUCO does not have access to customer accounts. If she doesn't know how the accts were enrolled by her husband she can call the suppliers directly. Briefly explained gov agg, she states she doesn't understand it. Advised she can check NOPEC website for electric offers or contact the NOPEC supplier to find out what offer her electric account is on.

0026356 Interstate Gas Sup019 4:20 PM 3001: Regarding ratings, the PUCO doesn't give ratings for suppliers, Direct Energy and NOPEC (NextEra) are certified by the Interstate Gas Sup019 4:20 PM 3001: Referred to suppliers for info regarding what her husband enrolled the accounts in. The customer is calling to me a complaint regarding interstate gas supply.

Misleading Information

Agent: Tim Treadway
Agent Number: 110099739374

4/6/2019 - A representative from IGS went to the customer's home to sign her up for their program. The customer refused to speak with the representative, but the representative was aggressive, and insisted he was with Ohio Edison and explained he was only there because her current contract was expiring, and she would be placed on a MVR and lose her fixed rate.

The customer was on the SSO with Ohio Edison.

The customer signed up, as the representative appeared to be legitimate, but after he left, she contacted Ohio Edison, which informed the representative was not with their company, and was indeed an independent contractor for IGS. The I called customer and advised that the customer enrolled in a fixed rate for electric service with IGS on Saturday April 6, 2019 after speaking with Tim Treadway. A cancellation request was received on April 10 and service will not begin with IGS. No evidence of misleading information was found, however the customer's comments have been noted. I advised that the PUCO keeps supplier complaints so if a pattern of similar complaints are discovered then further action can be taken.

Interstate Gas Sup19 10:01 AM 3001: Customer thanked LL for information.

The customer enrolled in a fixed rate for electric service with IGS on Saturday April 6, 2019 after speaking with Tim Treadway. A cancellation request was received on April 10 and service will not begin with IGS. No evidence of misleading information was found, however the customer's comments have been noted.

Interstate Gas Sup19 10:01 AM 3001: Caller states she enrolled with IGS by person who kept coming back to her house day after day until she agreed and signed up. No TPV was done. she says she was told there is no ETF but now she is being told there is a fee. She thought it was one year and she keeps calling and they keep telling her one more year left. now contract is supposed to be good through 2020. I explained INV process and time frames.

0026423 Interstate Gas Sup019 4:44 PM 3001: we can verify if valid enrollment was done and T&Cs of contract, ETF and TPV. The customer is or the senior community, 65 years or age.

The customer is calling to file a complaint regarding IGS Energy. The customer received a home visit from a representative, who claimed to be sent by her gas and electric company, to read the meter.

The representative demanded to see the customer's utility bills, the customer showed the bills as requested, as thing appeared to be legit. The conversation continued, TPV started, the customer claims the representative was writing down on a piece of paper what to say, yes or no.

The customer heard IGS energy on the recording, and refused to say yes. The representative was upset, and left the property.

The customer is upset, confused, and believes she was scammed. The customer is requesting we investigate, I provided the case number, I provided my name, lcb.

0026603 Interstate Gas Sup019 4:03 PM 3001: The customer would like to make sure the supplier does not change anything. The customer has contacted the utility

Interstate Gas Sup019 4:03 PM 3001: Reviewed IGS response. Supplier was not marketing in Ms. Jamiel's area in April 2019. Pending to contact consumer. Spoke with Ms. Jamiel April 29, 2019 and advised IGS says they have not marketed in her area at all in April 2019. ICB if

Interstate Gas Sup019 4:03 PM 3001: she sees changes on her utility bills.

Called and spoke with Ms. Jamiel: Advised IGS states they were not in her area at all marketing in April 2019. Asked when the marketing visit happened, she thinks it was the Thursday or Friday before Easter (Easter was April 21, 2019).

Asked if she is sure it was IGS, she states she isn't, that the ID was "down by his belt buckle." She also states that she was on the porch watching the water company repair a leak and saw the sales agent visit other homes before coming to hers. She states she was on meds and wasn't her spunky self and had gotten up to go inside and the sales agent followed her in. She states that they went through the process of her talking to someone on the phone and saying "yes" three times but she didn't get it right and then when she said no to one of the questions that is when the sales agent got up and left her home.

Advised IGS does have an enrollment for her, advised her to contact PUCO if she sees a change to her suppliers on the gas and/or electric. Advised in the future if someone comes to her home and she doesn't want to buy what they are selling to tell them to leave and if they won't then call the police.

Interstate Gas Sup019 4:03 PM 3001: Ms. Jamiel thanked me for the call.
initial submission of a Consumer Complaint

Provider of Electric and Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00266036

CUSTOMER: Mary Jamiel

ADDRESS: 701 Grant Avenue, Cambridge, Ohio 43725

SERVICE ADDRESS: 701 Grant Avenue, Cambridge, Ohio 43725

0026604 Interstate Gas Sup019 4:18 PM 3001: The customer is in the senior community, 65 years of age.

The customer is calling to file a complaint regarding IGS Energy. The customer received a home visit from a representative, who claimed to be sent by her gas and electric company, to read the meter.

The representative demanded to see the customer's utility bills, the customer showed the bills as requested, things appeared to be legit. The conversation continued, TPV started, the customer claims the representative was writing down on a piece of paper what to say, yes or no.

The customer heard IGS energy on the recording, and refused to say yes. The representative was upset, and left the property.

The customer is upset, confused, and believes she was scammed. The customer is requesting we investigate, I provided the case number, I provided my name, fcb.

Interstate Gas Sup019 4:18 PM 3001: The customer would like to make sure the supplier does not change anything. The customer has contacted the utility
Called and spoke with Ms. Jamiel April 29, 2019:

Advised IGS states they were not in her area at all marketing in April 2019. Asked when the marketing visit happened, she thinks it was the Thursday or Friday before Easter (Easter was April 21, 2019).

Asked if she is sure it was IGS, she states she isn't, that the ID was "down by his belt buckle." She also states that she was on the porch watching the water company repair a leak and saw the sales agent visit other homes before coming to hers. She states she was on meds and wasn't her spunky self and had gotten up to go inside and the sales agent followed her in. She states that they went through the process of her talking to someone on the phone and saying "yes" three times but she didn't get it right and then when she said no to one of the questions that is when the sales agent got up and left her home.

Advised IGS does have an enrollment for her, advised her to contact PUCO if she sees a change to her suppliers on the gas and/or electric. Advised in the future if someone comes to her home and she doesn't want to buy what they are selling to tell them to leave and if they won't then call the police.

Interstate Gas Sup019 4:18 PM 3001:

RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00266036 [ref:_00D10GzXt_500t0GKw9R.ref]
HTML Body
<http://schemas.microsoft.com/office/2004/12/omml> xmlns="http://www.w3.org/TR/REC-html40">
Good Morning,

Do we know when this took place. IGS does not show an agent at her home recently.

Thank You,

Interstate Gas Sup019 4:18 PM 3001: Tara McGraw

Spoke with consumer April 29, 2019 to close companion case. Advised her IGS reports they were not marketing in her area in April 2019.

RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00266036 (ref:_00D10G2Xt_500r0GKw9R:ref)
HTML Body
<http://schemas.microsoft.com/office/2004/12/omml> xmlns="http://www.w3.org/TR/REC-html40">
Good Morning,

Igs checked the month of April, and we where not in the area.

Thank you,

Interstate Gas Sup019 4:18 PM 3001: Tara
0026611-Interstate Gas Sup019 9:56 AM 3001: IGS has placed the customer on out DNS list.
States just rec'd a call from IGS saying she had to choose a supplier... something about an update because she canceled.
Caller wants to know if she has her same supplier because she knows she didn't make any changes. DE told her to call PUCO to make sure that her supplier is the same. IGS said that her supplier had been canceled and wanted to know what she was paying.
Caller said that she ended the call w/IGS saying that she had to call DE because she wanted to find out if her supplier was canceled somehow.
Caller said she didn't change anything. She didn't authorize any changes and wants to make sure there is no change.
Advd caller that the PUCO can look into the deceptive call she just rec'd from IGS. Caller states she wants to be added to IGS Internal do not call/solicit list. Advd co. time line, gave case number, verified contact #, RT DE at 800-362-7557 to verify if changes have been made or not. ICB
Interstate Gas Sup019 9:56 AM 3001: tried calling cust, answered then disconnected call. will try back
Interstate Gas Sup019 9:56 AM 3001: tried calling cust, no answer and no vm. will draft letter
Interstate Gas Sup019 9:56 AM 3001: mailed letter to cust, see file
Customer calling regarding IGS. Cust states rep came to his door and said they were his gas supplier and they needed to see his bill. Customer did not show the rep the bill. Cust feels IGS rep was trying to mislead him. Customer did not get the reps name. Advised never show them a bill. Invited call back.
0026627 Interstate Gas Sup019 4:19 PM 3001: ICB
Interstate Gas Sup019 4:19 PM 3001: The customer is coming to me a complaint regarding IGS Energy. A representative from IGS went to the customer's home in 3/2019, the representative informed the customer after reviewing his bill, that their rate was cheaper than what he currently had. The customer was on the SCO with Dominion Energy.

Dominion Account Number - 85000 5071 6661

IGS Representative name. Daniel Amoroso
Agent Number:16011028

Rate before signing up \$3.99/MCF

Rate after signing up wit IGS 4.74/MCF

The customer feels the representative with IGS was very misleading, and lied to him regarding the savings he would see.
0042273 Interstate Gas Sup019 9:20 AM 3001: The customer would like to switch back to the SCO, I advised he contact Dominion to request the change.
Interstate Gas Sup019 9:20 AM 3001: Discussed co. rsp, advd cls case.
Per ph conv w/cust, advd co. rsp:
Cust signed the T&C on March 13, 2019. The T&C shows the rate being charged and ETF...
Cust signed the acknowledgement form regarding the details
Cust provided his email address gryc79ou@gmail.com
Fixed Rate of \$4.74 per MCF through a period of 36 months
\$99 for Initial Term
Co.'s manager reached out to him regarding the sale and the complaint.
The manager advised him that he would cancel the contract and waive the ETF.
He said that was currently sitting on a plane, but he didn't realize that sometimes this could be a savings to him and sometimes not. He now understands. He said the co. did end up taking care of him and waived the ETF. I asked if he had any questions and he said no, but he does appreciate what the PUCO does. Advd cls case.
Interstate Gas Sup019 9:20 AM 3001: Co follow up:

The Home Energy Manager spoke with Mrs. Locke, this customer is very aware of the program and how it works. However every time her usage increase she would like to cancel her contract and fees waived. She asked the same thing of IGS in 2017. IGS is going to cancel the account waive her fees and add her to our DNS list.
0049980 Interstate Gas Sup019 9:53 AM 3001: Customer calling about IGS. Customer signed up with IGS trying to save some money. Customer states she was paying 0.0739 in Oct and switched to IGS in Nov. at 0.0609 and is now currently paying 0.0739. Customer was told by IGS that she has an early termination fee of 99.00. Opening case to get a copy of contract with IGS to see what the customer committed to and if the 99.00 ETF applies on this contract as the customer appears to have a variable rate based on what she is telling me. Gave case# Invited call back.
Interstate Gas Sup019 9:53 AM 3001:

Co response:

Attached you will find proof of enrollment information. Customer enrolled on a fixed rate for 36 month, The agent even called IGS on Oct 15 after receiving terms in the mailed and asked questions.

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IGS has not processed a cancellation, IGS did advise the customer there would be a fee to cancel. The IGS HEC manager is trying to reach the customer to review the account.

Interstate Gas Sup19 9:53 AM 3001: LVM to close. Customer enrolled via d2d 10/15, co cancelling, and waving etf, and adding to do not contact list.

0049981 Interstate Gas Sup19 10:09 AM 3001: see case 499805

Customer feels she was misled by IGS. Customer was trying to save money on gas and is now paying 0.60900 per ccf and has never had gas bills this high. Please get copy of contract from IGS to see what customer signed up for and make sure

Interstate Gas Sup19 10:09 AM 3001: customer is getting the pricing she was quoted. Gave case#, invited call back.

Interstate Gas Sup19 10:09 AM 3001: LVM to close. Customer enrolled via d2d 10/15, co cancelling, and waving etf, and adding to do not contact list

The customer is calling to file a complaint regarding IGS Energy. A representative went to the customer's home today 5/1/2019. The customer informed she was not interested, and claims the representative was very pushy and would not leave the property as she requested multiple times, he ignored the customer and kept talking.

The representative offered a rate of 7.2 KWH, and informed the customer, her bill would be cheaper than Ohio Edison's PTC of \$0.058/KWH.

The customer did not provide any account information to the representative.

Representative name: James Covington (Team Lead)

Agent Number. 1602128

0050029 Interstate Gas Sup19 12:20 PM 3001: The customer is requesting we investigate, I provided the case number, I provided my name, Icb. Customer calling because IGS called and stated that if she didn't renew/enroll with them, her services would be disconnected. Customer called CEI and customer is not with IGS. Customer wanted to report IGS for providing misleading information. Reps name was Johnathan. Invited call back.

He called from 740-589-1008

0050075 Interstate Gas Sup019 1:08 PM 3001: Call back# 18005893101

Interstate Gas Sup019 1:08 PM 3001: ICB

Non-Jurisdictional Matter

0022509 Interstate Gas Sup18 10:32 AM 3001: Gave ea #.

Elderly lady. IGS was there and she enrolled for gas. She then discovered she was enrolled for a svc plan with IGS. Had it

Interstate Gas Sup18 10:32 AM 3001: cancelled. Not sure about elec. I suggested she call and confirm.

Posed as Utility

0021197 Interstate Gas Sup18 12:08 PM 3001: Letter mailed to customer advising IGS waived the etf due to error in email address.

Caller has a rep who claimed to be from Duke stopped on 5/3 and had enrolled caller (Caller states that he did not go through a TPV and signed a document but was not given a copy). Caller had then received a notice from Duke dated 5/4 advising of switch. Caller did not cancel out until 6/4 (Confirmation number 1776-0986). Caller was advised that he would have to pay the \$99 ETF. Caller is looking to have this waived since IGS did not go through a TPV nor was given a written

Interstate Gas Sup18 12:08 PM 3001: contract. Advised caller of investigative process.

Interstate Gas Sup18 12:08 PM 3001: Letter mailed advising the company sent the proper notifications and followed protocol, no etf will be waived.

Interstate Gas Sup18 12:08 PM 3001: I contact DR to inquire if the GPS locator and time/date stamp provided are the appropriate documentation required.

Interstate Gas Sup18 12:08 PM 3001: I called customer, phone rang but there was no answer and no option for voice mail.

DR contacted NR. NR states to request proof of information emailed to the customer and what email address it was sent

Interstate Gas Sup18 12:08 PM 3001: to as it is a requirement if a TPV is not completed.

Interstate Gas Sup18 12:08 PM 3001: Caller was looking to speak to LL regarding case. Transferred call to LL's vm

I called customer.

Customer states the email address was wrong.

I advised I addressed the incorrect email address with IGS and they have agreed to waive the ETF.

Customer would like a confirmation letter.

Interstate Gas Sup18 12:08 PM 3001: I advised will send confirmation letter.

Interstate Gas Sup18 12:08 PM 3001: I mailed letter advising IGS has agreed to waive the etf due to error in email address.

Interstate Gas Sup18 12:08 PM 3001: Customer left voicemail stating the IGS people used the wrong email address to send the Terms and Conditions.

0022896 Interstate Gas Sup018 3:18 PM 3001: It wasn't IGS. Maybe another company.

- caller says a door2door rep, Eric King, stopped by and when he was asked where he was from he said 'Duke'.
- caller later found out that the rep is with IGS Energy
- caller is contacting the PUCO to report that the rep told her he was from Duke, and then he was very rude with her when she started asking him questions
- Note: when asked if she enrolled with the supplier >> caller says No, why would she do that?
- Intake Rep thanked the caller for contacting the PUCO to report that the supplier posed as a utility
- caller was advised that the local utility companies does not have a need to send their employees door2door about rates, etc...
- caller was advised that IGS Energy is a 3rd party marketer and is not a part of Duke Energy
- caller says she want to hear back from the PUCO, once contact has been made to the company

Interstate Gas Sup018 3:18 PM 3001: -case # provided for future reference

Interstate Gas Sup018 3:18 PM 3001: I spoke with Ms. Chavers. I told her IGS wasn't in the area. She said it's possible it was another company.

ent:

Called the customer. Reached voice mail. Advised that I was calling to see if she has had any success in getting a copy of the police report. Advised that this is not something the PUCO can do for her. Advised that if I had not heard back from her by this Friday, I would assume that her concerns had been addressed and that she no longer needed assistance from

0023387 Interstate Gas Sup18 10:09 AM 3001: the PUCO and that I would close the investigation. Left hotline number and invited a call back.

Customer called with a complaint. She says last night around 6:30 she was inside her home and a gentleman showed up while she had her door open he was standing on her bottom step saying he was with IGS and DEO and he was banging real hard on her door. She says that she told him that she's happy with her supplier and she asked that he leave. He asked why won't she hear him out and she felt threatened and because he tried to intimidate her into signing up with his company. She was in fear and started shaking. He was very angry because she would not listen to him. She says she had to literally push him back off of her steps. She is 62yrs old and lives alone so she was frightened. She called the police and reported it. She didn't know who he was. She says that he told her he was going to record her being racist because he was a young black man and she is a white woman. She says he did the same thing to her neighbor, went pounding on her door. The police showed up and made him provide two forms of ID, and when he left he told her that he would shut off his gas. She says he was wearing a light-colored jacket.

I advised we can document the complaint and reach out to the suppliers about any of their marketers that may have been in that area around 6:30pm.

Interstate Gas Sup18 10:09 AM 3001: Called the customer to discuss her complaint. Reached voice mail. Left message asking for a return call.

Called the customer back to follow up on her efforts to get a copy of the police report. She said that it will not be available until early next week. She stated that the police wanted the PUCO to request the report. She was busy at work. I was in the middle of explaining that I was n't sure that it would be appropriate for the PUCO to make that request as she was the complainant when she hung up.

Interstate Gas Sup18 10:09 AM 3001: Discussed with RS.
Caller calling for M.C
M.C not avail

Interstate Gas Sup18 10:09 AM 3001: Caller wants to leave a message-Transferred call to vm
Called the customer to discuss her case. She says that the company is lying. She was left no paperwork. She repeated the story of what happened. She says that she is from Lewisville, Ohio 44641 not Lewisburg, Ohio. Made the change and advised that I would contact the company again. She does not know if there was a police report created. Advised that if she can obtain a copy and provide to PUCO, it might be helpful if IGS continues to deny having anyone in the area.

Interstate Gas Sup18 10:09 AM 3001: Provided PUCO fax number and advised that I would be back in touch with her.
Called the customer back and advised of the new company response. She says that the police advised that IGS may not be the supplier. She is going to stop by the police department on her way to the grocery store and will fax over information

Interstate Gas Sup18 10:09 AM 3001: later today. She says that she will also check with her neighbors.

Called the customer. Reached voice mail. Advised that I was calling to see if she has had any success in getting a copy of the police report. Advised that this is not something the PUCO can do for her. Advised that if I had not heard back from her by this Friday, I would assume that her concerns had been addressed and that she no longer needed assistance from

Interstate Gas Sup18 10:09 AM 3001: the PUCO and that I would close the investigation. Left hotline number and invited a call back.

customer called, stated a month ago some guy came to her door claiming to be from TE and CGO. he told her that he could give her a better rate but ensured her that he was not from a retail supplier. she agreed and he had her sign a tablet. she says she just found out that this company IGS Energy showed up on her bill this month and they are charging her \$0.07/kwh, which is too high to her. she says she called to cancel this and they told her there would be a \$99 ETF. she says she did not know she was signing up with this company and she did not want to. she doesn't want to continue to pay this high rate. she says she has been sick lately and wasn't in the right frame of mind.

0024302 Interstate Gas Sup018 2:46 PM 3001: i advised we can contact the company to see if they would cancel her contract and waive the ETF.

Letter mailed to customer advising that she enrolled in gas service at a rate of \$0.649/ccf for 36 months and electric service at \$0.0769/kwh for 36 months outside of Walmart on November 27, 2018. The gas enrollment was rejected when enrollment was submitted. The company contacted the customer after receiving the PUCO complaint to explain the program. they agreed to cancel the customer's account and waive the ETF. The account was cancelled before the service

Interstate Gas Sup018 2:46 PM 3001: became active on the account and no charges should be received from IGS.

Customer called back and stated that she tried to leave a voice mail for these two account numbers but the voice mail "messed up." She asked me to record these numbers:

Interstate Gas Sup018 2:46 PM 3001: 110031461251 (up) 110031461285 (down).
-caller wants to provide LL with the TE acct #s

Interstate Gas Sup018 2:46 PM 3001: -call routed over vm, per request

Customer calling in regarding this matter. She does not remember getting or seeing the letter. Customer stated that she called CGO today and rep told her that IGS was on the bill. She made a \$75 payment by check payment. She still owes \$124. She wants to follow-up with investigator because she thought that she would not get billed by IGS. She does not

Interstate Gas Sup018 2:46 PM 3001: know which account number is correct. She thinks it is either 112853710030006 or 112853710020007.

Lthe customer enrolled the electric service on November 15, 2018. The service for the account ending in 1285 ended on December 19, 2018 and the service on the account ending in 1251 ended on December 27, 2018. The company agreed to re-rate the final bill for account 1251 since the drop request was not submitted in a timely manner and resulted in the customer receiving another bill from IGS. IGS has sent the customer a check for \$5.96 for the difference between what the

Interstate Gas Sup018 2:46 PM 3001: utility company would have charged and what she was charged. The company agreed to waive the ETF.

I called customer and advised the customer enrolled the electric service on November 15, 2018. The service for the account ending in 1285 ended on December 19, 2018 and the service on the account ending in 1251 ended on December 27, 2018. The company agreed to re-rate the final bill for account 1251 since the drop request was not submitted in a timely manner and resulted in the customer receiving another bill from IGS. IGS has sent the customer a check for \$5.96 for the difference between what the utility company would have charged and what she was charged. The company agreed to waive the ETF.

Customer asked if the gas was cancelled as well.

I advised the Gas was not enrolled and customer is currently on SCO rate.

Customer states IGS is still soliciting outside of Walmart.

Interstate Gas Sup018 2:46 PM 3001: I advised unless the company has a pattern of numerous violations, they are still allowed to solicit service.
0024877 Interstate Gas Sup019 3:12 PM 3001: * sent initial email *

Interstate Gas Sup019 3:12 PM 3001: * review company response *

IGS Energy - Kevin Holliday, Territory Mgr

- caller rec'd a visitor (Kevin Holliday, Territory Mgr) today stating he's coming on behalf of Ohio Edison, and want her to sign something to update her OE info
- caller refused to open her storm door b/c she believes he is trying to scam her by mis-representing himself just to get her enrolled with IGS Energy
- caller is concerned about her neighbors getting scammed by this rep
- caller says she don't need a call back, just want to report this to the PUCO, and hopefully get him stopped.
- caller was advised that her comments will be sent forward for investigations

Interstate Gas Sup019 3:12 PM 3001: -invited call back, if necessary

Interstate Gas Sup019 3:12 PM 3001: forward complaint to IGS
IGS Energy

Rep information

Derwin Daugherty
Agent # 1603136

Customer called to report an issue where a Representative from IGS Energy came to her home and took a nap on her sofa.

Customer claims the representative usually comes to the property once per month to check her meter out etc.. but this time, the Representative just sat on the customer's couch, and went to sleep. The customer was very uncomfortable, and claims she didn't know what to do as the man was already in her home.

Customer lives alone, and did not appreciate the representative sleeping in her home.

Quality of Customer
Service

0024992 Interstate Gas Sup019 4:24 PM 3001: Customer feels the representatives shouldn't be harassing elderly customers as such.

Co response:

IGS spoke to Mrs. Minnich about the below complaint. She stated to IGS that she did not make a claim about our agent Derwin Daugherty checking her meter.

Mrs. Minnich did state Mr. Daugherty did sit down on her couch because he was not feeling well and this did make her a little uncomfortable. IGS spoke to the agent regarding the

Interaction and explain regardless of the relationship he has with the customer he should have just rescheduled with the

Interstate Gas Sup019 4:24 PM 3001: customer crossing this line.

Interstate Gas Sup019 4:24 PM 3001: Called customer to close.

Interstate Gas Sup019 4:24 PM 3001: CALLED to close.

customer called, says she is trying to update two contacts for their annual report:

first is the fiscal contact for Amy Gilmore:
her new title is Chief Financial Officer.
email address is: amy.gilmore@igs.com
for both gas and electric.

second, Tara McGraw should be listed as the Compliance Manager. for gas and electric. and email address stays the same.

Regarding PUCO

0026326 Interstate Gas Sup019 2:50 PM 3001: she says this should also apply to the Village of Chickasaw - cert# 13-726E

Interstate Gas Sup019 2:50 PM 3001: these were all completed on 4/9

Total

1879

**BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO**

In the Matter of the Complaint of Interstate)
Gas Supply, Inc., d/b/a IGS Energy, v.)
Santanna Natural Gas Corporation, d/b/a) Case No. 19-362-GE-CSS
Santanna Energy Services, for Actions in)
Violation of the Ohio Revised and)
Administrative Codes.)

AFFIDAVIT OF KIMBERLY W. BOJKO

I, Kimberly W. Bojko, attorney for Santanna Natural Gas Corporation, d/b/a Santanna Energy Services (Santanna) in the above-captioned case, being first duly sworn, deposes and states that the following efforts have been made to resolve the differences with Interstate Gas Supply, Inc., d/b/a IGS Energy (IGS) as to the unduly burdensome and harassing discovery requests propounded upon Santanna by IGS.

1. IGS filed its Complaint against Santanna on February 1, 2019 before the Public Utilities Commission of Ohio (Commission), alleging that Santanna and/or its representatives and third party vendors acted wrongfully in conducting telephonic solicitations.

2. Since the filing of the Complaint, IGS has propounded three sets of discovery upon Santanna.

3. Regarding discovery requests related to direct solicitation, individual enrollments not mentioned in the Complaint, and requests seeking broad swaths of information from Santanna, Santanna properly objected to the requests as being unduly burdensome and harassing and beyond the scope of the Complaint filed by IGS in this proceeding. Santanna objected to responding to such burdensome discovery through written objections to discovery responses, multiple correspondence with counsel for IGS, and pleadings filed with the Commission.

4. Santanna also initially produced some information in response to these irrelevant requests in hopes of resolving this dispute amicably. Despite all of the objections and efforts to resolve the dispute, IGS' sweeping discovery requests persisted.

5. Specifically, regarding IGS' First Set of Discovery, IGS filed a Motion to Compel responses from Santanna, stating that it does not find Santanna's objections to be valid and that its position is that it is entitled to discovery concerning specific enrollments and direct solicitations because it filed a Complaint even though the Complaint did not allege wrongdoing with direct solicitations or specific enrollments.

6. By filing a Motion to Compel and through continued, on-going rounds of discovery, IGS has established that the differences between the parties regarding the permissible scope of discovery will not be resolved.

7. It is evident that reasonable resolution of this discovery dispute will not be achieved without the Commission's intervention. Santanna, therefore, has no other recourse but to file this Motion for a Protective Order to protect itself from unduly burdensome and harassing discovery requests that continue to be served on Santanna.

STATE OF OHIO)
) SS:
COUNTY OF FRANKLIN)

The undersigned, being of lawful age and duly sworn on oath, hereby certifies, deposes and state the following:


I have caused to be prepared the attached written affidavit for Santanna in the above referenced docket. This affidavit is true and correct to the best of my knowledge, information and belief.

Further affiant sayeth naught.


Kimberly W. Bojko, Affiant

Subscribed and sworn to before me this 29th day of July 2019.




Notary Public