



# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

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

## Case Detail

Case Number: 00229821	Owner: Samantha Boerstler
Account Name: [REDACTED]	Account in Question: Verde Energy USA Ohio LLC
Type:	Account Holder:
Status: Closed	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

### CASE DATES:

Date Opened: 10-01-2018  
Case Age in Business Days: 1

Date Closed: 10-01-2018

## Contact Information

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

## Service Address Information

Service Account Number:	Service Address County: Franklin
Service Address Street: [REDACTED]	Service Address State: Ohio
Service Address City: Columbus	Service Address Zip:
Service Address Country: United States	Service Address Phone:

## Industry Information

AIQ Industry: Gas	Territory Account: 001t0000008OFY7AAO
AIQ Sub-Industry: Competitive Retail Natural Gas Service Provider	General Code: General -- Gas
AIQ Sub-Sub-Industry:	Specific Code: Do Not Call List
Non-Jurisdictional Case: <input type="checkbox"/>	

## Additional Information

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

## Transportation Information

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Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

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Description:

Resolution:

DNC

## Case Comments

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Created Date	Comment
10/1/2018 11:18:25 AM	Received call on Saturday to switch service to lower rate. Agreed to change for gas service. Does not want to switch with the gas service. Stated she called CGO and cancelled the switch. Calling about Verde. Stated she talked a lot and feels that is wrong. Asked if on DNC list. She is not. Provided number to DNC list.
2/20/2019 5:02:45 AM	DNC

## Web Information

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

## System Information

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Created by: Samantha Boerstler	Last Modified by: Sara Macey
# Tasks Correspondence Review: 0	Next Activity Date:
# Tasks Correspondence Review:0	Case Grade Created: <input type="checkbox"/>
	Case Grade Target: <input type="checkbox"/>

## Case Emails

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## Case Images

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Created Date	Images
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# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

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Lawrence K. Friedman  
Dennis P. Deters  
Daniel R. Conway

## Case Detail

Case Number: 00229916

Account Name: [REDACTED]

Type:

Status: Closed

Preferred Contact Method: No Preference

Owner: J. Robert Foley Jr.

Account in Question: Verde Energy USA  
Ohio LLC

Account Holder:

Priority: Standard

Service Type: Residential

### CASE DATES:

Date Opened: 10-01-2018

Case Age in Business Days: 1

Date Closed: 10-01-2018

## Contact Information

Contact: [REDACTED]

Preferred Contact Method: No Preference

Phone: [REDACTED]

Mobile:

Preferred Contact Time:

Email:

## Service Address Information

Service Account Number:

Service Address County: Mahoning

Service Address Street: [REDACTED]

Service Address State: Ohio

Service Address City: Youngstown

Service Address Zip:

Service Address Country: United States

Service Address Phone:

## Industry Information

AIQ Industry: Electric

Territory Account:

AIQ Sub-Industry: Competitive Retail Electric Service  
Provider

General Code: General -- Electric

AIQ Sub-Sub-Industry:

Specific Code: Competition Issues / Inquiries

Non-Jurisdictional Case: ☐

## Additional Information

PUCO ID: 345478

Case Formal Complaint Specialist Approved:

Docketing Case Number:

Case Formal Complaint Supervisor Approved:

Legacy Case ID:



## Transportation Information

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Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

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**Description:**

**Resolution:**

Reviewed the A2A chart and supplied caller with the number for a cheaper supplier.

## Case Comments

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Created Date	Comment
10/1/2018 2:38:25 PM	Caller states that he received a letter about being switched to Verde Energy, but he says that he never gave any permission to switch his service and doesn't know who Verde is (then, remembers calling Verde to cancel on 9/27).  Reviewed the A2A chart and supplied caller with the number for a cheaper supplier.
2/20/2019 5:02:45 AM	Reviewed the A2A chart and supplied caller with the number for a cheaper supplier.

## Web Information

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

## System Information

---

Created by: J. Robert Foley Jr.	Last Modified by: Sara Macey
# Tasks Correspondence Review: 0	Next Activity Date:
# Tasks Correspondence Review:0	Case Grade Created: <input type="checkbox"/>
	Case Grade Target: <input type="checkbox"/>

## Case Emails

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## Case Images

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Created Date	Images
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# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

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

## Case Detail

Case Number: 00229997

Account Name: [REDACTED]

Type:

Status: Closed

Preferred Contact Method: No Preference

Owner: Michael Coady

Account in Question: Verde Energy USA  
Ohio LLC

Account Holder: Orris Basinger

Priority: Standard

Service Type: Residential

### CASE DATES:

Date Opened: 10-01-2018

Date Closed: 10-04-2018

Case Age in Business Days: 3

## Contact Information

Contact: [REDACTED]

Preferred Contact Method: No Preference

Phone:

Preferred Contact Time:

Mobile: [REDACTED]

Email: [REDACTED]

## Service Address Information

Service Account Number:

Service Address County: Holmes

Service Address Street: [REDACTED]

Service Address State: Ohio

Service Address City: Walnut Creek

Service Address Zip:

Service Address Country: United States

Service Address Phone: [REDACTED]

## Industry Information

AIQ Industry: Electric

Territory Account: 001t0000008OFZLAA4

AIQ Sub-Industry: Competitive Retail Electric Service  
Provider

General Code: General -- Electric

AIQ Sub-Sub-Industry:

Specific Code: Do Not Call List

Non-Jurisdictional Case: ☐

## Additional Information

PUCO ID: 345478

Case Formal Complaint Specialist Approved:

Docketing Case Number:

Case Formal Complaint Supervisor Approved:

Legacy Case ID:

## Transportation Information

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Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

---

### Description:

### Resolution:

Called ea at AEP Ohio, Emily. Customer has until 5 pm on 10/9 to rescind with Verde. Customer started enrollment with UG&P in August.

Called [REDACTED]. Explained that she should contact AEP by 5 pm o 10/9 and rescind Verde. Advised that I would try to make sure that Utility Gas & Power was not going to charge an ETF. Advised that all companies had agreed to place her father on their Do Not Solicit lists. Advised that I would then be back in touch with her.

## Case Comments

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Created Date	Comment
10/1/2018 5:01:11 PM	-caller is complaining that the supplier is contacting her 80 -plus y/o dad getting him to sign-up with them -caller want the calls to stop!! -caller was advised that the PUCO can contact supplier and request that they cease all marketing tactics -in the meantime, caller was referred to the National Do Not Call Registry >> contact info provided
10/2/2018 9:53:07 AM	Called the customer to get her father's number. [REDACTED]. She is considering changing his number. Discussed other ways that might help her to keep him from enrolling with a supplier every month. Advised that I would contact her once I had heard back from the suppliers.
10/4/2018 1:17:39 PM	Called ea at AEP Ohio, Emily. Customer has until 5 pm on 10/9 to rescind with Verde. Customer started enrollment with UG&P in August.  [REDACTED] Explained that she should contact AEP by 5 pm o 10/9 and rescind Verde. Advised that I would try to make sure that Utility Gas & Power was not going to charge an ETF. Advised that all companies had agreed to place her father on their Do Not Solicit lists. Advised that I would then be back in touch with her.

## Web Information

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Web Name:  
Web Home Phone:  
Web Email:  
Web Company:  
Web Zip Code:

Web Account in Question:  
Web US Dot #:

## System Information

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Created by: L'Yshanya Davis  
# Tasks Correspondence Review: 0  
# Tasks Correspondence Review:0

Last Modified by: Sara Macey  
Next Activity Date:  
Case Grade Created: ☒  
Case Grade Target: ☐

## Case Emails

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**Email Created Date: 10/2/2018 10:08:09 AM**

### **Email Text Version:**

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

CASE ID: 00229997

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

SERVICE ADDRESS: [REDACTED]

[REDACTED] Ohio 44687

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

[REDACTED]

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

DESCRIPTION OF ISSUE:

Sincerely,

Michael Coady  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Lead Customer Service Investigator

Case Number: 00229997

(800) 686-PUCO (7826)  
www.PUCO.ohio.gov

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

**Email Created Date: 10/3/2018 10:19:06 AM**

**Email Text Version:**

Good morning,

Verde would like to apologize for any inconvenience Ms. Basinger may have experienced.

We'd like to confirm that because we take complaints of this nature very seriously that we have place [REDACTED] address of [REDACTED] onto Verde's internal "Do Not Knock" list and the telephone number of [REDACTED] onto the internal "Do Not Call" list.

Best regards,

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

April Lusk | Regulatory Specialist

12140 Wickchester Ln, Ste 100 | Houston, TX 77079

Tel: 832-333-7019 | Fax: 832-320-2979

[alusk@verdeenergy.com](mailto:alusk@verdeenergy.com)<<mailto:alusk@verdeenergy.com>>

From: Michael Coady <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>

Sent: Tuesday, October 02, 2018 9:08 AM

To: Regulatory <[regulatory@sparkenergy.com](mailto:regulatory@sparkenergy.com)>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00229997 [ref:\_00Dt0GzXt.\_500t0BsEaH:ref ]

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

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00229997

Case Number: 00229997

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

[REDACTED], Walnut Creek, Ohio 44687

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

[REDACTED]

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

DESCRIPTION OF ISSUE:

This customer contacted the PUCO for assistance in getting the company to cease efforts to enroll her 80 year old father, [REDACTED], in one of its energy programs.

1. Please place this customer's father on the company's Do Not Call, Do Not Knock and Do Not Mail lists.
2. Please assure that all company vendors do the same.
3. Please advise the effective date of this change.

Sincerely,

Michael Coady

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C8ccad291edf04b57939a08d6293b2a64%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636741731422211831&sdata=aL8%2FvIcSrH0Rrvhp6RYY5RDkCDNjKs8nqVLMGb6vXnk%3D&reserved=0>](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C8ccad291edf04b57939a08d6293b2a64%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636741731422211831&sdata=aL8%2FvIcSrH0Rrvhp6RYY5RDkCDNjKs8nqVLMGb6vXnk%3D&reserved=0)

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

[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000002r3g0]

ref:\_00Dt0GzXt.\_500t0BsEaH:ref

## Case Images

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Created Date	Images
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# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

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

## Case Detail

---

Case Number: 00230271

Account Name: [REDACTED]

Type:

Status: Closed

Preferred Contact Method: No Preference

Owner: Shawn Thompson

Account in Question: Verde Energy USA  
Ohio LLC

Account Holder:

Priority: Standard

Service Type: Residential

### CASE DATES:

Date Opened: 10-03-2018

Case Age in Business Days: 13

Date Closed: 10-22-2018

## Contact Information

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Contact: [REDACTED]

Preferred Contact Method: No Preference

Phone: [REDACTED]

Mobile:

Preferred Contact Time:

Email:

## Service Address Information

---

Service Account Number:

Service Address Street: [REDACTED]

Service Address City: Cincinnati

Service Address Country: United States

Service Address County: Hamilton

Service Address State: Ohio

Service Address Zip:

Service Address Phone: [REDACTED]

## Industry Information

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AIQ Industry: Electric

AIQ Sub-Industry: Competitive Retail Electric Service  
Provider

AIQ Sub-Sub-Industry:

Non-Jurisdictional Case: ☐

Territory Account:

General Code: Marketing -- Electric

Specific Code: Enrollment Dispute

## Additional Information

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PUCO ID: 345478

Case Formal Complaint Specialist Approved:

Docketing Case Number:

Legacy Case ID:

Case Formal Complaint Supervisor Approved:

## Transportation Information

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Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

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**Description:**

**Resolution:**

LM for cust - close case

## Case Comments

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Created Date	Comment
10/3/2018 8:43:19 AM	<p>Caller states that her electric service was switched from Duke to Verde Energy in Aug 2018 without her permission and she was the only one living there at the time, so no one else could have authorized the switch. Caller states that she just received a letter on 10/2 that Verde was also about to switch her gas service over.</p> <p>Caller states that she has cancelled the electric and gas switch and went back to Duke, but wants the PUCO to investigate the potential slamming from Verde.</p> <p>Edu caller on slamming, adv that the case would be investigated, supplied the case number and adv of response time.</p>
10/4/2018 12:36:30 PM	*** sent initial email ***
10/12/2018 10:33:51 AM	*** sent 2nd email ***
10/18/2018 7:44:14 AM	* sent follow up email *
10/19/2018 3:31:31 PM	* review company response *
10/22/2018 2:54:37 PM	<p>I called the cust and left a message - adv of the company response --- adv of the transfer letter from CenStar dated 6/26/18 to Verde - per the assignment letter, you were properly notified that your gas and electric account would be assigned to Verde. As such, your accounts does not warrant any credits of adjustments. Lastly, your electric account is currently pending a termination date of 10/17/2018, a date solely determined by the utility and not Verde. The gas account did not become active with Verde. --- invited call back if she had any further questions.</p>
2/20/2019 5:03:23 AM	LM for cust - close case

## Web Information

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Web Name:  
Web Home Phone:  
Web Email:  
Web Company:  
Web Zip Code:

Web Account in Question:  
Web US Dot #:

## System Information

---

Created by: J. Robert Foley Jr.  
# Tasks Correspondence Review: 0  
# Tasks Correspondence Review:0

Last Modified by: Sara Macey  
Next Activity Date:  
Case Grade Created: ☐  
Case Grade Target: ☐

## Case Emails

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**Email Created Date: 10/4/2018 12:36:06 PM**

**Email Text Version:**

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

CASE ID: 00230271  
COMPANY:  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED], Cincinnati, Ohio 45227  
SERVICE ADDRESS: [REDACTED],  
Cincinnati, Ohio 45227  
AIQ: Verde Energy USA Ohio LLC  
SERVICE ACCOUNT NUMBER:  
NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Sincerely,

Shawn Thompson  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator

(800) 686-PUCO (7826)  
www.PUCO.ohio.gov

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

**Email Created Date: 10/12/2018 10:33:14 AM**

**Email Text Version:**

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

Please Respond Within 3 Days

CASE ID: 00230271  
COMPANY:  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED]  
Cincinnati, Ohio 45227  
SERVICE ADDRESS: [REDACTED], Ohio 45227  
AIQ: Verde Energy USA Ohio LLC  
SERVICE ACCOUNT NUMBER:  
NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

An initial complaint was sent to you on . Please review the customer's concerns and respond within three business days.

Sincerely,

Shawn Thompson  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department

Customer Service Investigator  
(800) 686-PUCO (7826)  
www.PUCO.ohio.gov

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

**Email Created Date: 10/12/2018 11:43:13 AM**

**Email Text Version:**

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00230271.

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

[REDACTED] has filed a complaint with the Public Utility Commission of Ohio ("PUCO") because she states that Verde switched her account without her consent for both her gas and electric accounts.

Investigative Results:

- On 09/01/2016, [REDACTED] authorized service with CenStar Energy ("CenStar") via Door to Door agent associated with Partner Energy Inc. at a rate of \$0.0715 cents/kWh for electric and \$0.699 cents/MCF for gas.
- On 09/06/2015, a Welcome Letter for the electric account was generated and sent. (Letter Attached)
- On 09/07/2016, a Welcome Letter for the gas account was generated and sent. (Letter Attached)
- On 09/19/2016, the gas and electric account became active.

On 08/10/2017, a Contract Expiration Letter for the gas and electric account was sent-(Letters Attached)

- On 09/19/2017, due to no response, the electric and gas account defaulted to a month to month plan.
- On 06/26/2018, a reassignment letter was sent indicating her electric and gas account would be assigned to Verde (Letter Attached)

- On 09/18/2018, the electric service became active with Verde.
  - On 10/04/2018, Verde received a cancellation request for both the gas and electric account.
    - o The electric account is pending drop for 10/16/2018 and the gas account did not become active.
- Outcome:

Verde would like to apologize for any inconvenience that [REDACTED] may have experienced.

We'd like to confirm that per the attached TPV, [REDACTED] authorized the enrollment for gas and electric with CenStar on 09/01/2016 without any objections. Furthermore, per the attached assignment letter, [REDACTED] was properly notified that her gas and electric account would assigned to Verde. As such, [REDACTED] accounts does not warrant any credits of adjustments. Lastly, [REDACTED] electric account is currently pending a termination date of 10/17/2018, a date solely determined by the utility and not Verde. Please note that the gas account did not become active with Verde.

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

Kindest Regards,

Edwin Quinonez

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

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

[equinonez@verdeenergy.com](mailto:equinonez@verdeenergy.com)<<mailto:equinonez@verdeenergy.com>>

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you are not the named addressee you should not disseminate, distribute, or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. If you are not the intended recipient you are notified that disclosing, copying, distributing, or taking any action in reliance on the contents of this information is strictly prohibited.

From: Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
Sent: Thursday, October 04, 2018 11:36 AM  
To: Regulatory <[regulatory@sparkenergy.com](mailto:regulatory@sparkenergy.com)>  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00230271 [ref:\_00Dt0GzXt.\_500t0BsPji:ref ]

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

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

CASE ID: 00230271

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Cincinnati, Ohio 45227

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45227

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Good afternoon,

Caller states that Verde switched her electric service without her permission in August 2018. She just received a letter on 10/2/18, stating that Verde was going to switch her gas. Caller states that she has cancelled the electric and gas with Verde. Caller states that she has switched back to Duke, but Verde slammed her account.

\*\*\* Can you confirm that the account has been cancelled for both electric and gas?

\*\*\* Please provide how you obtained the authorization to switch the customer's service.

\*\*\* Please provide the signed contract or sales call, TPV and terms.

\*\*\* Please provide all of the details regarding this issue to our office for review.

Sincerely,

Shawn Thompson  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov<<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C8f6d2fe78f0d445a743c08d6305932e0%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636749557880045090&sdata=MQ7A5orlFnN0OKHRLcu6uQJqERqgLKK5KQQYhrnpuq8%3D&reserved=0>>

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

[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000002r8ix>]

ref: \_00Dt0GzXt.\_500t0BsPji:ref

**Email Created Date: 10/18/2018 7:43:39 AM**

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00230271

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Cincinnati, Ohio 45227

SERVICE ADDRESS: [REDACTED], !Case.Service\_Address\_City\_\_c}, Ohio 45227

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:



Sincerely,

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

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

**Email Created Date: 10/18/2018 11:07:09 AM**

**Email Text Version:**

Good Morning,

Attached you will find the reassignment letter dated 6/26/18.

Kind Regards,

[[https://www.sparkenergy.com/SignatureImages/spark\\_logo.jpg](https://www.sparkenergy.com/SignatureImages/spark_logo.jpg)]

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

[equinonez@sparkenergy.com](mailto:equinonez@sparkenergy.com) | <http://www.sparkenergy.com>

Connect with Spark Energy

[[https://www.sparkenergy.com/SignatureImages/spark\\_facebook.png](https://www.sparkenergy.com/SignatureImages/spark_facebook.png)]<[https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.facebook.com%2FSparkEnergy%3Fsk%3Dapp\\_107354565965963&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C6f0b4632b95e41f59bd508d6350b3e5c%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636754720260599984&sdata=zzhUcjYSAqjDuMHaP0KEbT1yz0RGrkGDTKrdVj4bAH4%3D&reserved=0](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.facebook.com%2FSparkEnergy%3Fsk%3Dapp_107354565965963&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C6f0b4632b95e41f59bd508d6350b3e5c%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636754720260599984&sdata=zzhUcjYSAqjDuMHaP0KEbT1yz0RGrkGDTKrdVj4bAH4%3D&reserved=0)>[[https://www.sparkenergy.com/SignatureImages/spark\\_twitter.png](https://www.sparkenergy.com/SignatureImages/spark_twitter.png)]<<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Ftwitter.com%2FSparkEnergy%2Flists%2Fspark-energy%2Fmembers&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C6f0b4632b95e41f59bd508d6350b3e5c%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636754720260609991&sdata=VO2w%2FT2GMce8HXeJlRI9TuvNkgcXw3PpIUlwG7sOPZ0%3D&reserved=0>>[[https://www.sparkenergy.com/SignatureImages/spark\\_linkedin.png](https://www.sparkenergy.com/SignatureImages/spark_linkedin.png)]<<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fspark-energy&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C6f0b4632b95e41f59bd508d6350b3e5c%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636754720260619987&sdata=dW4WLOtHLgEP4BmW%2BVOWYFLSO9uPZeVBTd9cNmJAJqk%3D&reserved=0>>[<https://www>

www.sparkenergy.com/SignatureImages/spark\_youtube.png]<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.youtube.com%2Fsparkenergy&data=02%7C01%7CCo ntactThePUCO%40puco.ohio.gov%7C6f0b4632b95e41f59bd508d6350b3e5c%7C50f8fcc494d84 f0784eb36ed57c7c8a2%7C0%7C0%7C636754720260630001&sdata=qPSiWOrRh3BU3Qrill7JPp %2B5c2AubfQpuskKBSOGyGY%3D&reserved=0>[https://www.sparkenergy.com/SignatureImag es/spark\_blog.png]<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fww w.sparkenergy.com%2Fblog%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C6f 0b4632b95e41f59bd508d6350b3e5c%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C6 36754720260640008&sdata=qL9P%2BKbQM0hr8uNjtrMw8g2kK8UXjoHZrFHb54w5tmw%3D&r eserved=0>

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From: Shawn Thompson <contactthepuco@puc.state.oh.us>  
Sent: Thursday, October 18, 2018 6:44 AM  
To: Regulatory <regulatory@sparkenergy.com>  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00230271 [ ref:\_00Dt0GzXt.\_500t0BsPji:ref ]

[https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt0 000000GzXt]

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00230271  
COMPANY:  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED], Cincinnati, Ohio 45227  
SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45227  
AIQ: Verde Energy USA Ohio LLC  
SERVICE ACCOUNT NUM [REDACTED]  
[REDACTED]

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

DESCRIPTION OF ISSUE:

Good morning,

The reassignment letter dated 6/26/18 was not included in your response. Please provide a copy of the letter.

Sincerely,

Shawn Thompson  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
www.PUCO.ohio.gov<<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C6f0b4632b95e41f59bd508d6350b3e5c%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636754720260650016&sdata=vBDjINGQyUp%2FnGyCtyoVts13Pu%2FnGKzF%2FwcvtftjAUg%3D&reserved=0>>

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

[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000002rLNJ>]

ref:\_00Dt0GzXt.\_500t0BsPji:ref

## Case Images

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Created Date	Images
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Sincerely,  
CenStar Energy



1 Radisson Plaza Suite 704 New Rochelle NY 10801  
Tel: 877-529-6701 Fax: 914-355-4242  
Website: [www.censtarenergy.com](http://www.censtarenergy.com)  
Email: [info@censtarenergy.com](mailto:info@censtarenergy.com)

August 10, 2017

[REDACTED]  
[REDACTED]  
CINCINNATI OH 45227

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### RENEWAL NOTICE

Dear Customer,

**This is an automated letter being sent to you within 30 days of the expiration of your energy agreement with CenStar Energy. If you already renewed your agreement or switched to either another supplier or the utility, please disregard this letter.**

This letter is to inform you that your current agreement(s) with CenStar Energy expires on 9/19/2017. We have enjoyed having you as a customer and trust that you are happy with us. We value customers like you and look forward to continuing to be your electric supplier for years to come. Below is a summary of your renewal agreement.

Account number(s)	[REDACTED]
Account Name	[REDACTED]
Service Address(es)	[REDACTED] CINCINNATI OH 45227
Local Utility Company	Duke
Type(s) of Service	Electric
Product Type	Variable
Agreement Term	Month-to-Month
Early Termination Fee	\$0.00
Term Start Date	9/20/2017
Term End Date	10/19/2017

Please review the Terms and Conditions to assure your renewal agreement best suits your current needs. A copy of the agreement's Terms and Conditions can be found at [www.censtarenergy.com](http://www.censtarenergy.com).

**To compare historic and current prices offered by all ESCOs for standard service without energy-related value-added attributes, please visit the department of Public Service's Power to Choose website.**

If you are interested in hearing about other supply plans that we offer, please contact us at 1-877-529-6701. If you choose to discontinue your service with us, you may switch to another supplier, or return to your local utility company, without an early termination fee, at the expiration of your current agreement by contacting us or your local utility company.

Thank you again for allowing us to serve you.

Sincerely,  
CenStar Energy



1 Radisson Plaza Suite 704 New Rochelle NY 10801  
Tel: 877-529-6701 Fax: 914-355-4242  
Website: [www.censtarenergy.com](http://www.censtarenergy.com)  
Email: [info@censtarenergy.com](mailto:info@censtarenergy.com)

August 10, 2017

[REDACTED]  
[REDACTED]  
CINCINNATI OH 45227

---

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This letter is to inform you that your current agreement(s) with CenStar Energy expires on 9/19/2017. We have enjoyed having you as a customer and trust that you are happy with us. We value customers like you and look forward to continuing to be your gas supplier for years to come. Below is a summary of your renewal agreement.

Account number(s)	[REDACTED]
Account Name	[REDACTED]
Service Address(es)	[REDACTED] CINCINNATI OH 45227
Local Utility Company	DukeGas
Type(s) of Service	Gas
Product Type	Variable
Agreement Term	Month-to-Month
Early Termination Fee	\$0.00
Term Start Date	9/20/2017
Term End Date	10/19/2017

Please review the Terms and Conditions to assure your renewal agreement best suits your current needs. A copy of the agreement's Terms and Conditions can be found at [www.censtarenergy.com](http://www.censtarenergy.com).

**To compare historic and current prices offered by all ESCOs for standard service without energy-related value-added attributes, please visit the department of Public Service's Power to Choose website.**

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Thank you again for allowing us to serve you.

Sincerely,  
CenStar Energy



[REDACTED]  
[REDACTED]  
CINCINNATI, OH 45227

Phone: (877) 529-6701  
1 Radisson Plaza, Suite 704, New Rochelle, NY 10801

June 06, 2016

Account Number : [REDACTED]

[REDACTED],

We are pleased to welcome you as a new CenStar Energy customer effective 09/19/2016. You have joined millions of other homeowners and renters who have decided to take advantage of energy deregulation and choose their own energy supplier. Your utility will continue to deliver your energy safely and reliably and will be there for you in a service emergency. Your utility will provide you with a single bill for both your CenStar Energy supply charges and the utility's delivery charges.

Thank you for giving us this opportunity to provide you with the energy products you need.

If you have any questions about your account, please call us at 1-877-529-6701 or email [info@censtarenergy.com](mailto:info@censtarenergy.com).

Sincerely,

Dominitian Jn Paul  
Client Relations Manager

p.s. The greatest compliment to my service is the referral of your friends, co-workers and business associates. **Care to Share?** As a thank you to existing customers who refer new customers to us. **Censtar Energy will send you a \$25 Visa gift card** that can be used towards your utility bill, or for anything else. There is no limit - the gift card applies to every new customer you send my way, with my thanks and appreciation. Simply have your friend call me and mention your name.

\*\*\*Disclaimer all referrals must remain enrolled for no less than three(3) months in order to qualify for the \$25 Visa Gift Card\*\*\*









**Ohio Residential and Small Commercial  
Electric Generation Service**

**DISCLOSURE STATEMENT AND TERMS OF SERVICE**

This is an agreement for electric generation service between CenStar Energy Corp (CenStar) and you, for the service address or addresses set forth in your Welcome Letter or Electric Service Agreement. Together, this Disclosure Statement, including the terms of service set forth herein, and your Welcome Letter or Electric Service Agreement collectively describe your agreement with respect to your purchase of electric generation service from CenStar (Agreement). You will be bound by all the provisions of the Agreement, as they may be amended from time to time. CenStar is certified by the Public Utility Commission of Ohio to offer and supply electric generation services in Ohio. We set the generation prices and charges that you pay. Your Electric Distribution Utility will deliver the electric generation to you. The Public Utility Commission regulates distribution prices and services. The Federal Energy Regulatory Commission regulates transmission prices and services.

**Definitions**

- Electric Distribution Utility (EDU) - The public utility providing facilities for the distribution of electricity to retail customers.
- Generation Charge - Charge for production of electricity.
- Public Utility Commission of Ohio (PUCO) - the Public Utility Commission of Ohio.
- Transmission Charge - Charge for moving high voltage electricity from a generation facility to the distribution lines of an electric distribution company.

**Right of Rescission - Customers have the right to rescind this Agreement by contacting the EDU by phone or United States mail within seven (7) calendar days following the postmark date on the EDU's confirmation notice. The EDU contact information is listed at the end of these Terms of Service.**

**Terms of Service**

**1. Basic Service Prices.**

Your rate plan will be as specified in your Welcome Letter or Electric Service Agreement.

*Fixed Rate Plan:* You will pay the fixed rate per kWh as specified in your Welcome Letter or Electric Service Agreement for the length of your Term. You may also pay a monthly administrative fee, the amount of which, if applicable, is disclosed in your Welcome Letter or Electric Service Agreement.

*Immediate Savings Plan:* For the first two months of your plan, you will receive a specified percentage savings (shown in your Welcome Letter) off of the EDU's base energy rate for electricity supply. Thereafter, you will receive CenStar's standard variable rate which will vary according to market conditions. You may also pay a monthly administrative fee, the amount of which, if applicable, is disclosed in your Welcome Letter or Electric Service Agreement.

*Variable Rate Plan:* A month-to-month plan where your rate may vary according to market conditions.

The rate you pay CenStar will include the Generation Charge but exclude the Transmission Charge for services provided under this Agreement. Your price does not include applicable Ohio sales tax or any local tax. You are responsible for any and all taxes (whether passed through to you on EDU's bill as a separate line item or as part of the price of electricity, as required by law, rule or regulation) and EDU charges for delivery and distribution services. Except as otherwise provided in this Agreement or as required by law, all taxes of whatsoever kind, nature and description, due and payable with respect to your performance of your obligations under this Agreement, will be paid by you. If you are a tax-exempt entity, you must provide CenStar with the necessary certificates and other documentation to qualify for such status.

**2. Billing.** CenStar Services are only a portion of your total monthly bill for delivery of electricity. Your EDU will continue to issue a monthly bill with the same payment due date and the bill will include both your Transmission Charge and your Generation Charge, and any other charges incurred in accordance with this Agreement. Bills will continue to be based on actual or estimated meter readings. Unless otherwise provided herein, your payment terms and late payment penalties will be governed by the terms of the EDU's tariff. CenStar does not pay or arrange for the payment of any outstanding debts owed by you to the EDU or a previous electric supplier.

**3. Length of Agreement (Term).** The Term of this Agreement is as specified on your Welcome Letter or Electric Service Agreement. With the exception of a new meter installation or special meter reading date, you will buy your electric generation service for the service addresses set forth in your Welcome Letter or Electric Service Agreement from CenStar on the next regularly scheduled meter reading date available and will continue to do so for the entire Term. Customer acknowledges that CenStar cannot guarantee a switch of a Customer's account by a specific date and hereby holds harmless CenStar from any liability from liability for, or arising out of, delays in this process. CenStar will provide you with at least 30 days notice prior to the end of the Term informing you of the Agreement end date. This Agreement shall remain in effect for the full Term or until you notify CenStar in writing or by phone of your intent to cancel at least 30 days prior to your requested end date and until such time as the EDC completes the termination in accordance with its rules. Upon expiration of the Term, if you do not provide verification of renewal or cancellation, this Agreement will continue on a month-to-month basis under the same terms and conditions, including pricing.

**4. Penalties, Fees and Exceptions.**

**You may be assessed an early termination fee if you cancel or terminate this Agreement prior to the end of the Term. If an early termination fee is applicable, the amount of the early termination fee will be specified in your Welcome Letter or Electronic Service Agreement.**

Notwithstanding the foregoing, you may cancel this Agreement without being assessed an early termination or cancellation fee if you move to another location and provide a forwarding address and, if required, reasonable evidence that you no longer occupy the service address. You will be responsible for amounts due, up to the switch date, of all outstanding charges incurred prior to cancellation by you. For residential customers, there is no penalty to start or stop service from CenStar, if done within the terms of this Agreement.

If you default in the prompt payment of amounts due under this Agreement, you will be liable for any and all fees or charges, including reasonable attorney fees and court costs, incurred in connection with the collection of delinquent balances. CenStar may use the services of debt collection agencies, consumer reporting agencies, and other remedies as allowed by law to collect any unpaid balances on your account.

You will be assessed a fee of \$30.00 for payments returned for insufficient funds or credit card transaction not processed due to insufficient funds or credit availability by any method of payment including, but not limited to, bank or personal check, automatic payment plan account deduction or credit/debit card.

**5. Cancellation Provisions.** Residential customers may cancel this Agreement without being assessed an early termination or cancellation fee any time before midnight of the seventh calendar day after the date of the confirmation notice from the EDC of your enrollment. Otherwise, you may cancel this Agreement at any time by calling CenStar at 1-877-529-6701, but you will be required to pay the early termination fee described in Section 4 above, if applicable. If you are a residential customer, with 48 hours notice you may cancel this Agreement without penalty as a result of relocation, or if disability renders you unable to pay for service, or upon your death. If you request to cancel this Agreement, the cancellation will not take effect until the next actual meter read date following the date CenStar notifies your EDC. You will be responsible for all payments due hereunder until the cancellation of electric generation service is completed. If for any reason CenStar is no longer able to economically continue this Agreement, CenStar may terminate this Agreement at any time with at least thirty (30) calendar days notice to you after complying with applicable regulations. This Agreement may be cancelled at the sole discretion of CenStar if you fail to meet any of the terms and conditions of this Agreement or if any of the information you have provided to CenStar is or becomes untrue. Residential customer contracts will not be terminated if charges are in dispute, all undisputed charges are paid, and the parties agree to resolve the dispute within 30 days of when the residential customer notified CenStar of the dispute. CenStar may terminate residential service by the next meter reading subject to the preceding after 30 days notice has been provided. CenStar will not terminate residential service due to non-payment of optional services.

If this Agreement is canceled, expires, or otherwise terminated, you will receive uninterrupted service from the EDC until you designate another provider of electric generation service or service is shut off by the EDC. Only the EDC may shut off your electric power.

**6. Agreement Expiration/Change in Terms.** If you have a fixed term agreement with us and it is approaching the expiration date, we will send you advance notice either in your bill or in a separate mailing at least 45 days before the expiration date. We will explain your options in this advance notice and we will follow your instructions. If you do not respond to the notice, at our discretion, we may renew your electric generation service under a month-to-month Variable market rate.

If we propose to change our terms of service, CenStar will provide written notice to you of any material change to this Agreement at least 45 days prior to the date any such change becomes effective. Upon receipt of written notice of a material change, you may terminate this Agreement without penalty prior to the date such change becomes effective.

**7. Information Release and Authorization.** By accepting this contract I authorize CenStar to obtain information from the EDU through the term including, but not limited to, account name, account number, billing address, service address, telephone number, standard offer service type, historical and future electricity usage, rate classification, meter readings, characteristics of electricity service, and when charges under this Agreement are included on my EDU bill or other billing and payment information from the EDU. I authorize CenStar to release that information to third parties who need to use or be aware of such information in connection with my electric generation service as well as to its affiliates and business partners for marketing purposes. These authorizations shall remain in effect as long as this Agreement (including any renewal) is in effect. I may rescind these authorizations at any time by either calling CenStar at 1-877-529-6701 or providing written notice to CenStar. CenStar reserves the right to reject my enrollment or terminate the agreement if I rescind these authorizations, if I fail to meet or maintain satisfactory credit standing as determined by CenStar, or if I fail to meet minimum or maximum threshold electricity consumption levels as determined by CenStar. If I fail to remit payment in a timely fashion, CenStar may report the delinquency to a credit reporting agency.

**8. Dispute Procedures.** Contact us by any of the means provided at the bottom of these Terms and Conditions with any questions concerning our terms of service or your bill. If your complaint is not resolved after you have contacted CenStar or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.puco.ohio.gov](http://www.puco.ohio.gov). Hearing or speech impaired customers may contact PUCO 7-1-1 (Ohio relay service). The Ohio consumers counsel (OCC) represents residential customers in matters before PUCO. The OCC can be contacted 1-877-742-562 (toll free) from 8 am to 5 pm weekdays or at <http://www.pickocc.org>.

**9. Warranties.** YOU REPRESENT AND WARRANT THAT YOU DO NOT HAVE ANY EXISTING PAST DUE BALANCE WITH YOUR EDU OR ANOTHER SUPPLIER THAT WOULD RENDER YOU INELIGIBLE FOR CONSOLIDATED BILLING BY YOUR EDU. CENSTAR MAKES NO REPRESENTATIONS OR WARRANTIES, EITHER EXPRESSED OR IMPLIED, WITH REGARD TO THE PROVISION OF ELECTRIC GENERATION SERVICE AND DISCLAIMS ANY AND ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR ARISING OUT OF ANY COURSE OF DEALING OR USAGE OF TRADE.

**10. Limitation of Liability.** You will be deemed to be in exclusive control (and responsible for any damages or injury caused thereby) of the electric power after receipt at the delivery point or points. CENSTAR WILL NOT BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL, SPECIAL, PUNITIVE, EXEMPLARY OR INDIRECT DAMAGES (INCLUDING LOST PROFITS OR OTHER BUSINESS INTERRUPTION DAMAGES), WHETHER BY STATUTE, IN CONTRACT OR TORT, EVEN IF THE RESULT OF NEGLIGENCE (WHETHER SOLE, JOINT, CONCURRENT, ACTIVE OR PASSIVE). ALL OTHER LIABILITY WILL BE LIMITED TO DIRECT ACTUAL DAMAGES ONLY, AND SUCH DIRECT ACTUAL DAMAGES WILL BE THE SOLE AND EXCLUSIVE REMEDY. YOU HEREBY WAIVE ALL OTHER REMEDIES AT LAW OR IN EQUITY. THERE ARE NO THIRD PARTY BENEFICIARIES TO THIS AGREEMENT. To the extent any damages required to be paid hereunder are liquidated, the parties acknowledge that the damages are not intended and shall not be construed as a penalty, such damages are difficult or impossible to determine, that otherwise obtaining an adequate remedy is inconvenient or impossible, and that the liquidated damages constitute a reasonable approximation of the harm or loss.

**11. Mandatory Arbitration.** Any claim, dispute or controversy, regarding any contract, tort, statute, or otherwise ("Claim"), arising out of or relating to this Agreement or the relationships among the parties hereto shall be resolved by one arbitrator through binding arbitration administered by the American Arbitration Association ("AAA"), under the AAA Commercial or Consumer rules, as applicable, in effect at the time the Claim is filed ("AAA Rules"). Copies of the AAA Rules and forms can be located at [www.adr.org](http://www.adr.org), or by calling 1-800-778-7879. MANDATORY ARBITRATION OF A CLAIM MEANS WAIVER OF THE RIGHT TO SUE IN A COURT AND WAIVER OF A RIGHT TO A TRIAL BY JURY. The arbitrator's decision shall be final, binding, and non-appealable. Judgment upon the award may be entered and enforced in any court having jurisdiction. This clause is made pursuant to a transaction involving interstate commerce and shall be governed by the Federal Arbitration Act. Neither party shall sue the other party other than as provided herein or for enforcement of this clause or of the arbitrator's award; any such suit may be brought only in Federal District Court for the District, or if any such court lacks jurisdiction, in any state court that has jurisdiction. The arbitrator, and not any federal, state or local court, shall have exclusive authority to resolve any dispute relating to the interpretation, applicability, unconscionability, arbitrability, enforceability or formation of this Agreement including any claim that all or any part of the Agreement is void or voidable. However, the preceding sentence shall not apply to the clause entitled "Class Action Waiver".

**12. Class action Waiver.** Any Claim must be brought in the parties' individual capacity, and not as a plaintiff or class member in any purported class, collective, representative, multiple plaintiff, or similar proceeding ("Class Action"). The parties expressly waive any ability to maintain any Class Action in any forum. The arbitrator shall not have authority to combine or aggregate similar claims or conduct any Class Action nor make an award to any entity or person not a party to the arbitration. Any claim that all or part of this Class Action Waiver is unenforceable, unconscionable, void, or voidable may be determined only by a court of competent jurisdiction and not by an arbitrator. **THE PARTIES UNDERSTAND THAT THEY WOULD HAVE HAD A RIGHT TO LITIGATE THROUGH A COURT, TO HAVE A JUDGE OR JURY DECIDE THEIR CASE AND TO BE PARTY TO A CLASS OR REPRESENTATIVE ACTION, HOWEVER, THEY UNDERSTAND AND CHOOSE TO HAVE ANY CLAIMS DECIDED INDIVIDUALLY, THROUGH ARBITRATION.**

**13. Miscellaneous.**

(a) CenStar will not assess a charge to a residential customer for starting or stopping service, if done within the terms of this Agreement. This provision does not prohibit an early termination fee or penalty for failure to adhere to this Agreement.

(b) If CenStar is rendered unable to perform, in whole or in part, by a Force Majeure event, its performance under this Agreement will be excused for the duration of such event. "Force Majeure" means any act or event that is beyond the reasonable control of CenStar that adversely affects, interrupts, or precludes its performance. In addition, acts of other parties, including without limitation, PJM, RTOs, aggregators, other suppliers, qualified scheduling entities, EDUs, any governmental authority, and the respective employees and agents of such parties, will also be deemed to be events of Force Majeure.

(c) Energy delivery shall continue to be provided by your . You should contact your EDC in the event of a power outage or emergency. Your electric service will be provided in accordance with your existing connection requirements unless you request a change by the EDC and pay for the cost of that change. You may not resell or use any electric power provided under this Agreement as an auxiliary or supplement to any other source of power. The supply of electric power under this Agreement will be measured at the delivery point by the EDC providing the delivery service in accordance with the terms of the applicable tariff for electric generation service. CenStar and you will be bound by the measurement from the meters owned, installed, maintained and read by the EDC.

(d) This Agreement will be governed by, interpreted, construed and enforced in accordance with the laws of the State of Ohio, without regard to principles of conflicts of laws.

(e) A wet or faxed signature on an Electric Service Agreement is an agreement to initiate service and begin enrollment with CenStar. These Terms of Service, along with your Welcome Letter or Electric Service Agreement, constitute the entire agreement between you and CenStar relating to the subject matter hereof and supersede any other agreements, written or oral, between you and CenStar concerning the subject matter of the Agreement.

(f) You may not assign this Agreement or your obligations under this Agreement without CenStar's prior written consent. CenStar may assign this Agreement, together with all rights and obligations hereunder, to (i) CenStar's electricity supplier, or such supplier's designee, (ii) an affiliate of CenStar or to any other person succeeding to all or substantially all of CenStar's assets, or (iii) in connection with any financing or other financial arrangement.

(g) Any failure by CenStar to enforce any term or condition of your electric generation service or otherwise exercise any right it may have under this Agreement will not be deemed a waiver of any rights to thereafter enforce any or all of the terms or conditions of your service or to exercise rights under this Agreement.

(h) Should any provision of this Agreement for any reason be declared invalid or unenforceable by final and applicable order by a court or any regulatory body having jurisdiction, such decisions shall not affect the validity of the remaining portions, and the remaining portions shall remain in effect as if this Agreement had been agreed to without the invalid portion. If any provision of this Agreement is declared invalid, the remainder of this Agreement will be construed so as to give effect to its original intent and effect as near as possible.

(i) The provisions of this Agreement concerning payment, limitation of liability, waivers, arbitration, and waiver of class actions will survive the termination or expiration of this Agreement.

(j) The parties may execute the Agreement in counterparts, each of which is deemed an original and all of which constitute the same instrument.

**14. Contact Information.** Information regarding CenStar's energy sources, energy efficiency, environmental impacts, or historical billing data is available upon request.

Energy Supplier:

**CenStar Energy Corp.**  
**1 Radisson Plaza, Ste. 704**  
**New Rochelle, NY 10801**  
**1-877-529-6701**  
**OH License No.: 12-585E(3)**  
**[www.censtarenergy.com](http://www.censtarenergy.com)**  
**Hours of Operation: Monday through Friday (except holidays), 9:00 a.m. to 5:00 p.m., Eastern Standard Time**

Electric Distribution Company &  
Provider of Last Resort

Dominion East Ohio  
P.O. Box 5759  
Cleveland, OH 44101-0759  
1-800-362-7557  
[www.dom.com](http://www.dom.com)

In the case of an outage, call:

1-877-542-2630

Duke Energy  
P.O. Box 1326  
Charlotte, NC 28201  
1-800-544-6900  
[www.duke-energy.com](http://www.duke-energy.com)

In the case of a gas emergency, call:

1-800-543-5599

First Energy  
FirstEnergy Corp.  
76 South Main Street  
Akron, Ohio 44308

Toledo Edison  
Ohio Edison  
Cleveland Illuminating

800-447-3333  
800-633-4766  
800-589-3101

In the case of a gas emergency, call:

888-544-4877

Public Utility Commission:

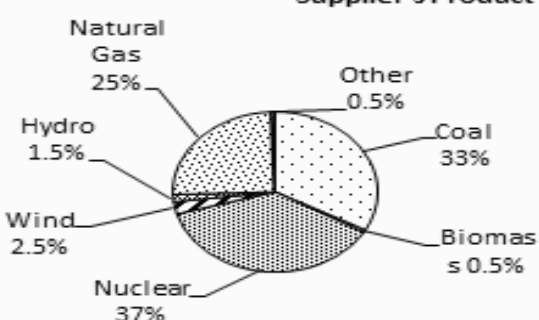
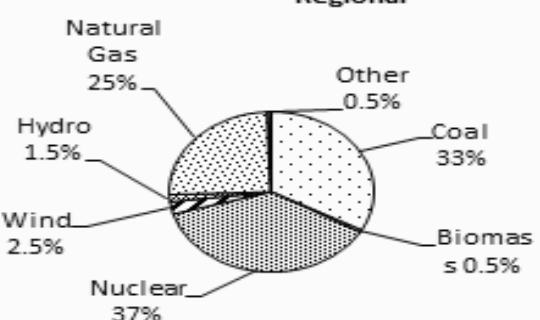

Public Utility Commission of Ohio  
180 E. Broad St.  
Columbus, OH 43215  
(800) 686-PUCO (7826)  
(800) 686-1570 (TTY-TDD)  
[www.puco.ohio.gov](http://www.puco.ohio.gov)

Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.pickocc.org](http://www.pickocc.org).

**15. Rewards Program Terms.** Rewards are subject to the following terms and conditions.

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

Rewards and incentives are also subject to the reward and incentive terms and conditions stated in the offer, located on our website and stated in the offer and those terms and conditions in the Terms of Service between CenStar and you, including, but not limited to, all terms related to dispute resolution. CenStar reserves the right to disqualify any account holder from participation in reward and incentive programs.

Environmental Disclosure Information			
CenStar Energy Corp.			
Projected Data for the 2017 Calendar Year			
<b>Generation Resource Mix -</b>  A comparison between the sources of generation used to produce this product and the historic regional average supply mix.	<b>Supplier's Product</b>  		<b>Regional</b>  
<b>Environmental Characteristics—</b>  A description of the characteristics associated with each possible generation resource.	Biomass Power	Air Emissions and Solid Waste	
	Coal Power	Air Emissions and Solid Waste	
	Hydro Power	Wildlife Impacts	
	Natural Gas Power	Air Emissions and Solid Waste	
	Nuclear Power	Radioactive Waste	
	Oil Power	Air Emissions and Solid Waste	
	Other Sources	Unknown Impacts	
	Solar Power	No Significant Impacts	
	Wind Power	Wildlife Impacts	
<b>Air Emissions –</b>  A comparison between the air emissions related to this product and the regional average air emissions.			
	Regional Average		
<b>Radioactive Waste –</b> Radioactive waste associated with the product.	<b>Type:</b>		<b>Quantity:</b>
	High-Level Radioactive Waste		Unknown Lbs./1,000 kWh
	Low-Level Radioactive Waste		Unknown Ft³/1,000 kWh
With in-depth analysis, the environmental characteristics of any form of electric generation will reveal benefits as well as costs. For further information, contact CenStar Energy at <a href="http://www.censtarenergy.com">www.censtarenergy.com</a> or by phone at 1-877-529-6701.			





[REDACTED]  
[REDACTED]  
CINCINNATI, OH 45227

Phone: (877) 529-6701  
1 Radisson Plaza, Suite 704, New Rochelle, NY 10801

September 07, 2016

Account Number : [REDACTED]  
[REDACTED] [REDACTED]

We are pleased to welcome you as a new CenStar Energy customer effective 09/19/2016. You have joined millions of other homeowners and renters who have decided to take advantage of energy deregulation and choose their own energy supplier. Your utility will continue to deliver your energy safely and reliably and will be there for you in a service emergency. Your utility will provide you with a single bill for both your CenStar Energy supply charges and the utility's delivery charges.

Thank you for giving us this opportunity to provide you with the energy products you need.

If you have any questions about your account, please call us at 1-877-529-6701 or email [info@censtarenergy.com](mailto:info@censtarenergy.com).

Sincerely,

Dominitian Jn Paul  
Client Relations Manager

p.s. The greatest compliment to my service is the referral of your friends, co-workers and business associates. **Care to Share?** As a thank you to existing customers who refer new customers to us. **Censtar Energy will send you a \$25 Visa gift card** that can be used towards your utility bill, or for anything else. There is no limit - the gift card applies to every new customer you send my way, with my thanks and appreciation. Simply have your friend call me and mention your name.

\*\*\*Disclaimer all referrals must remain enrolled for no less than three(3) months in order to qualify for the \$25 Visa Gift Card\*\*\*









## Ohio Residential and Small Commercial Customer Terms of Service

This is an agreement for natural gas service between CenStar Energy Corp (CenStar Energy) and you, for the service address or addresses set forth in your Welcome Letter or Natural Gas Service Agreement. Together, the terms of service set forth herein, and your Welcome Letter or Natural Gas Service Agreement ("NGSA") collectively describe your agreement with respect to your purchase of natural gas service from CenStar (Agreement). You will be bound by all the provisions of the Agreement, as they may be amended from time to time. CenStar is licensed by the Public Utility Commission of Ohio to offer and supply natural gas services in Ohio. We set the supply prices and charges that you pay. Your Local Distribution Utility will deliver the natural gas to you. The Public Utility Commission regulates distribution prices and services. The Federal Energy Regulatory Commission regulates transmission prices and services.

### Definitions

- Small Commercial Customer - A nonresidential customer that has annual usage of less than 5,000 ccf therms during the most recent consecutive 12 month period.
- Local Distribution Utility (LDU) - A gas or electric corporation owning, operating or managing electric or gas facilities for the purpose of distributing gas or electricity to end users.
- Commodity Charge - Charge for the supply of natural gas.
- Public Utility Commission of Ohio (PUCO) - the Public Utility Commission of Ohio.
- Transmission Charge - Charge for moving natural gas from a supply point to the distribution system of a natural gas distribution company.

**Right of Rescission - Customers have the right to rescind this Agreement within seven (7) business days following the postmark date on the LDU's confirmation notice.**

### Terms of Service

#### 1. Basic Service Prices.

Your rate plan will be as specified in your Welcome Letter or Natural Gas Service Agreement.

**Fixed Rate Plan:** You will pay the fixed rate per therm as specified in your Welcome Letter or Natural Gas Service Agreement for the length of your Term. You may also pay a monthly administrative fee, the amount of which, if applicable, is disclosed in your Welcome Letter or Natural Gas Service Agreement. You will incur additional charges for the LDU's services.

**Immediate Savings Plan:** For the first two months of your plan, you will receive a specified percentage savings (shown in your Welcome Letter) off of the LDU's base energy rate for natural gas supply. Thereafter, you will receive CenStar's standard variable rate which will vary according to market conditions. You may also pay a monthly administrative fee, the amount of which, if applicable, is disclosed in your Welcome Letter or Natural Gas Service Agreement. You will incur additional charges for the LDU's services.

**Variable Rate Plan:** A month-to-month plan where your rate may vary according to market conditions.

The rate you pay CenStar will include the Commodity Charge and Transmission Charge. Your price does not include applicable Ohio sales tax, use tax, local tax or gross receipt taxes imposed by Ohio State Tax Law. You are responsible for any and all taxes (whether passed through to you on LDU's bill as a separate line item or as part of the price of natural gas, as required by law, rule or regulation) and LDU charges for delivery and distribution services. Except as otherwise provided in this Agreement or as required by law, all taxes of whatsoever kind, nature and description, due and payable with respect to your performance of your obligations under this Agreement, will be paid by you. If you are a tax-exempt entity, you must provide CenStar with the necessary certificates and other documentation to qualify for such status. You will incur additional charges for the LDU's services.

**2. Billing.** CenStar Services are only a portion of your total monthly bill for delivery of natural gas. Your LDU will continue to issue a monthly bill and the bill will include both your Transmission Charge and your Commodity Charge, and any other charges incurred in accordance with this Agreement. Bills will continue to be based on actual or estimated meter readings. Unless otherwise provided herein, your payment terms and late payment penalties will be governed by the terms of the LDU's tariff. CenStar does not pay or arrange for the payment of any outstanding debts owed by you to the LDU or a previous Competitive Retail Natural Gas Supplier "CRNGS". You may request, free of charge, from CenStar up to twenty-four months of your payment history for services rendered by CenStar.

**3. Length of Agreement (Term)/No Guarantee of Switch Period.** The Term of this Agreement is shown on your Welcome Letter. With the exception of a new meter installation or special meter reading date, you will buy your natural gas service for the service addresses set forth in your Welcome Letter or Natural Gas Service Agreement from CenStar on the next regularly scheduled meter reading date available and will continue to do so for the entire Term. Customer acknowledges that CenStar cannot guarantee a switch of Customer's account by a specific date and hereby holds harmless CenStar from any liability for, or arising out of, delays in this process. This Agreement shall remain in effect until you notify CenStar in writing or by phone of your intent to cancel at least 30 days prior to your requested end date and until such time as the LDU completes the termination in accordance with its rules.

**4. Penalties, Fees and Exceptions.**

**You may be assessed an early termination fee if you cancel or terminate this Agreement prior to the end of the Term. If an early termination fee is applicable, the amount of the early termination fee will be specified in your Welcome Letter or Natural Gas Service Agreement.**

You have may terminate this agreement without being assessed an early termination or cancellation fee in the event you relocate outside the service territory of your LDU or within the service territory of an LDU that does not permit portability of the Agreement. Notwithstanding the foregoing, this Agreement automatically terminates if any of the following occurs: (1) your requested service location is not served by your previous LDU; (2) you move outside the your LDU's service area or to an area not served by CenStar; or (3) CenStar returns you to your LDU's default sales service, pursuant to your violation of the terms and conditions stated herein. You will be responsible for amounts due, up to the switch date, of all outstanding charges incurred prior to cancellation by you.

If you default in the prompt payment of amounts due under this Agreement, you will be liable for any and all fees or charges, including reasonable attorney fees and court costs, incurred in connection with the collection of delinquent balances. CenStar may use the services of debt collection agencies, consumer reporting agencies, and other remedies as allowed by law to collect any unpaid balances on your account.

**5. Cancellation Provisions.** After the expiration of your Right of Rescission on the seventh business day, you may cancel this Agreement at any time by contacting your LDU, but you will be required to pay the early termination fee described in Section 4 above, if applicable. If you request to cancel this Agreement, the cancellation will not take effect until the next actual meter read date following the date CenStar notifies your LDU. You will be responsible for all payments due hereunder until the cancellation of natural gas service is completed. This Agreement may be cancelled at the sole discretion of CenStar if you fail to meet any of the terms and conditions of this Agreement or if any of the information you have provided to CenStar is or becomes untrue. If this Agreement is canceled, expires, or otherwise terminated, you will receive uninterrupted service from the LDU until you designate another provider of natural gas service or service is shut off by the LDU. Only the LDU may shut off your natural gas service. Switching fees may apply to you under your current natural gas LDU's tariff.

**6. Agreement Expiration/Change in Terms.** If you have a fixed term agreement with us and it is approaching the expiration date, or if we propose changes to our terms of service, CenStar may send you two notices offering to renew our agreement under the same or different conditions. You will receive the first notice at least 45 and not more than 90 days prior to the termination date of our agreement and the second notice no less than 35 days prior to the termination date of our agreement.

After notifying you of an approaching expiration, we will follow your instructions. If you do not respond to any of the notices, the price for natural gas service automatically continues at a variable market rate.

**7. Information Release and Authorization.** By accepting this contract I authorize CenStar to obtain information from the utility through the term including, but not limited to, account name, account number, billing address, service address, telephone number, standard offer service type, historical and future electricity usage, rate classification, meter readings, characteristics of electricity service, and when charges under this Agreement are included on my Utility bill, billing and payment information from the Utility. I authorize CenStar to release that information to third parties who need to use or be aware of such information in connection with my electric generation service, as well as to its affiliates and business partners for marketing purposes. These authorizations shall remain in effect as long as this Agreement (including any renewal) is in effect. I may rescind these authorizations at any time by either calling CenStar at 1-877-529-6701 or providing written notice to CenStar. CenStar reserves the right to reject my enrollment or terminate the Agreement if I rescind these authorizations, if I fail to meet or maintain satisfactory credit standing as determined by CenStar, or if I fail to meet minimum or maximum threshold electricity consumption levels as determined by CenStar. If I fail to remit payment in a timely fashion, CenStar may report the delinquency to a credit reporting agency.

**8. Dispute Procedures.** Contact us by any of the means provided at the bottom of these Terms and Conditions with any questions concerning our terms of service or your bill. If your complaint is not resolved after you have contacted CenStar or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.puco.ohio.gov](http://www.puco.ohio.gov).

**9. Warranties.** CENSTAR MAKES NO REPRESENTATIONS OR WARRANTIES, EITHER EXPRESSED OR IMPLIED, WITH REGARD TO THE PROVISION OF NATURAL GAS SERVICE AND DISCLAIMS ANY AND ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR ARISING OUT OF ANY COURSE OF DEALING OR USAGE OF TRADE.

**10. Limitation of Liability.** You will be deemed to be in exclusive control (and responsible for any damages or injury caused thereby) of the natural gas after receipt at the delivery point or points. CENSTAR WILL NOT BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL, SPECIAL, PUNITIVE, EXEMPLARY OR INDIRECT DAMAGES (INCLUDING LOST PROFITS OR OTHER BUSINESS INTERRUPTION DAMAGES), WHETHER BY STATUTE, IN CONTRACT OR TORT, EVEN IF THE RESULT OF NEGLIGENCE (WHETHER SOLE, JOINT, CONCURRENT, ACTIVE OR PASSIVE). ALL OTHER LIABILITY WILL BE LIMITED TO DIRECT ACTUAL DAMAGES ONLY, AND SUCH DIRECT ACTUAL DAMAGES WILL BE THE SOLE AND EXCLUSIVE REMEDY. YOU HEREBY WAIVE ALL OTHER REMEDIES AT LAW OR IN EQUITY. THERE ARE NO THIRD PARTY BENEFICIARIES TO THIS AGREEMENT. To the extent any damages required to be paid hereunder are liquidated, the parties acknowledge that the damages are not intended and shall not be construed as a penalty, such damages are difficult or impossible to determine, that otherwise obtaining an adequate remedy is inconvenient or impossible, and that the liquidated damages constitute a reasonable approximation of the harm or loss.

**11. Mandatory Arbitration.** Any claim, dispute or controversy, regarding any contract, tort, statute, or otherwise ("Claim"), arising out of or relating to this Agreement or the relationships among the parties hereto shall be resolved by one arbitrator through binding arbitration administered by the American Arbitration Association ("AAA"), under the AAA Commercial or Consumer rules, as applicable, in effect at the time the Claim is filed ("AAA Rules"). Copies of the AAA Rules and forms can be located at [www.adr.org](http://www.adr.org), or by calling 1-800-778-7879. The arbitrator's decision shall be final, binding, and non-appealable. Judgment upon the award may be entered and enforced in any court having jurisdiction. This clause is made pursuant to a transaction involving interstate commerce and shall be governed by the Federal Arbitration Act. Neither party shall sue the other party other than as provided herein or for enforcement of this clause or of the arbitrator's award; any such suit may be brought only in Federal District Court for the District, or if any such court lacks jurisdiction, in any state court that has jurisdiction. The arbitrator, and not any federal, state or local court, shall have exclusive authority to resolve any dispute relating to the interpretation, applicability, unconscionability, arbitrability, enforceability or formation of this Agreement including any claim that all or any part of the Agreement is void or voidable. However, the preceding sentence shall not apply to the clause entitled "Class Action Waiver".

**12. Class Action Waiver.** Any Claim must be brought in the parties' individual capacity, and not as a plaintiff or class member in any purported class, collective, representative, multiple plaintiff, or similar proceeding ("Class Action"). The parties expressly waive any ability to maintain any Class Action in any forum. The arbitrator shall not have authority to combine or aggregate similar claims or conduct any Class Action nor make an award to any entity or person not a party to the arbitration. Any claim that all or part of this Class Action Waiver is unenforceable, unconscionable, void, or voidable may be determined only by a court of competent jurisdiction and not by an arbitrator. THE PARTIES UNDERSTAND THAT THEY WOULD HAVE HAD A RIGHT TO LITIGATE THROUGH A COURT, TO HAVE A JUDGE OR JURY DECIDE THEIR CASE AND TO BE PARTY TO A CLASS OR REPRESENTATIVE ACTION, HOWEVER, THEY UNDERSTAND AND CHOOSE TO HAVE ANY CLAIMS DECIDED INDIVIDUALLY, THROUGH ARBITRATION.

**13. Miscellaneous.**

(a) The services provided by CenStar are governed by the terms and conditions of this document and the LDU's tariff. In the event of non-payment of any charges owed to CenStar, you may be subject to termination of natural gas service and the suspension of distribution service under procedures approved by the Public Utility Commission of Ohio. You may obtain additional information by contacting CenStar or the LDU by the means provided at the bottom of these Terms of Service.

(b) If CenStar is rendered unable to perform, in whole or in part, by a Force Majeure event, its performance under this Agreement will be excused for the duration of such event. "Force Majeure" means any act or event that is beyond the reasonable control of CenStar that adversely affects, interrupts, or precludes its performance. In addition, acts of other parties, including without limitation, wholesale suppliers, aggregators, other CRNGSSs, qualified scheduling entities, LDUs, any governmental authority, and the respective employees and agents of such parties, will also be deemed to be events of Force Majeure.

(c) Energy delivery shall continue to be provided by your LDU. Your natural gas service will be provided in accordance with your existing connection requirements unless you request a change by the LDU and pay for the cost of that change. You may not resell or use any natural gas provided under this Agreement as an auxiliary or supplement to any other source of power. The supply of natural gas under this Agreement will be measured at the delivery point by the LDU providing the delivery service in accordance with the terms of the applicable tariff for natural gas service. CenStar and you will be bound by the measurement from the meters owned, installed, maintained and read by the LDU.

(d) This Agreement will be governed by, interpreted, construed and enforced in accordance with the laws of the State of Ohio, without regard to principles of conflicts of laws.

(e) A wet or faxed signature on a Natural Gas Service Agreement is an agreement to initiate service and begin enrollment with CenStar. These Terms of Service, along with your Welcome Letter or Natural Gas Service Agreement, constitute the entire agreement between you and CenStar relating to the subject matter hereof and supersede any other agreements, written or oral, between you and CenStar concerning the subject matter of the Agreement.

(f) You may not assign this Agreement or your obligations under this Agreement without CenStar's prior written consent. CenStar may assign this Agreement, together with all rights and obligations hereunder, to (i) CenStar's natural gas supplier, or such supplier's designee, (ii) an affiliate of CenStar or to any other person succeeding to all or substantially all of CenStar's assets, or (iii) in connection with any financing or other financial arrangement.

(g) Any failure by CenStar to enforce any term or condition of your natural gas service or otherwise exercise any right it may have under this Agreement will not be deemed a waiver of any rights to thereafter enforce any or all of the terms or conditions of your service or to exercise rights under this Agreement.

(h) Should any provision of this Agreement for any reason be declared invalid or unenforceable by final and applicable order by a court or any regulatory body having jurisdiction, such decisions shall not affect the validity of the remaining portions, and the remaining portions shall remain in effect as if this Agreement had been agreed to without the invalid portion. If any provision of this Agreement is declared invalid, the remainder of this Agreement will be construed so as to give effect to its original intent and effect as near as possible.

(i) The provisions of this Agreement concerning payment, limitation of liability, waivers, arbitration and waiver of class actions will survive the termination or expiration of this Agreement.

(j) The parties may execute the Agreement in counterparts, each of which is deemed an original and all of which constitute the same instrument.

**14. Contact Information.** In the event of an after-hours emergency, you can contact CenStar to hear a recorded message containing the emergency contact numbers for your LDU.

Energy Services Company:

**CenStar Energy Corp**  
**56 Harrison Street**  
**New Rochelle, NY 10801**  
**1-877-529-6701**  
**[www.Censtarenergy.com](http://www.Censtarenergy.com)**  
**Hours of Operation: Monday through Friday (except holidays), 9:00 a.m. to 5:00 p.m., Eastern Standard Time**

Local Distribution Utility

Dominion East Ohio  
P.O. Box 5759  
Cleveland, OH 44101-0759  
1-800-362-7557  
[www.dom.com](http://www.dom.com)

In the case of an emergency, call:

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Duke Energy  
P.O. Box 1326  
Charlotte, NC 28201  
1-800-544-6900  
[www.duke-energy.com](http://www.duke-energy.com)

In the case of an emergency, call: 1-800-543-5599

Public Service Commission: Public Utility Commission of Ohio  
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(800) 686-1570 (TTY-TDD)  
[www.puco.ohio.gov](http://www.puco.ohio.gov)

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**15. Rewards Program Terms.** Rewards are subject to the following terms and conditions.

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

Rewards and incentives are also subject to the reward and incentive terms and conditions stated in the offer, located on our website and stated in the offer and those terms and conditions in the Terms of Service between CenStar and you, including, but not limited to, all terms related to dispute resolution. CenStar reserves the right to disqualify any account holder from participation in reward and incentive programs.





P.O. Box 421289  
Houston, TX 77242

June 26, 2018

[REDACTED]  
[REDACTED]  
CINCINNATI, OH 45227

Utility: DUKE

Account Number: [REDACTED]

**NO ACTION REQUIRED:** Your service will continue under your current service agreement without interruption.

Dear [REDACTED]

CenStar Energy Corp. ("CenStar") has appreciated the opportunity to serve as the Competitive Retail Electric Supplier (CRES) for your DUKE account. However, in accordance with your terms and conditions, we are writing to let you know that CenStar will assign your electric service to Verde Energy USA Ohio, LLC ("Verde"), another CRES licensed by the Public Utilities Commission of Ohio, effective with your first meter read date after the assignment transaction, on approximately July 31, 2018. After such date, you should contact Verde directly regarding your electric supply service.

Verde is run by an experienced team of energy experts with decades of retail energy supply and utility experience. The Verde team's experience in deregulated energy markets enables them to offer competitive prices and friendly customer service.

**No action is required on your part when this transfer occurs. Verde will honor your current agreement in place with CenStar and there will be no changes to the terms or conditions through the life of your current contract. This transfer will not cause an interruption of your electric services and you should continue to pay your DUKE bill as normal and call DUKE in case of an outage or emergency just as you do today. The same quality support and service that you are used to with CenStar will continue with Verde.**

If you have a fixed rate plan with CenStar, your service will continue with the same fixed rate until the end of your contract term or upon cancellation of service (early termination fees may apply if your current contract provides for them). If you are currently served under a variable rate with CenStar, your service will continue under the same variable electric rate. You may also contact Verde directly to see what other options are available to you, including new options with Verde when your contract expires.

If you have any questions about the transfer of service, please contact CenStar by July 30, 2018. For your convenience, the contact information for both companies is shown below. We thank you for the opportunity to serve you and we are confident you will enjoy your new service with Verde.

Kind Regards,

Nathan Kroeker  
Chief Executive Officer and President  
CenStar Energy Corp.  
12140 Wickchester Ln., Ste. 100  
Houston, TX 77079  
Phone: 877-529-6701  
Email: [customerservice@censtarenergy.com](mailto:customerservice@censtarenergy.com)  
Call Center: Mon-Fri: 9:00AM-5:00PM EST

Verde Energy USA Ohio, LLC  
12140 Wickchester Ln., Ste. 100  
Houston, TX 77079  
Phone: 800-388-3862  
Email: [service@verdeenergyusa.com](mailto:service@verdeenergyusa.com)  
Call Center: 8:00 AM-6:00 PM Monday-Friday EST



## Frequently Asked Questions

### **Will my electric service be cut off?**

No, this transfer will not cause an interruption of your electric services and you should continue to pay your DUKE bill as normal.

### **Who do I call in case of a power outage or emergency?**

Your Utility has not changed; you should call DUKE for any outage or emergency just as you do today.

### **Will my current rate change?**

If you have a fixed rate plan with CenStar, your service will continue with the same fixed rate until the end of your contract term or upon cancellation of service (early termination fees may apply). If you are currently served under a variable rate with CenStar, your service will continue under the same variable electric rate. After July 30, 2018 you may also contact Verde directly to see what other options are available when your contract expires.

### **Will my meter read cycle or utility charges change?**

No, you will continue to receive your bill from DUKE as you always have. The only change is that Verde will now be listed as the CRES.

### **What will happen to my contract/agreement with CenStar?**

Contract assignment is allowed per the terms and conditions of your CenStar agreement. Verde will honor your current agreements with CenStar, so no changes will occur with their terms or conditions until the contract end date. If you are a CenStar customer on a Variable Rate Plan, the variable electric rate will continue to remain on the same variable rate. You will also be eligible to renew to a fixed rate plan with Verde.

### **My contract was about to expire with CenStar, what does this mean for me?**

If the contract expires before the effective date of your transfer, your service will continue under the CenStar variable rate unless you choose a new fixed rate from Verde. If your contract expires after the effective date of your transfer, contact Verde for their current plan offerings.

### **Do I need to do anything to switch to Verde?**

No, you will not need to do anything. We will make this transition as smooth as possible for you. CenStar will assign your electric service to Verde, another CRES licensed by the Public Utilities Commission of Ohio.

### **When can I expect Verde to become my official CRES?**

CenStar will assign your electric service to Verde, another CRES licensed by the Public Utilities Commission of Ohio, effective with your first meter reading date after the assignment transaction, on approximately July 31, 2018.

### **Will I need to sign up with Verde or go through a credit check again?**

No, Verde welcomes you as their customer in a clear and hassle-free way.

### **How will I know when I have started services with Verde?**

Verde will appear as your CRES in the Energy Supply portion of your utility bill.

### **Will I be able to opt out of the switch to Verde?**

You can only opt out of the switch to Verde by requesting to drop to DUKE or switch to another CRES while active with CenStar. Early Termination Fees will apply if set forth in your current contract with CenStar and only if you cancel your agreement with CenStar prior to the end of your contract term. Your Early Termination Fee would be \$0.

### **Who do I contact should I have questions?**

If you have any questions about the transfer of service, please contact CenStar.

Phone: 877-529-6701

Email: [customerservice@censtarenergy.com](mailto:customerservice@censtarenergy.com)

Call Center: Mon-Fri: 9:00AM-5:00PM EST

### **How can I learn more about Verde as my new CRES?**

Please visit Verde online at [www.verdeenergy.com](http://www.verdeenergy.com).



# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

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

## Case Detail

Case Number: 00230393	Owner: Tara Jones
Account Name: [REDACTED]	Account in Question: Verde Energy USA Ohio LLC
Type:	Account Holder:
Status: Closed	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

### CASE DATES:

Date Opened: 10-03-2018  
Case Age in Business Days: 5

Date Closed: 10-10-2018

## Contact Information

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

## Service Address Information

Service Account Number: [REDACTED]	Service Address County: Harrison
Service Address Street: [REDACTED]	Service Address State: Ohio
Service Address City: Scio	Service Address Zip:
Service Address Country: United States	Service Address Phone: [REDACTED]

## Industry Information

AIQ Industry: Electric	Territory Account: [REDACTED]
AIQ Sub-Industry: Competitive Retail Electric Service Provider	General Code: Marketing -- Electric
AIQ Sub-Sub-Industry:	Specific Code: Misleading Information / Materials
Non-Jurisdictional Case: <input type="checkbox"/>	

## Additional Information

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

## Transportation Information

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Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

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**Description:**

**Resolution:**

Enrollment cancelled. Company to handle the matter internally.

## Case Comments

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Created Date	Comment
10/3/2018 1:59:32 PM	Caller received a telemarketing call from Spark which he states they were affiliated with Verde. Called about electric rate. He stated he had Capital Energy thru GA with a rate of 5.399. Verde offered 7.5 and told him it would be a savings because there would be other fees that would go away. This was told by the sales rep, Ryan. He could not define which fees would go away. He was referred to supervisor, Adam who told him that the 8.40 customer service fee would be going away so he signed-up. He called AEP to confirm. Rep told him that is incorrect and to call supplier to cancel. Explained he would always pay customer service fee and savings is in rates. Advised him to check with AEP to confirm drop and she should be able to keep GA rate. He did tell VE customer service about the incorrect info and they stated they would follow-up internally when he called to cancel. Advised him would send something to company contact so that they can correct the issue.
10/10/2018 3:45:05 PM	Reviewed the company response. Enrollment has been cancelled. Company to escalate the matter and to investigate further. Okay to close at this time.
2/20/2019 5:03:23 AM	Enrollment cancelled. Company to handle the matter internally.

## Web Information

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

## System Information

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Created by: Tara Jones	Last Modified by: Sara Macey
# Tasks Correspondence Review: 0	Next Activity Date:
# Tasks Correspondence Review:0	Case Grade Created: <input type="checkbox"/>
	Case Grade Target: <input type="checkbox"/>

## Case Emails

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**Email Created Date:** 10/4/2018 10:41:29 AM

**Email Text Version:**

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

CASE ID: 00230393

COMPANY:

CUSTOMER: [REDACTED]

[REDACTED] Scio, Ohio 43988

SERVICE ADDRESS: [REDACTED]

Scio, Ohio 43988

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT [REDACTED] [REDACTED]  
[REDACTED]

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

DESCRIPTION OF ISSUE:

Sincerely,

Tara Jones  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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

**Email Created Date:** 10/10/2018 10:13:13 AM

**Email Text Version:**

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00230393.

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

[REDACTED] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") because he feels that the Outbound Telemarketing Representative misled him into believing that the service fee from the utility would be dropped if enrolled with Verde.

Investigative Results:

- \* On 9/27/2018, [REDACTED] enrolled the electric service with Verde onto a 12-month plan, which offered the fixed-rate of 0.0759 cents/kWh. (TPV Attached)

- \* On 9/28/2018, the utility accepted the enrollment with a scheduled start date of 10/18/2018.

- \* On 10/3/2018, [REDACTED] made contact with Verde requesting to cancel the enrollment because the Telemarketing agent misled him. The Verde agent submitted cancelation request.

- \* On this same day, the utility provided the cancelation date of 10/18/2018.

- \* On 10/4/2018, Verde received PUCO Complaint No. 00230393.

Outcome:

Verde would like to apologize for any inconvenience that the customer may have experienced.

The actions mentioned are unacceptable and we would like to confirm that this matter was escalated to the proper department to investigate the agent that solicited [REDACTED].

Lastly, the cancelation request was submitted on 10/3/2018 per [REDACTED] request and the utility has accepted the request with the cancelation date being the enrollment date, so the electric service with Verde will not become active.

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

Kindest Regards,

Xiomara Mendoza

From: Tara Jones <contactthepuco@puc.state.oh.us>

Sent: Thursday, October 04, 2018 9:41 AM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00230393 [

ref: \_00Dt0GzXt.\_500t0BsT6W:ref ]

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

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00230393  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Scio, Ohio 43988  
SERVICE ADDRESS: [REDACTED] Scio, Ohio 43988  
AIQ: Verde Energy USA Ohio LLC  
SERVICE ACCOUNT NUMBER: [REDACTED]  
NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

This customer contacted our office to file a complaint regarding a telemarketing call. The customer stated he spoke with a sales rep named [REDACTED]. [REDACTED] told him that their rate of 7.5 was better than the rate of 5.3 that he had with his current supplier as other fees would drop once he enrolled with Spark. He could not explain which fees would drop. He then spoke with a supervisor named Adam who told him that the AEP customer service fee of 8.40 would drop once he enrolled. The customer called AEP to confirm this information and was told by the AEP rep that this information was incorrect. The customer wants the enrollment cancelled as he was misled into enrolling with the company. Please confirm that the enrollment has been cancelled. If not, please process a drop request. Also, please address the incorrect information given out by [REDACTED]. Customers should not be incorrectly advised that your rate is lower and that fees such as the customer service fee will be dropped upon enrollment. Thanks.

Sincerely,

Tara Jones  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C5f46b7e7dd4397ccc808d62eba7f19%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636747775872702651&sdata=teXX9pZ9RIH73uP4yvbr8FHFhgEh8lnp%2Fwk5vkL5Q60%3D&reserved=0>](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C5f46b7e7dd4397ccc808d62eba7f19%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636747775872702651&sdata=teXX9pZ9RIH73uP4yvbr8FHFhgEh8lnp%2Fwk5vkL5Q60%3D&reserved=0)

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

[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000002r6ir>]

ref:\_00Dt0GzXt.\_500t0BsT6W:ref

## Case Images

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Created Date	Images
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# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

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

## Case Detail

Case Number: 00230412	Owner: Rayshon Eaves
Account Name: [REDACTED]	Account in Question: Verde Energy USA Ohio LLC
Type:	Account Holder:
Status: Closed	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

### CASE DATES:

Date Opened: 10-03-2018  
Case Age in Business Days: 1

Date Closed: 10-03-2018

## Contact Information

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

## Service Address Information

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

## Industry Information

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

## Additional Information

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



## Transportation Information

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Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

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Description:

Resolution:

RTC

## Case Comments

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Created Date	Comment
10/3/2018 2:20:50 PM	customer called to find out about how to return to his former supplier Constellation Energy through the aggregation. he was switched to Verde after he signed up with them and was told the rate would be lower than it is. i advised he can call Constellation to re-sign up with them, but he should call Verde first to make sure there's no ETF to cancel ICB.
2/20/2019 5:03:23 AM	RTC

## Web Information

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

## System Information

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Created by: Rayshon Eaves	Last Modified by: Sara Macey
# Tasks Correspondence Review: 0	Next Activity Date:
# Tasks Correspondence Review:0	Case Grade Created: <input type="checkbox"/>
	Case Grade Target: <input type="checkbox"/>

## Case Emails

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# Case Images

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Created Date	Images
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# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

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

## Case Detail

Case Number: 00230821	Owner: Shawn Thompson
Account Name: [REDACTED]	Account in Question: Verde Energy USA Ohio LLC
Type:	Account Holder:
Status: Closed	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

### CASE DATES:

Date Opened: 10-05-2018  
Case Age in Business Days: 9

Date Closed: 10-19-2018

## Contact Information

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

## Service Address Information

Service Account Number:	Service Address County: Hamilton
Service Address Street: [REDACTED]	Service Address State: Ohio
Circle	
Service Address City: Cincinnati	Service Address Zip:
Service Address Country: United States	Service Address Phone:

## Industry Information

AIQ Industry: Gas	Territory Account: 001t0000008OFY3AAO
AIQ Sub-Industry: Competitive Retail Natural Gas Service Provider	General Code: Billing -- Gas
AIQ Sub-Sub-Industry:	Specific Code: Billing Dispute
Non-Jurisdictional Case: <input type="checkbox"/>	

## Additional Information

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

## Transportation Information

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Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

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**Description:**

**Resolution:**

\* spoke with cust - close case

## Case Comments

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Created Date	Comment
10/5/2018 12:46:38 PM	Caller states that Censtar transferred her service without consulting with her - adv that they are not required to consult with her but provide notification - she states that they did not send her any notice - caller states that her contract renewed and she did not get a notice - she was told that they are researching it and if she did not get a renewal notice - that they would re-rate her acct - caller states that she was told that she has had their svc since 2016 - caller states that she vaguely recall it - caller states that she remembers 2 ladies coming to her house in the evening – caller states that she is now paying double almost what she would have paid if she had Duke - rate on her bill, .949 - if she had Duke, .52 per ccf - caller states that they actively discouraged her to contact the PUCO - inquired if she has cancelled with her supplier - she states that she cancelled the svc with them today - adv of timeline for the cancellation - adv of inv timeline.
10/10/2018 9:37:47 AM	*** sent initial email ***
10/19/2018 11:11:02 AM	* review company response * * I called the cust and spoke with [REDACTED] - adv of the renewal letters transfer letters - cust states she has cancelled her svc - adv of timeline for the supplier to end svc - cust states that there is really no way to prove the co mailed the letters or that she received the letters - adv the cust that is correct - cust was appreciative of the call and information.
2/20/2019 5:03:58 AM	* spoke with cust - close case

## Web Information

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Web Name:  
Web Home Phone:  
Web Email:  
Web Company:  
Web Zip Code:

Web Account in Question:  
Web US Dot #:

## System Information

---

Created by: Shawn Thompson  
# Tasks Correspondence Review: 0  
# Tasks Correspondence Review: 0

Last Modified by: Sara Macey  
Next Activity Date:  
Case Grade Created: ☒  
Case Grade Target: ☐

## Case Emails

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**Email Created Date: 10/10/2018 9:36:55 AM**

**Email Text Version:**

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

CASE ID: 00230821

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Cincinnati, Ohio 45227

SERVICE ADDRESS: [REDACTED],  
Cincinnati, Ohio 45227

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

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

DESCRIPTION OF ISSUE:

Sincerely,

Shawn Thompson  
Public Utilities Commission of Ohio

Case Number: 00230821

Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
www.PUCO.ohio.gov

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

**Email Created Date: 10/15/2018 8:27:50 AM**

**Email Text Version:**

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00230821.

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

[REDACTED] has filed a complaint with the Public Utility Commission of Ohio ("PUCO") disputing the enrollment with both CenStar Energy ("CenStar") and the transition to Verde.

Investigative Results:

- \* On 12/2/2016, [REDACTED] enrolled the gas and electric services via a door-to-door agent with CenStar. (TPV Attached)
- \* The gas service was enrolled onto a 12-month plan, which offered the fixed-rate of \$0.6999 cents/CCF.
- \* The electric service was enrolled onto a 12-month plan, which offered the fixed-rate of \$0.0715 cents/kWh.
- \* On 12/22/2016, the gas and electric services became active with CenStar.
- \* On 11/22/2017, the Contract Expiration Notice was sent for both Gas and Electric accounts. (Letters Attached)
- \* On 12/22/2017, the fixed-rate for both Gas and Electric accounts terminated and it transitioned to the month-to-month variable rate.
- \* On 6/26/2018, the Customer Assignment Letter was sent for both Gas and Electric accounts. (Letters Attached)
  
- \* On 8/22/2018, the gas services with CenStar terminated and began with Verde due to Brand Consolidation.
  
- \* On 9/20/2018, the electric service with CenStar terminated and began with Verde due to Brand Consolidation.
- \* On 10/5/2018, [REDACTED] made contact with CenStar regarding the electric service disputing the enrollment and requesting an adjustment. The agent advised that the account was enrolled on 12/22/2016 via a door-to-door agent. [REDACTED] then mentioned that she did remember enrolling with CenStar. In this call, [REDACTED]

mentioned going to PUCO regarding her complaint, the agent advised that she would have her account researched.

\* On this same day, [REDACTED] made contact with Verde requesting to cancel the services and disputing the rate. The agent advised her that the rate on her invoice was the rate she was billed from CenStar due to her contract coming to an end. Per [REDACTED] request, a cancelation transaction was submitted to the utility for the gas service.

\* On 10/10/2018, Verde received PUCO Complaint No. 00230821.

Outcome:

Verde would like to apologize for any inconvenience that the customer may have experienced.

We'd like to confirm that per the attached TPV completed on 12/2/2016, [REDACTED] authorized both the Gas and Electric services with CenStar without any objections.

Furthermore, per the attached assignment letters, [REDACTED] was properly notified that her gas and electric account would be assigned to Verde. As such, [REDACTED] accounts warrant no credits or adjustments.

Lastly, [REDACTED] gas account is currently pending a termination date of 10/22/2018, a date solely determined by the utility and not Verde. A termination request for the electric account was submitted as well and Verde is awaiting acceptance from the utility for the termination date.

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

Kindest Regards,

Xiomara Mendoza

From: Shawn Thompson <contactthepuco@puc.state.oh.us>

Sent: Wednesday, October 10, 2018 8:37 AM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00230821 [

ref:\_00Dt0GzXt.\_500t0ClFvj:ref ]

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

Initial Submission of a Consumer Complaint

Marketer of Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00230821

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Cincinnati, Ohio 45227

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45227

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ: [REDACTED]

Case Number: 00230821

5

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

DESCRIPTION OF ISSUE:

Good morning,

Caller states that Censtar transferred her service without consulting with her, to Verde. Caller states that her contract renewed and she did not get a notice. She vaguely recalls signing it, but she does remember 2 ladies coming to her house in the evening. She is now paying almost double. Caller states they actively discouraged her to contact the PUCO. Caller states that she cancelled her contract on 10/9/18.

\*\*\* Do you show a contact from the customer to dispute her enrollment and to cancel the service?

\*\*\* Please provide how you obtained her enrollment.

\*\*\* Please provide a copy of the signed contract, TPV and terms.

\*\*\* Does your record reflect an agent discouraging the customer to contact the PUCO?

\*\*\* Is the account cancelled?

\*\*\* Please provide all of the details regarding this issue to our office for review.

Sincerely,

Shawn Thompson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C7cabdfe369d41bdceec08d6329934fd%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C636752031995528264&sdata=oX1lv2rivwQeXXCmx%2FgbbhzLiw6MMIIQfH%2BmG4VUIqX8%3D&reserved=0)<<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C7cabdfe369d41bdceec08d6329934fd%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C636752031995528264&sdata=oX1lv2rivwQeXXCmx%2FgbbhzLiw6MMIIQfH%2BmG4VUIqX8%3D&reserved=0>>



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

[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000002rCVv>]

ref:\_00Dt0GzXt.\_500t0ClFvj:ref

## Case Images

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Created Date	Images
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1 Radisson Plaza Suite 704 New Rochelle NY 10801  
Tel: 877-529-6701 Fax: 914-355-4242  
Website: [www.censtarenergy.com](http://www.censtarenergy.com)  
Email: [info@censtarenergy.com](mailto:info@censtarenergy.com)

November 12, 2017

████████████████████  
████████████████████  
CINCINNATI OH 45227

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### RENEWAL NOTICE

Dear Customer,

**This is an automated letter being sent to you within 30 days of the expiration of your energy agreement with CenStar Energy. If you already renewed your agreement or switched to either another supplier or the utility, please disregard this letter.**

This letter is to inform you that your current agreement(s) with CenStar Energy expires on 12/22/2017. We have enjoyed having you as a customer and trust that you are happy with us. We value customers like you and look forward to continuing to be your gas supplier for years to come. Below is a summary of your renewal agreement.

Account number(s)	████████████████████
Account Name	████████████████████
████████████████████	████████████████████
Local Utility Company	DukeGas
Type(s) of Service	Gas
Product Type	Variable
Agreement Term	Month-to-Month
Early Termination Fee	\$0.00
Term Start Date	12/23/2017
Term End Date	1/22/2018

Please review the Terms and Conditions to assure your renewal agreement best suits your current needs. A copy of the agreement's Terms and Conditions can be found at [www.censtarenergy.com](http://www.censtarenergy.com).

**To compare historic and current prices offered by all ESCOs for standard service without energy-related value-added attributes, please visit the department of Public Service's Power to Choose website.**

If you are interested in hearing about other supply plans that we offer, please contact us at 1-877-529-6701. If you choose to discontinue your service with us, you may switch to another supplier, or return to your local utility company, without an early termination fee, at the expiration of your current agreement by contacting us or your local utility company.

Thank you again for allowing us to serve you.

Sincerely,  
CenStar Energy



1 Radisson Plaza Suite 704 New Rochelle NY 10801  
Tel: 877-529-6701 Fax: 914-355-4242  
Website: [www.censtarenergy.com](http://www.censtarenergy.com)  
Email: [info@censtarenergy.com](mailto:info@censtarenergy.com)

November 12, 2017

████████████████████  
████████████████████  
CINCINNATI OH 45227

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**RENEWAL NOTICE**

Dear Customer,

**This is an automated letter being sent to you within 30 days of the expiration of your energy agreement with CenStar Energy. If you already renewed your agreement or switched to either another supplier or the utility, please disregard this letter.**

This letter is to inform you that your current agreement(s) with CenStar Energy expires on 12/22/2017. We have enjoyed having you as a customer and trust that you are happy with us. We value customers like you and look forward to continuing to be your electric supplier for years to come. Below is a summary of your renewal agreement.

Account number(s)	████████████████████
Account Name	████████████████████
████████████████████	████████████████████
Local Utility Company	Duke
Type(s) of Service	Electric
Product Type	Variable
Agreement Term	Month-to-Month
Early Termination Fee	\$0.00
Term Start Date	12/23/2017
Term End Date	1/22/2018

Please review the Terms and Conditions to assure your renewal agreement best suits your current needs. A copy of the agreement's Terms and Conditions can be found at [www.censtarenergy.com](http://www.censtarenergy.com).

**To compare historic and current prices offered by all ESCOs for standard service without energy-related value-added attributes, please visit the department of Public Service's Power to Choose website.**

If you are interested in hearing about other supply plans that we offer, please contact us at 1-877-529-6701. If you choose to discontinue your service with us, you may switch to another supplier, or return to your local utility company, without an early termination fee, at the expiration of your current agreement by contacting us or your local utility company.

Thank you again for allowing us to serve you.

Sincerely,  
CenStar Energy



P.O. Box 421289  
Houston, TX 77242

June 26, 2018

[REDACTED]  
[REDACTED]  
CINCINNATI, OH 45227

Utility: DUKE

Account Number: [REDACTED]

**NO ACTION REQUIRED:** Your service will continue under your current service agreement without interruption.

Dear [REDACTED],

CenStar Energy Corp. ("CenStar") has appreciated the opportunity to serve as the Competitive Retail Natural Gas Supplier (CRNGS) for your DUKE account. However, in accordance with your terms and conditions, we are writing to let you know that CenStar will assign your natural gas service to Verde Energy USA Ohio, LLC ("Verde"), another CRNGS licensed by the Public Utilities Commission of Ohio, effective with your first meter read date after the assignment transaction, on approximately July 31, 2018. After such date, you should contact Verde directly regarding your natural gas supply service.

Verde is run by an experienced team of energy experts with decades of retail energy supply and utility experience. The Verde team's experience in deregulated energy markets enables them to offer competitive prices and friendly customer service.

**No action is required on your part when this transfer occurs. Verde will honor your current agreement in place with CenStar and there will be no changes to the terms or conditions through the life of your current contract. This transfer will not cause an interruption of your natural gas services and you should continue to pay your DUKE bill as normal and call DUKE in case of an outage or emergency just as you do today. The same quality support and service that you are used to with CenStar will continue with Verde.**

If you have a fixed rate plan with CenStar, your service will continue with the same fixed rate until the end of your contract term or upon cancellation of service (early termination fees may apply if your current contract provides for them). If you are currently served under a variable rate with CenStar, your service will continue under the same variable natural gas rate. You may also contact Verde directly to see what other options are available to you, including new options with Verde when your contract expires.

If you have any questions about the transfer of service, please contact CenStar by July 30, 2018. For your convenience, the contact information for both companies is shown below. We thank you for the opportunity to serve you and we are confident you will enjoy your new service with Verde.

Kind Regards,

Nathan Kroeker  
Chief Executive Officer and President  
CenStar Energy Corp.  
12140 Wickchester Ln., Ste. 100  
Houston, TX 77079  
Phone: 877-529-6701  
Email: [customerservice@censtarenergy.com](mailto:customerservice@censtarenergy.com)  
Call Center: Mon-Fri: 9:00AM-5:00PM EST

Verde Energy USA Ohio, LLC  
12140 Wickchester Ln., Ste. 100  
Houston, TX 77079  
Phone: 800-388-3862  
Email: [service@verdeenergyusa.com](mailto:service@verdeenergyusa.com)  
Call Center: 8:00 AM-6:00 PM Monday-Friday EST

## Frequently Asked Questions

### **Will my natural gas service be cut off?**

No, this transfer will not cause an interruption of your natural gas services and you should continue to pay your DUKE bill as normal.

### **Who do I call in case of a power outage or emergency?**

Your Utility has not changed; you should call DUKE for any outage or emergency just as you do today.

### **Will my current rate change?**

If you have a fixed rate plan with CenStar, your service will continue with the same fixed rate until the end of your contract term or upon cancellation of service (early termination fees may apply). If you are currently served under a variable rate with CenStar, your service will continue under the same variable natural gas rate. After July 30, 2018 you may also contact Verde directly to see what other options are available when your contract expires.

### **Will my meter read cycle or utility charges change?**

No, you will continue to receive your bill from DUKE as you always have. The only change is that Verde will now be listed as the CRNGS.

### **What will happen to my contract/agreement with CenStar?**

Contract assignment is allowed per the terms and conditions of your CenStar agreement. Verde will honor your current agreements with CenStar, so no changes will occur with their terms or conditions until the contract end date. If you are a CenStar customer on a Variable Rate Plan, the variable natural gas rate will continue to remain on the same variable rate. You will also be eligible to renew to a fixed rate plan with Verde.

### **My contract was about to expire with CenStar, what does this mean for me?**

If the contract expires before the effective date of your transfer, your service will continue under the CenStar variable rate unless you choose a new fixed rate from Verde. If your contract expires after the effective date of your transfer, contact Verde for their current plan offerings.

### **Do I need to do anything to switch to Verde?**

No, you will not need to do anything. We will make this transition as smooth as possible for you. CenStar will assign your natural gas service to Verde, another CRNGS licensed by the Public Utilities Commission of Ohio.

### **When can I expect Verde to become my official CRNGS?**

CenStar will assign your natural gas service to Verde, another CRNGS licensed by the Public Utilities Commission of Ohio, effective with your first meter reading date after the assignment transaction, on approximately July 31, 2018.

### **Will I need to sign up with Verde or go through a credit check again?**

No, Verde welcomes you as their customer in a clear and hassle-free way.

### **How will I know when I have started services with Verde?**

Verde will appear as your CRNGS in the Energy Supply portion of your utility bill.

### **Will I be able to opt out of the switch to Verde?**

You can only opt out of the switch to Verde by requesting to drop to DUKE or switch to another CRNGS while active with CenStar. Early Termination Fees will apply if set forth in your current contract with CenStar and only if you cancel your agreement with CenStar prior to the end of your contract term. Your Early Termination Fee would be \$0.

### **Who do I contact should I have questions?**

If you have any questions about the transfer of service, please contact CenStar.

Phone: 877-529-6701

Email: [customerservice@censtarenergy.com](mailto:customerservice@censtarenergy.com)

Call Center: Mon-Fri: 9:00AM-5:00PM EST

### **How can I learn more about Verde as my new CRNGS?**

Please visit Verde online at [www.verdeenergy.com](http://www.verdeenergy.com).



P.O. Box 421289  
Houston, TX 77242

June 26, 2018

[REDACTED]  
[REDACTED]  
CINCINNATI, OH 45227

Utility: DUKE

Account Number: [REDACTED]

**NO ACTION REQUIRED:** Your service will continue under your current service agreement without interruption.

Dear [REDACTED]

CenStar Energy Corp. ("CenStar") has appreciated the opportunity to serve as the Competitive Retail Electric Supplier (CRES) for your DUKE account. However, in accordance with your terms and conditions, we are writing to let you know that CenStar will assign your electric service to Verde Energy USA Ohio, LLC ("Verde"), another CRES licensed by the Public Utilities Commission of Ohio, effective with your first meter read date after the assignment transaction, on approximately July 31, 2018. After such date, you should contact Verde directly regarding your electric supply service.

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Nathan Kroeker  
Chief Executive Officer and President  
CenStar Energy Corp.  
12140 Wickchester Ln., Ste. 100  
Houston, TX 77079  
Phone: 877-529-6701  
Email: [customerservice@censtarenergy.com](mailto:customerservice@censtarenergy.com)  
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Verde Energy USA Ohio, LLC  
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Email: [service@verdeenergyusa.com](mailto:service@verdeenergyusa.com)  
Call Center: 8:00 AM-6:00 PM Monday-Friday EST

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No, you will continue to receive your bill from DUKE as you always have. The only change is that Verde will now be listed as the CRES.

### **What will happen to my contract/agreement with CenStar?**

Contract assignment is allowed per the terms and conditions of your CenStar agreement. Verde will honor your current agreements with CenStar, so no changes will occur with their terms or conditions until the contract end date. If you are a CenStar customer on a Variable Rate Plan, the variable electric rate will continue to remain on the same variable rate. You will also be eligible to renew to a fixed rate plan with Verde.

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Verde will appear as your CRES in the Energy Supply portion of your utility bill.

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You can only opt out of the switch to Verde by requesting to drop to DUKE or switch to another CRES while active with CenStar. Early Termination Fees will apply if set forth in your current contract with CenStar and only if you cancel your agreement with CenStar prior to the end of your contract term. Your Early Termination Fee would be \$0.

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Email: [customerservice@censtarenergy.com](mailto:customerservice@censtarenergy.com)

Call Center: Mon-Fri: 9:00AM-5:00PM EST

### **How can I learn more about Verde as my new CRES?**

Please visit Verde online at [www.verdeenergy.com](http://www.verdeenergy.com).



# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

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

## Case Detail

---

Case Number: 00230824

Account Name: [REDACTED]

Type:

Status: Closed

Preferred Contact Method: No Preference

Owner: Steve Watson

Account in Question: Verde Energy USA  
Ohio LLC

Account Holder:

Priority: Standard

Service Type: Residential

### CASE DATES:

Date Opened: 10-05-2018

Case Age in Business Days: 11

Date Closed: 10-22-2018

## Contact Information

---

Contact: [REDACTED]

Preferred Contact Method: No Preference

Phone: [REDACTED]

Mobile:

Preferred Contact Time:

Email:

## Service Address Information

---

Service Account Number: [REDACTED]

Service Address County: Stark

Service Address Street: [REDACTED]  
[REDACTED]

Service Address State: Ohio

Service Address City: North Canton

Service Address Zip:

Service Address Country: United States

Service Address Phone:

## Industry Information

---

AIQ Industry: Electric

Territory Account:

AIQ Sub-Industry: Competitive Retail Electric Service  
Provider

General Code: Marketing -- Electric

AIQ Sub-Sub-Industry:

Specific Code: Enrollment Dispute

Non-Jurisdictional Case: ☐

## Additional Information

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PUCO ID: 345478

Case Formal Complaint Specialist Approved:

Docketing Case Number:

Case Formal Complaint Supervisor Approved:

Legacy Case ID:



## Transportation Information

---

Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

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**Description:**

**Resolution:**

Enrollment valid.

## Case Comments

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Created Date	Comment
10/5/2018 12:53:16 PM	Just found out Verde is her supplier. Since 9/12. She called Verde and was told not her supplier.
10/11/2018 7:58:36 AM	I listened to the tpv. The agent stated it would be a 3 month fixed rate of 7.4/kwh. No mention it would convert to a variable. (In the t&c it did say it would b/c a variable) I sent NR and email and inquired.
10/22/2018 3:30:13 PM	I adv [REDACTED] why she had Verde. Explained they took her original supplier over.
2/20/2019 5:03:58 AM	Enrollment valid.

## Web Information

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

## System Information

---

Created by: Steve Watson	Last Modified by: Sara Macey
# Tasks Correspondence Review: 0	Next Activity Date:
# Tasks Correspondence Review:0	Case Grade Created: <input type="checkbox"/>
	Case Grade Target: <input type="checkbox"/>

## Case Emails

---

**Email Created Date:** 10/5/2018 1:01:09 PM

**Email Text Version:**

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00230824

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], North Canton, Ohio 44720

SERVICE ADDRESS: [REDACTED], North Canton, Ohio 44720

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ:

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

DESCRIPTION OF ISSUE:

[REDACTED] reported her utility informed her she was a Verde customer. She contacted Verde and was told she was not.

I contacted the utility and confirmed a switch to Verde occurred on 9/12/18

Please send the enrollment specifics, welcome letter and the TPV. Thanks for any other info.

Sincerely,

Steve Watson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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

Steve Watson

ref: \_00Dt0GzXt.\_500t0ClG0l:ref

**Email Created Date: 10/9/2018 1:40:39 PM**

**Email Text Version:**

To Whom This May Concern:

This is Verde Energy USA's ("Verde") response to PUCO Complaint No. 00230824.

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

[REDACTED] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") because she states she contacted her utility and they informed her that her account had been switched to Verde, however when she contacted Verde she was informed that she is not a customer of Verde.

**Investigative Results:**

- On 9/23/16, [REDACTED] authorized her electric account to CenStar via Dynamis Energy LLC a third party Door to Door vendor. [REDACTED] enrolled onto CenStar's 3 Month Plan, which includes the fixed rate of \$0.074 cents/kWh, with no Monthly Service Fee ("MSF") no Early Termination Fee ("ETF"). (TPV Attached)
- On 9/28/16, the Welcome Letter was sent to the mailing address on file. (Letter Attached)

- On 1/19/17, the Contract Expiration Notice was sent to the mailing address on file. (Letter Attached)
- On 6/26/18, CenStar mailed out letters to customers informing them their accounts would transition to Verde around 7/31/18 and if they had any objections to the acquisition to please contact them by 7/30/18. (Letter Attached)
- On 9/12/18, due to no objections to the transition, [REDACTED] account became active with Verde.
- On 10/5/18, Verde received PUCO Complaint No. 00230824.  
Outcome:

Verde would like to apologize for any inconvenience the customer may have experienced.

We'd like to confirm [REDACTED] electric account became active with Verde due to Brand Consolidation from CenStar. [REDACTED] was properly notified that she would transition to Verde approximately around 7/31/18.

As it stands, [REDACTED] account closed 9/11/18 and she is responsible for any charges assessed to her account as this is for her household consumption.  
Please let me know if you have any further questions or concerns.

Best regards,

Louise Bourgeois

From: PUCO Consumer Call Center [mailto:contactthepuco@puc.state.oh.us]  
Sent: Friday, October 05, 2018 12:01 PM  
To: Regulatory  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00230824 [ref:\_00Dt0GzXt.\_500t0CIG0I:ref ]

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

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

CASE ID: 00230824

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], North Canton, Ohio 44720

SERVICE ADDRESS: [REDACTED], North Canton, Ohio 44720

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ:

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

DESCRIPTION OF ISSUE:

[REDACTED] reported her utility informed her she was a Verde customer. She contacted Verde and was told she was not.

I contacted the utility and confirmed a switch to Verde occurred on 9/12/18

Please send the enrollment specifics, welcome letter and the TPV. Thanks for any other info.

Sincerely,

Steve Watson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C086498a9d43046d1c21b08d62e0e1c1d%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636747036336214896&sdata=8yl%2FLd2yrMI%2Fn0m0jAubY2adVb39fS4bnw1faLTLUJI%3D&reserved=0>](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C086498a9d43046d1c21b08d62e0e1c1d%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636747036336214896&sdata=8yl%2FLd2yrMI%2Fn0m0jAubY2adVb39fS4bnw1faLTLUJI%3D&reserved=0)

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

Steve

Watson[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000002r9h0]

ref:\_00Dt0GzXt.\_500t0ClG0l:ref

**Email Created Date: 10/9/2018 2:47:04 PM**

**Email Text Version:**

Has [REDACTED] been contacted yet?

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 10/9/2018 1:38 PM

To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00230824 [

ref:\_00Dt0GzXt.\_500t0ClG0l:ref ]

To Whom This May Concern:

This is Verde Energy USA's ("Verde") response to PUCO Complaint No. 00230824.

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

[REDACTED] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") because she states she contacted her utility and they informed her that her account had been switched to Verde, however when she contacted Verde she was informed that she is not a customer of Verde.

**Investigative Results:**

· On 9/23/16, [REDACTED] authorized her electric account to CenStar via Dynamis Energy LLC a third party Door to Door vendor. [REDACTED] enrolled onto CenStar's 3 Month Plan, which includes the fixed rate of \$0.074 cents/kWh, with no Monthly Service Fee ("MSF") no Early Termination Fee ("ETF"). (TPV Attached)

- On 9/28/16, the Welcome Letter was sent to the mailing address on file. (Letter Attached)
- On 1/19/17, the Contract Expiration Notice was sent to the mailing address on file. (Letter Attached)
- On 6/26/18, CenStar mailed out letters to customers informing them their accounts would transition to Verde around 7/31/18 and if they had any objections to the acquisition to please contact them by 7/30/18. (Letter Attached)
- On 9/12/18, due to no objections to the transition, [REDACTED] account became active with Verde.
- On 10/5/18, Verde received PUCO Complaint No. 00230824.

Outcome:

Verde would like to apologize for any inconvenience the customer may have experienced.

We'd like to confirm [REDACTED] electric account became active with Verde due to Brand Consolidation from CenStar. [REDACTED] was properly notified that she would transition to Verde approximately around 7/31/18.

As it stands, [REDACTED] account closed 9/11/18 and she is responsible for any charges assessed to her account as this is for her household consumption.

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

Best regards,

Louise Bourgeois

From: PUCO Consumer Call Center [mailto:contactthepuco@puc.state.oh.us]  
Sent: Friday, October 05, 2018 12:01 PM  
To: Regulatory  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00230824 [ref:\_00Dt0GzXt.\_500t0ClG0l:ref ]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00230824

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], North Canton, Ohio 44720

SERVICE ADDRESS: [REDACTED], North Canton, Ohio 44720

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ:

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DESCRIPTION OF ISSUE:

[REDACTED] reported her utility informed her she was a Verde customer. She contacted Verde and was told she was not.

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Sincerely,

Steve Watson

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Steve Watson

ref:\_00Dt0GzXt.\_500t0ClG0l:ref

Steve Watson

**Email Created Date: 10/9/2018 7:01:41 PM**

**Email Text Version:**

Good Afternoon,

██████████ was contacted today 10/9/18, and was informed that we received and will be reviewing her complaint.

Phone# ██████████

From: PUCO Consumer Call Center [mailto:contactthepuco@puc.state.oh.us]  
Sent: Tuesday, October 09, 2018 1:47 PM  
To: Customer Concerns  
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00230824 [ref:\_00Dt0GzXt.\_500t0ClG0l:ref ]

Has [REDACTED] been contacted yet?

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

From: Customer Concerns [customerconcerns@sparkenergy.com]  
Sent: 10/9/2018 1:38 PM  
To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>  
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00230824 [ref:\_00Dt0GzXt.\_500t0ClG0l:ref ]

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

Best regards,

Louise Bourgeois

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

Sent: Friday, October 05, 2018 12:01 PM

To: Regulatory

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00230824 [

ref:\_00Dt0GzXt.\_500t0ClG0l:ref ]

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

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00230824

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], North Canton, Ohio 44720

SERVICE ADDRESS: [REDACTED], North Canton, Ohio 44720

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ:

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

DESCRIPTION OF ISSUE:

██████ reported her utility informed her she was a Verde customer. She contacted Verde and was told she was not.

I contacted the utility and confirmed a switch to Verde occurred on 9/12/18

Please send the enrollment specifics, welcome letter and the TPV. Thanks for any other info.

Sincerely,

Steve Watson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C312ab234b5154c0d734d08d62e3b2855%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636747228956700408&sdata=wVwJw2nY7MkW36SoOjqDImuw0pPXp2NNBxTXcC7Zki4%3D&reserved=0>](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C312ab234b5154c0d734d08d62e3b2855%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636747228956700408&sdata=wVwJw2nY7MkW36SoOjqDImuw0pPXp2NNBxTXcC7Zki4%3D&reserved=0)

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

Steve

Watson[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000002r9h0]

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Steve

Watson[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000002rByh]

**Email Created Date: 10/10/2018 12:10:07 PM**

**Email Text Version:**

The TPV file won't open. Can you send in another format? Maybe WAV? Thanks.

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 10/9/2018 1:38 PM

To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00230824 [

ref:\_00Dt0GzXt.\_500t0ClG0l:ref ]

To Whom This May Concern:

This is Verde Energy USA's ("Verde") response to PUCO Complaint No. 00230824.

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

[REDACTED] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") because she states she contacted her utility and they informed her that her account had been switched to Verde, however when she contacted Verde she was informed that she is not a customer of Verde.

Investigative Results:

· On 9/23/16, [REDACTED] authorized her electric account to CenStar via Dynamis Energy LLC a third party Door to Door vendor. [REDACTED] enrolled onto CenStar's 3 Month Plan, which includes

the fixed rate of \$0.074 cents/kWh, with no Monthly Service Fee ("MSF") no Early Termination Fee ("ETF"). (TPV Attached)

- On 9/28/16, the Welcome Letter was sent to the mailing address on file. (Letter Attached)
- On 1/19/17, the Contract Expiration Notice was sent to the mailing address on file. (Letter Attached)
- On 6/26/18, CenStar mailed out letters to customers informing them their accounts would transition to Verde around 7/31/18 and if they had any objections to the acquisition to please contact them by 7/30/18. (Letter Attached)
- On 9/12/18, due to no objections to the transition, [REDACTED] account became active with Verde.
- On 10/5/18, Verde received PUCO Complaint No. 00230824.

Outcome:

Verde would like to apologize for any inconvenience the customer may have experienced.

We'd like to confirm [REDACTED] electric account became active with Verde due to Brand Consolidation from CenStar. [REDACTED] was properly notified that she would transition to Verde approximately around 7/31/18.

As it stands, [REDACTED] account closed 9/11/18 and she is responsible for any charges assessed to her account as this is for her household consumption.

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

Best regards,

Louise Bourgeois

From: PUCO Consumer Call Center [mailto:contactthepuco@puc.state.oh.us]  
Sent: Friday, October 05, 2018 12:01 PM  
To: Regulatory

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00230824 [ref:\_00Dt0GzXt.\_500t0ClG0l:ref ]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00230824

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], North Canton, Ohio 44720

SERVICE ADDRESS: [REDACTED], North Canton, Ohio 44720

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ:

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

DESCRIPTION OF ISSUE:

[REDACTED] reported her utility informed her she was a Verde customer. She contacted Verde and was told she was not.

I contacted the utility and confirmed a switch to Verde occurred on 9/12/18

Please send the enrollment specifics, welcome letter and the TPV. Thanks for any other info.

Sincerely,

Steve Watson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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

Steve Watson

ref:\_00Dt0GzXt.\_500t0ClG0l:ref

Steve Watson

**Email Created Date: 10/10/2018 5:32:00 PM**

**Email Text Version:**

Please see attached for the TPV for [REDACTED].

Thank you,

Louise Bourgeois



From: PUCO Consumer Call Center [mailto:contactthepuco@puc.state.oh.us]  
Sent: Wednesday, October 10, 2018 11:10 AM  
To: Customer Concerns  
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00230824 [ref:\_00Dt0GzXt.\_500t0ClG0l:ref ]

The TPV file won't open. Can you send in another format? Maybe WAV? Thanks.

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Sent: 10/9/2018 1:38 PM  
To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>  
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00230824 [ref:\_00Dt0GzXt.\_500t0ClG0l:ref ]

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- On 10/5/18, Verde received PUCO Complaint No. 00230824.

Outcome:

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As it stands, [REDACTED] account closed 9/11/18 and she is responsible for any charges assessed to her account as this is for her household consumption.

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

Best regards,

Louise Bourgeois

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

Sent: Friday, October 05, 2018 12:01 PM

To: Regulatory

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00230824 [

ref:\_00Dt0GzXt.\_500t0ClG0l:ref ]

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

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00230824

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], North Canton, Ohio 44720

SERVICE ADDRESS: [REDACTED], North Canton, Ohio 44720

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ:

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██████ reported her utility informed her she was a Verde customer. She contacted Verde and was told she was not.

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Please send the enrollment specifics, welcome letter and the TPV. Thanks for any other info.

Sincerely,

Steve Watson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

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(800) 686-PUCO (7826)

[www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C432d1fae378840eb949d08d62ef7ca4e%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636748039135304960&sdata=5r51qsgTmMiUy22XBnXcynZXY%2Bkp9Dgql9MUKUjH%2F%2Fo%3D&reserved=0>](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C432d1fae378840eb949d08d62ef7ca4e%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636748039135304960&sdata=5r51qsgTmMiUy22XBnXcynZXY%2Bkp9Dgql9MUKUjH%2F%2Fo%3D&reserved=0)

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Steve

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ref:\_00Dt0GzXt.\_500t0ClG0l:ref

Steve

Watson[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000002rCIP]

## Case Images

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Created Date	Images
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1 Radisson Plaza Suite 704 New Rochelle NY 10801  
Tel: 877-529-6701 Fax: 914-355-4242  
Website: [www.censtarenergy.com](http://www.censtarenergy.com)  
Email: [info@censtarenergy.com](mailto:info@censtarenergy.com)

January 19, 2017

██████████  
██████████████████  
NORTH CANTON OH 44720

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### RENEWAL NOTICE

Dear Customer,

**This is an automated letter being sent to you within 30 days of the expiration of your energy agreement with CenStar Energy. If you already renewed your agreement or switched to either another supplier or the utility, please disregard this letter.**

This letter is to inform you that your current agreement(s) with CenStar Energy expires on 1/12/2017. We have enjoyed having you as a customer and trust that you are happy with us. We value customers like you and look forward to continuing to be your electric supplier for years to come. Below is a summary of your renewal agreement.

Account number(s)	████████████████████
Account Name	██████████
██████████	████████████████████ CANTON OH 44720
Local Utility Company	Ohio Edison
Type(s) of Service	Electric
Product Type	Variable
Agreement Term	Month-to-Month
Early Termination Fee	\$0.00
Term Start Date	1/13/2017
Term End Date	2/12/2017

Please review the Terms and Conditions to assure your renewal agreement best suits your current needs. A copy of the agreement's Terms and Conditions can be found at [www.censtarenergy.com](http://www.censtarenergy.com).

**To compare historic and current prices offered by all ESCOs for standard service without energy-related value-added attributes, please visit the department of Public Service's Power to Choose website.**

If you are interested in hearing about other supply plans that we offer, please contact us at 1-877-529-6701. If you choose to discontinue your service with us, you may switch to another supplier, or return to your local utility company, without an early termination fee, at the expiration of your current agreement by contacting us or your local utility company.

Thank you again for allowing us to serve you.

Sincerely,  
CenStar Energy



P.O. Box 421289  
Houston, TX 77242

June 26, 2018

[REDACTED]  
[REDACTED]  
[REDACTED]

Utility: OHIOED

Account Number: [REDACTED]

**NO ACTION REQUIRED:** Your service will continue under your current service agreement without interruption.

Dear [REDACTED],

CenStar Energy Corp. ("CenStar") has appreciated the opportunity to serve as the Competitive Retail Electric Supplier (CRES) for your OHIOED account. However, in accordance with your terms and conditions, we are writing to let you know that CenStar will assign your electric service to Verde Energy USA Ohio, LLC ("Verde"), another CRES licensed by the Public Utilities Commission of Ohio, effective with your first meter read date after the assignment transaction, on approximately July 31, 2018. After such date, you should contact Verde directly regarding your electric supply service.

Verde is run by an experienced team of energy experts with decades of retail energy supply and utility experience. The Verde team's experience in deregulated energy markets enables them to offer competitive prices and friendly customer service.

**No action is required on your part when this transfer occurs. Verde will honor your current agreement in place with CenStar and there will be no changes to the terms or conditions through the life of your current contract. This transfer will not cause an interruption of your electric services and you should continue to pay your OHIOED bill as normal and call OHIOED in case of an outage or emergency just as you do today. The same quality support and service that you are used to with CenStar will continue with Verde.**

If you have a fixed rate plan with CenStar, your service will continue with the same fixed rate until the end of your contract term or upon cancellation of service (early termination fees may apply if your current contract provides for them). If you are currently served under a variable rate with CenStar, your service will continue under the same variable electric rate. You may also contact Verde directly to see what other options are available to you, including new options with Verde when your contract expires.

If you have any questions about the transfer of service, please contact CenStar by July 30, 2018. For your convenience, the contact information for both companies is shown below. We thank you for the opportunity to serve you and we are confident you will enjoy your new service with Verde.

Kind Regards,

Nathan Kroeker  
Chief Executive Officer and President  
CenStar Energy Corp.  
12140 Wickchester Ln., Ste. 100  
Houston, TX 77079  
Phone: 877-529-6701  
Email: [customerservice@censtarenergy.com](mailto:customerservice@censtarenergy.com)  
Call Center: Mon-Fri: 9:00AM-5:00PM EST

Verde Energy USA Ohio, LLC  
12140 Wickchester Ln., Ste. 100  
Houston, TX 77079  
Phone: 800-388-3862  
Email: [service@verdeenergyusa.com](mailto:service@verdeenergyusa.com)  
Call Center: 8:00 AM-6:00 PM Monday-Friday EST



██████████  
██████████  
NORTH CANTON, OH 44720

Phone: (877) 529-6701  
1 Radisson Plaza, Suite 704, New Rochelle, NY 10801

September 28, 2016

Account Number : ██████████

Dear R ██████████,

We are pleased to welcome you as a new CenStar Energy customer effective 10/12/2016. You have joined millions of other homeowners and renters who have decided to take advantage of energy deregulation and choose their own energy supplier. Your utility will continue to deliver your energy safely and reliably and will be there for you in a service emergency. Your utility will provide you with a single bill for both your CenStar Energy supply charges and the utility's delivery charges.

Thank you for giving us this opportunity to provide you with the energy products you need.

If you have any questions about your account, please call us at 1-877-529-6701 or email [info@censtarenergy.com](mailto:info@censtarenergy.com).

Sincerely,

Dominitian Jn Paul  
Client Relations Manager

p.s. The greatest compliment to my service is the referral of your friends, co-workers and business associates. **Care to Share?** As a thank you to existing customers who refer new customers to us. **Censtar Energy will send you a \$25 Visa gift card** that can be used towards your utility bill, or for anything else. There is no limit - the gift card applies to every new customer you send my way, with my thanks and appreciation. Simply have your friend call me and mention your name.

\*\*\*Disclaimer all referrals must remain enrolled for no less than three(3) months in order to qualify for the \$25 Visa Gift Card\*\*\*





1 Radisson Plaza, Ste 704 I New Rochelle, NY 10801

T:1-877- 529-6701 E: [info@censtarenergy.com](mailto:info@censtarenergy.com)

URL: [www.CenStarEnergy.com](http://www.CenStarEnergy.com)

## ELECTRIC TERMS & CONDITIONS

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**Service, Agreement to Sell and Purchase Electricity.** This is an agreement between CenStar Energy Corp. ("CenStar"), an independent energy services company, and the undersigned customer ("You" or "Customer") under which Customer shall initiate electric service and begin enrollment with CenStar (the "Agreement"). Subject to the terms and conditions of this Agreement, CenStar agrees to sell, and Customer agrees to purchase and accept the quantity of electric as determined by CenStar, necessary to meet Customer's requirements based upon consumption data obtained by CenStar and/or the delivery schedule of the Electric Distribution Utility (the "EDU" or "Utility"). CenStar agrees to supply and you agree to receive and pay for electric supply service ("Service"). CenStar is not affiliated with and does not represent any EDU. The EDU will continue to deliver the electric and/or electricity supplied by CenStar to you. Your EDU may or may not charge you a fee for switching to a CRES (Competitive Retail Electric Service) provider. CenStar will not charge you a switching fee.

**Term.** This Agreement shall commence seven (7) calendar days subsequent to the date on the Customer's notice regarding the change of Customer's electric provider to CenStar provided by the EDU and shall remain in effect in accordance with this Agreement. Service with CenStar shall begin with the next available meter reading after processing of the request by the Utility and CenStar. You may cancel this Agreement within the aforementioned seven (7) day window by contacting CenStar or your EDU by telephone or in writing. Unless otherwise agreed to, upon completion of the Initial Term, this Agreement will renew on a month-to-month basis with a monthly variable rate methodology (the "Renewal Term"). Following the end of the Initial Term, and unless a new agreement is agreed to between the Parties, the Service shall be variable thereafter and based upon various market conditions and factors including, but not by way of limitation, CenStar's cost to provide Service and supply, losses, capacity, ancillary services and other ISO changes. At least forty-five (45) days and no more than ninety (90) days prior to the expiration date, CenStar will notify Customer in writing of the terms of renewal of this Agreement and of the Customer's right to renew, reject or renegotiate this Agreement. The notice shall be made by separate mailing (envelope or postcard), the front cover of which shall state: "Important Notice Regarding Your Electric Service Contract." The renewal period for contracts with renewal provision shall not exceed the Initial Term herein. While receiving service on a month-to-month basis, such notification will be provided only for the first renewal occurring at the end of the Initial Term, and Customer or CenStar may cancel or terminate this Agreement by providing 30 days' advance notice by telephone or in writing of termination to the other Party with no Termination Fee assessed. If CenStar materially changes its terms and conditions other than variable market pricing on a month-to-month schedule, we must receive your affirmative consent in accordance with Rule 4901:1-21-06 not less than thirty (30) and no more than sixty (60) days prior to the new terms taking effect.

**Pricing, Billing, and Termination.** For each account, you will receive one monthly bill from your Utility and you will continue to pay each bill in accordance with the Utility's billing and collection policy. During the term of this Agreement, the price for all electric sold under this Agreement shall be a fixed price as previously agreed plus all applicable taxes and Utility's delivery charge. For fixed price service if usage over the course of the year exceeds the level of usage in the same month in the previous year ("Base Load"), the Customer will be charged a variable price for all usage in excess of the Base Load and the fixed price for usage up to the Base Load. If the usage in any month falls below the Base Load, the Customer will be charged the fixed price for all usage and shall be charged for hedging, cash out costs, settlement or balancing costs related to the positive difference between the Base Load and actual consumption. If CenStar concludes that a change in laws increases CenStar's costs, the purchase price may be adjusted by CenStar to reflect such costs. "Laws" mean all tariffs, laws, orders, rules, taxes, regulations and utility changes to customer's monthly capacity and/or transmission obligations. If CenStar concludes that a change in laws increases CenStar's costs, the purchase price may be adjusted by CenStar to reflect such costs. "Laws" mean all tariffs, laws, orders, rules, taxes, regulations and utility changes to customer's monthly capacity and/or transmission obligations. If Customer terminates this Agreement prior to the end of the Initial Term or if CenStar terminates this Agreement due to Customer's breach, the Customer shall pay CenStar, in addition to any other applicable charges, a cancellation fee as calculated above. You will receive a single bill for both commodity and delivery costs from the EDU and you will continue to pay your bill in accordance with the EDU's billing terms and policies ("Consolidated Bill"). Failure to pay the Utility charges may result in disconnection as provided for in the EDU's tariff which may include late fees and your inability to choose another CRES until arrearages are paid in full. Moreover, we may cancel this Agreement upon fourteen (14) days written notice for nonpayment and you will be automatically returned to your EDU's standard service which may be higher than the rate agreed upon hereto. You may terminate this Agreement without penalty upon the following condition (i) the Customer moves outside CenStar's service area to into an area

## TERMS & CONDITIONS



where CenStar charges a different rate. (ii) Customer is on a month -to-month agreement. CenStar does not offer budget billing for the generation portion of the bill.

**Assignment.** Customer may not assign its interests in and delegate its obligations under this Agreement without the express written consent of CenStar. CenStar may sell, transfer, pledge, or assign the accounts, revenues, or proceeds hereof, in connection with any financing agreement or receivables purchase program, and may assign this Agreement to another energy supplier, energy services company or other entity as authorized by PUCO. Customer will receive written notice from CenStar that will include a statement that following the assignment of Customer's account, Service will continue under the same rates, terms and conditions established under this original Agreement and will include the new CRES provider's name, toll -free number and address.

**Credit, Deposits and Release of Information.** Prior to the acceptance of this Agreement by CenStar, we may conduct a credit check to determine Customer's creditworthiness. By signing this Agreement, you authorize CenStar to obtain and review various determinants from your EDU such as consumption history, credit information and billing determinants. If the credit check reveals that you do not meet our minimum credit standards, CenStar may request reasonable credit assurance which may include a deposit based on sixty (60) days estimated usage. Any deposit will be returned to the customer upon proper completion of this Agreement if there are no monies due CenStar. If monies are due, CenStar retains the right to use the Customer's deposit to cover any and all associated costs, fees, and charges.

**Consumer Protections.** CenStar will provide Customer at least 14 days' notice prior to the cancellation this Agreement. Customer may obtain additional information by contacting CenStar at 1.877.529.6701 or PUCO at 1.800.686.7826 or by writing to PUCO at: PUBLIC UTILITIES COMMISSION of OHIO, Office of Consumer Services, One Hundred Eighty East Broad Street, Columbus, Ohio 43215 or through its website at: <http://www.puco.ohio.gov/>. You may also contact the PUCO for inquiries regarding the competitive retail energy market at 1.800.686.7826.

**Warranty.** This Agreement, including any Welcome letter and applicable attachments, makes up the entire Agreement between Customer and CenStar. CenStar makes no representations or warranties other than those expressly set forth in this Agreement, and CenStar expressly disclaims all other warranties, express or implied, including merchantability and fitness for a particular use.

**Force Majeure.** CenStar will make commercially reasonable efforts to provide electric and/or electricity hereunder but CenStar does not guarantee a continuous supply of electric and/or electricity to Customer. Certain causes and events out of the control of CenStar ("Force Majeure Events") may result in interruptions in service. CenStar will not be liable for any such interruptions caused by a Force Majeure Event, and CenStar is not and shall not be liable for damages caused by Force Majeure Events. Force Majeure Events shall include acts of God, fire, flood, storm, terrorism, war, civil disturbance, acts of any governmental authority, accidents, strikes, labor disputes or problems, required maintenance work, inability to access the local distribution utility system, non-performance by the EDU, changes in laws; rules, or regulations of any governmental authority or any other cause beyond CenStar's control.

**Liability.** The remedy in any claim or suit by Customer against CenStar will be solely limited to direct actual damages (which will not exceed the amount of Customer's single largest monthly invoice amount in the immediately preceding 12 months). All other remedies at law or in equity are hereby waived. In no event will either CenStar or Customer be liable for consequential, incidental, indirect, special or punitive damages. These limitations apply without regard to the cause of any liability or damages. There are no 3rd beneficiaries to this Agreement.

**CenStar Contact Information.** Customer may contact CenStar's Customer Service Center at 1.877.529.6701, Monday through Friday 8:00 a.m. - 8:00 p.m. EST (contact center hours subject to change). Customer may write to CenStar at: CenStar, 1 Radisson Plaza, Ste 7041 New Rochelle, NY 10801.

**Dispute Resolution.** In the event of a billing dispute or disagreement involving CenStar's service, Customer should contact CenStar's Customer Service Center as provided above. Customer must pay the bill in full, except for the specific disputed amount, during the pendency of the dispute. If the parties cannot resolve the dispute within 45 days, either party may avail itself of all remedies available under law or equity. "If your complaint is not resolved after you have called your electric supplier and/or your electric Utility, or for general Utility information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.puco.ohio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service)." "The Ohio consumers' counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.nickocc.org>."

**Taxes and Choice of Law.** Venue for any lawsuit brought to enforce any term or condition of this Agreement or to construe the terms hereof shall lie exclusively in the State of Ohio. This Agreement shall be construed under and shall be governed by the

laws of the State of Ohio without regard to the application of its conflicts of law principles. Customer shall be responsible for any and all applicable State, Local and/or Federal taxes associated with the agreed upon services to be provided pursuant to this Agreement.

**Regulatory Changes.** This Agreement is subject to present and future legislation, orders, rules, regulations or decisions of a duly constituted governmental authority having jurisdiction over this Agreement or the services to be provided hereunder. If at some future date there is a change in any law, rule, regulation, tariff, or regulatory structure ("Regulatory Change") which impacts any term, condition or provision of this Agreement including, but not limited to price, CenStar shall have the right to modify this Agreement to reflect such Regulatory Change by providing 30 days' written notice of such modification to the Customer. CenStar maintains the right, should Regulatory Changes materially effect the manner in which we provide service to you, at our sole discretion, elect to adjust the price for service under this Agreement to account for any such increase incurred by CenStar.

**Emergency Service.** The EDU will continue to respond to any and all emergencies. In the event of an emergency or, service interruption, Customer should immediately call the EDU (AEP Ohio Power) 1-888-710-4237, (AEP Columbus Southern Power) (800) 277-2177, (Duke Energy) 800-543-5599, (Ohio Edison) 1-800-633-4766, (The Illuminating Company) 1-800-589-3101, (Toledo Edison) 1-800-447-3333.

**Environmental Disclosure:** The mix of sources upon which electric is generated and supplied is available in our Environmental Disclosure Statement which is included in this Agreement, and may be updated from time to time, and is available on our website at [www.censtarenergy.com](http://www.censtarenergy.com) or is available upon request. For generation service contracts, an incorporation by reference of information (accompanying the contract) regarding the approximate generation resource mix and environmental characteristics of the power supplies.

**Miscellaneous.** Customer has the right to request from CenStar, twice within a twelve (12) month period, up to twenty-four (24) months of the Customer's payment history without charge. If you switch back to the EDU you may not be served under the same rates, terms and conditions that apply to other customers served by the EDU. CenStar is prohibited from disclosing Customer's social security number and/or account number without Customer's consent except for CenStar's own collection and credit reporting, participation in programs funded by the universal service fund pursuant to Section 4928.52 of the Revised Code, or assigning a customer contract to another CRES provider.

**Parties Bound.** This Agreement is binding upon the Parties here to and their respective successors and legal assigns. Customer and CenStar have caused this Agreement to be executed as of the date noted above on the first page of this Agreement, by individuals authorized to bind each party, and Customer has reviewed all terms herein. All signatures delivered by facsimile and/or electronically shall be deemed as effective as the original.

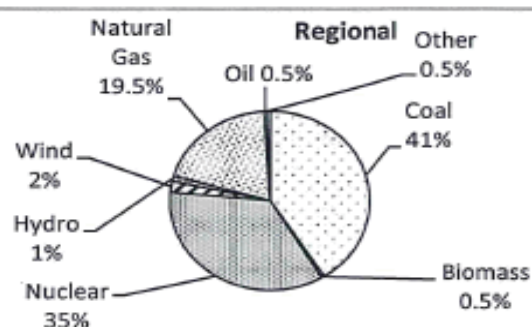
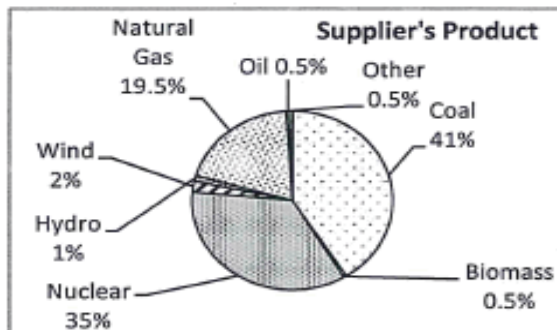
## Environmental Disclosure Information

### CenStar Energy Corp.

#### Projected Data for the 2016 Calendar Year

#### Generation Resource Mix -

A comparison between the sources of generation used to produce this product and the historic regional average supply mix.



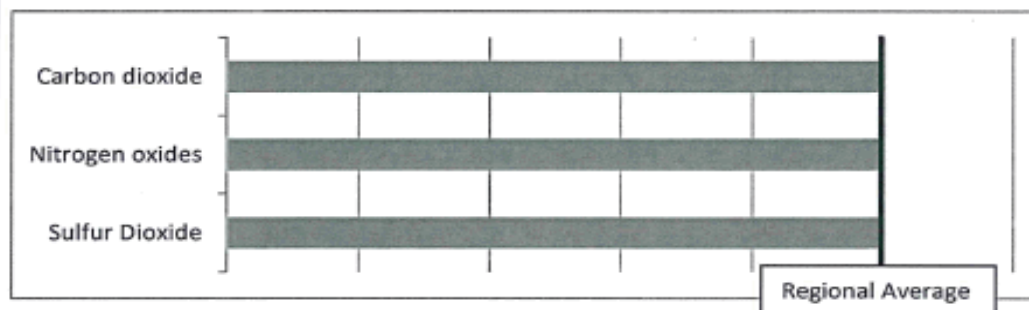
#### Environmental Characteristics-

A description of the characteristics associated with each possible generation resource.

Biomass Power	Air Emissions and Solid Waste
Coal Power	Air Emissions and Solid Waste
Hydro Power	Wildlife Impacts
Natural Gas Power	Air Emissions and Solid Waste
Nuclear Power	Radioactive Waste
Oil Power	Air Emissions and Solid Waste
Other Sources	Unknown Impacts
Solar Power	No Significant Impacts
Unknown Purchased Resources	Unknown Impacts
Wind Power	Wildlife Impacts

#### Air Emissions -

A comparison between the air emissions related to this product and the regional average air emissions.



#### Radioactive Waste -

Radioactive waste associated with the product.

Type:	Quantity:	
High-Level Radioactive Waste	Unknown	Lbs./1,000 kWh
Low-Level Radioactive Waste	Unknown	Ft <sup>3</sup> /1,000 kWh

With in-depth analysis, the environmental characteristics of any form of electric generation will reveal benefits as well as costs. For further information, contact CenStar Energy at [www.censtarenergy.com](http://www.censtarenergy.com) or by phone at 1-877- 529-6701.



# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

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

## Case Detail

---

Case Number: 00230837

Account Name: [REDACTED]

Type:

Status: Closed

Preferred Contact Method: No Preference

Owner: Leslie Carter

Account in Question: Verde Energy USA  
Ohio LLC

Account Holder:

Priority: Standard

Service Type: Residential

### CASE DATES:

Date Opened: 10-05-2018

Date Closed: 10-05-2018

Case Age in Business Days: 1

## Contact Information

---

Contact: [REDACTED]

Preferred Contact Method: No Preference

Phone: [REDACTED]

Preferred Contact Time:

Mobile:

Email:

## Service Address Information

---

Service Account Number:

Service Address County: Franklin

Service Address Street: [REDACTED]

Service Address State: Ohio

Service Address City: Columbus

Service Address Zip:

Service Address Country: United States

Service Address Phone: [REDACTED]

## Industry Information

---

AIQ Industry: Gas

Territory Account:

AIQ Sub-Industry: Competitive Retail Natural Gas Service  
Provider

General Code: Marketing -- Gas

AIQ Sub-Sub-Industry:

Specific Code: Enrollment Dispute

Non-Jurisdictional Case: ☐

## Additional Information

---

PUCO ID: 345478

Case Formal Complaint Specialist Approved:

Docketing Case Number:

Case Formal Complaint Supervisor Approved:

Legacy Case ID:

## Transportation Information

---

Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

---

**Description:**

**Resolution:**

Customer calling about supplier Verde. Customer states that he got a letter from CGO and it said Verde is becoming his supplier. Customer states that he did not sign up for Verde to be his supplier. No one came to his home or called him about this. Gave# to EA Invited call back.

## Case Comments

---

Created Date	Comment
10/5/2018 1:30:26 PM	Customer calling about supplier Verde. Customer states that he got a letter from CGO and it said Verde is becoming his supplier. Customer states that he did not sign up for Verde to be his supplier. No one came to his home or called him about this. Gave# to EA Invited call back.

## Web Information

---

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

## System Information

---

Created by: Leslie Carter	Last Modified by: Sara Macey
# Tasks Correspondence Review: 0	Next Activity Date:
# Tasks Correspondence Review:0	Case Grade Created: <input type="checkbox"/>
	Case Grade Target: <input type="checkbox"/>

## Case Emails

---

## Case Images

---

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



# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

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

## Case Detail

Case Number: 00230872

Account Name: [REDACTED]

Type:

Status: Closed

Preferred Contact Method: No Preference

Owner: Rayshon Eaves

Account in Question: Verde Energy USA  
Ohio LLC

Account Holder:

Priority: Standard

Service Type: Residential

### CASE DATES:

Date Opened: 10-05-2018

Case Age in Business Days: 1

Date Closed: 10-05-2018

## Contact Information

Contact: [REDACTED]

Preferred Contact Method: No Preference

Phone: [REDACTED]

Mobile:

Preferred Contact Time:

Email:

## Service Address Information

Service Account Number:

Service Address County: Franklin

Service Address Street: [REDACTED]

Service Address State: Ohio

Service Address City: Reynoldsburg

Service Address Zip:

Service Address Country: United States

Service Address Phone:

## Industry Information

AIQ Industry: Electric

Territory Account: 001t0000008OFZLAA4

AIQ Sub-Industry: Competitive Retail Electric Service  
Provider

General Code: Marketing -- Electric

AIQ Sub-Sub-Industry:

Specific Code: Enrollment Dispute

Non-Jurisdictional Case: ☐

## Additional Information

PUCO ID: 345478

Case Formal Complaint Specialist Approved:

Docketing Case Number:

Case Formal Complaint Supervisor Approved:

Legacy Case ID:

## Transportation Information

---

Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

---

**Description:**

**Resolution:**

referred to Verde

## Case Comments

---

Created Date	Comment
10/5/2018 2:58:23 PM	she says now, Verde Energy has appeared on her current bill and this is the first time she's seen them on her bill. last month she was still being billed by Censtar. she says she never agreed to an enrollment with Verde and has never heard of this company before. i advised she should call them to find out how this enrollment happen and try to get details about the contract terms. ICB.
2/20/2019 5:03:58 AM	referred to Verde

## Web Information

---

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

## System Information

---

Created by: Rayshon Eaves	Last Modified by: Sara Macey
# Tasks Correspondence Review: 0	Next Activity Date:
# Tasks Correspondence Review:0	Case Grade Created: <input type="checkbox"/>
	Case Grade Target: <input type="checkbox"/>

## Case Emails

---



## Case Images

---

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



# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

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

## Case Detail

---

Case Number: 00230921

Account Name: [REDACTED]

Type:

Status: Closed

Preferred Contact Method:

Owner: Darita Patterson

Account in Question: Verde Energy USA  
Ohio LLC

Account Holder: [REDACTED]

Priority: Standard

Service Type: Residential

### CASE DATES:

Date Opened: 10-05-2018

Case Age in Business Days: 61

Date Closed: 01-04-2019

## Contact Information

---

Contact: [REDACTED]

Preferred Contact Method:

Phone: [REDACTED]

Mobile:

Preferred Contact Time:

Email: [REDACTED]

## Service Address Information

---

Service Account Number: [REDACTED]

Service Address Street: [REDACTED]

Service Address City: [REDACTED]

Service Address Country: United States

Service Address County: Licking

Service Address State: Ohio

Service Address Zip:

Service Address Phone: [REDACTED]

## Industry Information

---

AIQ Industry: Electric

AIQ Sub-Industry: Competitive Retail Electric Service  
Provider

AIQ Sub-Sub-Industry:

Non-Jurisdictional Case: ☐

Territory Account:

General Code: Marketing -- Electric

Specific Code: Enrollment Dispute

## Additional Information

---

PUCO ID: 345478

Case Formal Complaint Specialist Approved:

Docketing Case Number:

Legacy Case ID:

Case Formal Complaint Supervisor Approved:

## Transportation Information

---

Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

---

**Description:**

**Resolution:**

LM requesting call back if the Verde refund has not been received.

## Case Comments

---

Created Date	Comment
10/9/2018 10:44:33 AM	My provider was Censtar energy for 2+ years and my contract had run up. I called a month after the contract was up (July 5th) to cancel my service with them and to default it back to AEP Ohio. My last bill (in September) it showed that the transfer had been completed because I was just paying AEP Ohio. The bill I just received (in October) is now saying I owe Verde Energy for my electric. I have not been contacted, informed, nor requested this switch so I called AEP Ohio to figure out why I was switched over. AEP informed me that Verde had entered me into a contract as of September 5th (against my knowledge or permission). I want to know if this is even legal and/ or how to fix this problem. At this point if I have to cancel through Verde Energy there will probably be a cancellation fee (as there would of been with CenStar when a contract is involved) and it will take a minimum of one more billing cycle where I'm being way overcharged. I need to know how to resolve this problem with as little monetary damage as possible.
11/9/2018 12:13:04 PM	LM explaining Verde has completed the cost analysis. can expect a refund check for \$145.05 within the next 14 business days. Advised the amount was determined by refunding the difference between Verde's rate and AEP's rate. ICB if nec.
12/11/2018 9:56:08 AM	Customer did not receive her refund.
1/4/2019 4:11:57 PM	LM requesting call back if the Verde refund has not been received.

## Web Information

---

Web Name: [REDACTED]

Web Home Phone:

Web Email: [REDACTED]

Web Company:

Web Zip Code: 43031

Web Account in Question: Verde Energy USA Ohio LLC.

Web US Dot #:

## System Information

---

Created by: Sara Macey  
# Tasks Correspondence Review: 0  
# Tasks Correspondence Review: 0

Last Modified by: Sara Macey  
Next Activity Date:  
Case Grade Created: ☐  
Case Grade Target: ☐

## Case Emails

---

**Email Created Date: 10/5/2018 6:52:37 PM**

**Email Text Version:**

Dear [REDACTED]:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Your case number is 00230921.

A PUCO Call Center Representative will contact you as soon as possible to discuss your case.

Sincerely,

PUCO Call Center  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

<https://www.facebook.com/PUCOOhio>

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

ref:\_00Dt0GzXt.\_500t0ClJ8a:ref

**Email Created Date: 10/9/2018 3:11:53 PM**

**Email Text Version:**

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

CASE ID: 00230921

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Johnstown, Ohio 43031

SERVICE ADDRESS: [REDACTED]

Johnstown, Ohio 43031

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Sincerely,

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

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

**Email Created Date: 10/9/2018 3:13:45 PM**

**Email Text Version:**

Case Number: 00230921

Dear [REDACTED]:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) regarding Verde Energy USA Ohio LLC. I opened an investigation on your behalf and will advise you of my progress. Please note that the Company has three business days in which to respond to my initial information request.

Your case number is 00230921. If you have questions or need additional information, please contact me at (800) 686-PUCO (7826) or via our web site at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Sincerely,

Case Number: 00230921

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

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

**Email Created Date: 10/11/2018 7:51:37 PM**

**Email Text Version:**

To Whom This May Concern:

This is CenStar Energy Corp. ("Censtar") response to PUCO Complaint No. 00230921.

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

[REDACTED] filed a complaint because stating she was with CenStar for 2 years and a month after the contract ended she states she called to cancel the service to go back to AEP. As such, she states the last bill in September reflected AEP as the supplier, however, she states the new bill now reflects Verde Energy as the supplier but that she was not notified. [REDACTED] wants to know how she was switched to Verde Energy and how to cancel without fees.

**Investigative Results:**

- On 8/19/2016, [REDACTED] authorized the gas service to Spark Energy onto a COH Intro plan at 39.9/CCF. [REDACTED] also authorized the electric service to CenStar at a 12 month fixed rate of 0.0760 cents/kWh. (TPV Attached)
- On 9/14/2016, the gas service became active with Spark Energy.
- On 10/6/2016, the electric service became active with CenStar.
- On 6/14/2018, the gas service terminated with Spark Energy.
- On 6/26/2018, CenStar sent the reassignment notice for the electric service to be transitioned to Verde Energy. (Letter Attached)
- On 7/5/2018, [REDACTED] contacted CenStar and requested to cancel due to receiving a reassignment letter. The CenStar agent submitted the cancellation request.

- On 8/3/2018, the electric service terminated with CenStar.
- On 9/4/2018, the electric service became active with CenStar.
- On 10/10/2018, CenStar received PUCO Complaint No. 00230921.

Outcome:

CenStar would like to apologize for any inconvenience the customer may have experienced.

We'd like to confirm that per the attached reassignment letter sent on 6/26/2018, [REDACTED] was informed of the electric service being reassigned to Verde Energy. However, please be advised that due to an administrative oversight [REDACTED] request to cancel the electric service with CenStar prior to the transition of the electric service to Verde Energy was not processed. Because of this, Verde Energy will process a re-rate at the utility's rate from 9/4/2018 (date service became active with Verde Energy) – 10/31/2018 (date service is scheduled to terminate with Verde Energy).

As it stands, the electric service is scheduled to terminate with Verde Energy on 10/31/201, with the date solely determined by the utility. In as much, once the cancellation is completed the re-rate will be calculated and [REDACTED] will be refunded accordingly. Please let me know if you have any further questions or concerns.

Best regards,

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

April Lusk | Regulatory Specialist

1 Radisson Plaza, Ste 704 | New Rochelle, NY 10801

Tel: 832-333-7019 | Fax: 832-320-2979

[alusk@censtarenergy.com](mailto:alusk@censtarenergy.com)<<mailto:alusk@censtarenergy.com>> |

<http://www.censtarenergy.com><<https://na01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.censtarenergy.com&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C258785c6cffa469cd92408d62fd458a1%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C636748986896723981&sdata=OeHib1kn0PbWkLmNkjPLowiRqHPlultSRhran1rfiol%3D&reserved=0>>

From: Darita Patterson <contactthepuco@puc.state.oh.us>  
Sent: Tuesday, October 09, 2018 2:12 PM  
To: Regulatory <regulatory@sparkenergy.com>  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00230921 [ref:\_00Dt0GzXt.\_500t0CIJ8a:ref ]

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

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

CASE ID: 00230921  
COMPANY:  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED], Johnstown, Ohio 43031  
SERVICE ADDRESS: [REDACTED], Johnstown, Ohio 43031  
AIQ: Censtar Energy  
SERVICE ACCOUNT NUMBER: [REDACTED]  
NIQ: 7405070710

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

Please review the customer email provided below and respond to the following:

- Please provide enrollment TPV.
- Please explain the customer being re-enrolled without their knowledge or consent.
- Please respond with full resolution.

DESCRIPTION OF ISSUE:



My provider was Censtar energy for 2+ years and my contract had run up. I called a month after the contract was up (July 5th) to cancel my service with them and to default it back to AEP Ohio. My last bill (in September) it showed that the transfer had been completed because I was just paying AEP Ohio. The bill I just received (in October) is now saying I owe Verde Energy for my electric. I have not been contacted, informed, nor requested this switch so I called AEP Ohio to figure out why I was switched over. AEP informed me that Verde had entered me into a contract as of September 5th (against my knowledge or permission). I want to know if this is even legal and/ or how to fix this problem. At this point if I have to cancel through Verde Energy there will probably be a cancellation fee (as there would of been with CenStar when a contract is involved) and it will take a minimum of one more billing cycle where I'm being way overcharged. I need to know how to resolve this problem with as little monetary damage as possible.

Sincerely,

Darita Patterson  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C258785c6cffa469cd92408d62fd458a1%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636748986896733983&sdata=vhN5%2BWo2sbyvyffE9a31dnuxC8EqWKghaz3XWKzHPXI%3D&reserved=0>](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C258785c6cffa469cd92408d62fd458a1%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636748986896733983&sdata=vhN5%2BWo2sbyvyffE9a31dnuxC8EqWKghaz3XWKzHPXI%3D&reserved=0)

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[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000002rCOT>]

ref:\_00Dt0GzXt.\_500t0CIJ8a:ref

**Email Created Date: 10/16/2018 5:25:25 PM**

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00230921

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Johnstown, Ohio 43031

SERVICE ADDRESS: [REDACTED], !Case.Service\_Address\_City\_\_c}, Ohio 43031

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Sincerely,

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

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

**Email Created Date: 10/17/2018 12:46:31 PM**

**Email Text Version:**

Good morning,

Please be advised that per the attached assignment letter CenStar Energy in accordance with the terms and conditions reassigned [REDACTED] electric service to Verde Energy.

Lastly, the electric service is scheduled to be terminated with Verde on 10/31/2018 and as mentioned in the initial response due to an administrative oversight [REDACTED] request to cancel the electric service with CenStar prior to the transition of the electric service to Verde Energy was not processed. Because of this, Verde Energy will process a re-rate at the utility's rate from 9/4/2018 (date service became active with Verde Energy) – 10/31/2018 (date service is scheduled to terminate with Verde Energy).

Best regards,

April Lusk

From: Darita Patterson <contactthepuco@puc.state.oh.us>  
Sent: Tuesday, October 16, 2018 4:25 PM  
To: Customer Concerns <customerconcerns@sparkenergy.com>  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00230921 [ref:\_00Dt0GzXt.\_500t0CtJ8a:ref ]

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

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00230921  
COMPANY:  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED], Johnstown, Ohio 43031  
SERVICE ADDRESS: [REDACTED], Johnstown, Ohio 43031  
AIQ: Verde Energy USA Ohio LLC  
SERVICE ACCOUNT NUMBER: [REDACTED]  
NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Case Number: 00230921

Please explain customers being "reassigned" without their prior approval and consent.

Sincerely,

Darita Patterson  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Ca5eddfb82ff94eddf71308d6344ff271%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636753915874966369&sdata=Z2KLnTr2xXvYHqtail3IRUJ9Toktf%2BBkOCjhS40jGGg%3D&reserved=0>](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Ca5eddfb82ff94eddf71308d6344ff271%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636753915874966369&sdata=Z2KLnTr2xXvYHqtail3IRUJ9Toktf%2BBkOCjhS40jGGg%3D&reserved=0)

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

[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000002rJyT>]

ref: \_00Dt0GzXt.\_500t0CIJ8a:ref

**Email Created Date: 10/19/2018 3:27:19 PM**

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00230921

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Johnstown, Ohio 43031

SERVICE ADDRESS: [REDACTED], !Case.Service\_Address\_City\_\_c}, Ohio 43031

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Sincerely,

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

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

**Email Created Date: 10/19/2018 3:28:32 PM**

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00230921

COMPANY:

CUSTOMER: [REDACTED] er

ADDRESS: [REDACTED], Johnstown, Ohio 43031

SERVICE ADDRESS: [REDACTED], !Case.Service\_Address\_City\_\_c}, Ohio 43031

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Sincerely,

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

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

**Email Created Date: 11/9/2018 11:00:37 AM**

**Email Text Version:**

Good morning,

Verde has completed the cost analysis. We have attached is for your review. can  
expect a refund check within the next 14 business days.

Kind regards,  
Martha Lopez

From: Darita Patterson <contactthepuco@puc.state.oh.us>  
Sent: Friday, October 19, 2018 2:27 PM  
To: Regulatory <regulatory@sparkenergy.com>  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00230921 [ref:\_00Dt0GzXt.\_500t0CIJ8a:ref ]

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

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00230921  
COMPANY:  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED], Johnstown, Ohio 43031  
SERVICE ADDRESS: [REDACTED], Johnstown, Ohio 43031

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Please provide refund amount once determined.

Sincerely,

Darita Patterson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C726e98a5fe29422015bc08d6465c6160%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636773760342861720&sdata=e%2BDT1NNTqb%2Fv0Cpo5KnNqeaovF1%2BgNZvwGQz7XtrdK0%3D&reserved=0>](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C726e98a5fe29422015bc08d6465c6160%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636773760342861720&sdata=e%2BDT1NNTqb%2Fv0Cpo5KnNqeaovF1%2BgNZvwGQz7XtrdK0%3D&reserved=0)

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

[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003baR5>]

ref: \_00Dt0GzXt.\_500t0CIJ8a:ref

**Email Created Date: 12/11/2018 9:59:07 AM**

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00230921

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Johnstown, Ohio 43031

SERVICE ADDRESS: [REDACTED], !Case.Service\_Address\_City\_\_c}, Ohio 43031

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Sincerely,

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

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

**Email Created Date: 12/12/2018 2:48:33 PM**

**Email Text Version:**

Good afternoon,

Thank you for your patience concerning this matter as we sincerely apologize for any inconvenience the customer may have experienced.

We 'd like to confirm that [REDACTED] refund has been sent to the proper department to be expedited. Once confirmation is received that the check has been sent proof of this transaction will be provided.

Best regards,



April Lusk

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

Sent: Tuesday, December 11, 2018 8:59 AM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00230921 [ref:\_00Dt0GzXt.\_500t0CIJ8a:ref ]

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

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00230921

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Johnstown, Ohio 43031

SERVICE ADDRESS: [REDACTED], Johnstown, Ohio 43031

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

The customer still has not received her refund though it has been over thirty days. This is inexcusable. Please expedite the refund immediately and provide me with documentation/proof of the check being sent to the address above.

Sincerely,

Darita Patterson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

Case Number: 00230921

16

(800) 686-PUCO (7826)

www.PUCO.ohio.gov<<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cce4150bbef974cc65e4d08d6606aca1d%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C636802409105294749&sdata=5T4woRhFWuVwN%2F79pw%2FYM7aS0WN8ukh4GJQZfTnqYDE%3D&reserved=0>>

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

[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003dFYy>]

ref:\_00Dt0GzXt.\_500t0CIJ8a:ref

## Case Images

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

June 26, 2018

[REDACTED]  
[REDACTED]  
JOHNSTOWN, OH 43031

Utility: CSPO

Account Number: [REDACTED]

**NO ACTION REQUIRED:** Your service will continue under your current service agreement without interruption.

Dear [REDACTED],

CenStar Energy Corp. ("CenStar") has appreciated the opportunity to serve as the Competitive Retail Electric Supplier (CRES) for your CSPO account. However, in accordance with your terms and conditions, we are writing to let you know that CenStar will assign your electric service to Verde Energy USA Ohio, LLC ("Verde"), another CRES licensed by the Public Utilities Commission of Ohio, effective with your first meter read date after the assignment transaction, on approximately July 31, 2018. After such date, you should contact Verde directly regarding your electric supply service.

Verde is run by an experienced team of energy experts with decades of retail energy supply and utility experience. The Verde team's experience in deregulated energy markets enables them to offer competitive prices and friendly customer service.

**No action is required on your part when this transfer occurs. Verde will honor your current agreement in place with CenStar and there will be no changes to the terms or conditions through the life of your current contract. This transfer will not cause an interruption of your electric services and you should continue to pay your CSPO bill as normal and call CSPO in case of an outage or emergency just as you do today. The same quality support and service that you are used to with CenStar will continue with Verde.**

If you have a fixed rate plan with CenStar, your service will continue with the same fixed rate until the end of your contract term or upon cancellation of service (early termination fees may apply if your current contract provides for them). If you are currently served under a variable rate with CenStar, your service will continue under the same variable electric rate. You may also contact Verde directly to see what other options are available to you, including new options with Verde when your contract expires.

If you have any questions about the transfer of service, please contact CenStar by July 30, 2018. For your convenience, the contact information for both companies is shown below. We thank you for the opportunity to serve you and we are confident you will enjoy your new service with Verde.

Kind Regards,

Nathan Kroeker  
Chief Executive Officer and President  
CenStar Energy Corp.  
12140 Wickchester Ln., Ste. 100  
Houston, TX 77079  
Phone: 877-529-6701  
Email: customerservice@censtarenergy.com  
Call Center: Mon-Fri: 9:00AM-5:00PM EST

Verde Energy USA Ohio, LLC  
12140 Wickchester Ln., Ste. 100  
Houston, TX 77079  
Phone: 800-388-3862  
Email: service@verdeenergyusa.com  
Call Center: 8:00 AM-6:00 PM Monday-Friday EST

## Frequently Asked Questions

### **Will my electric service be cut off?**

No, this transfer will not cause an interruption of your electric services and you should continue to pay your CSPO bill as normal.

### **Who do I call in case of a power outage or emergency?**

Your Utility has not changed; you should call CSPO for any outage or emergency just as you do today.

### **Will my current rate change?**

If you have a fixed rate plan with CenStar, your service will continue with the same fixed rate until the end of your contract term or upon cancellation of service (early termination fees may apply). If you are currently served under a variable rate with CenStar, your service will continue under the same variable electric rate. After July 30, 2018 you may also contact Verde directly to see what other options are available when your contract expires.

### **Will my meter read cycle or utility charges change?**

No, you will continue to receive your bill from CSPO as you always have. The only change is that Verde will now be listed as the CRES.

### **What will happen to my contract/agreement with CenStar?**

Contract assignment is allowed per the terms and conditions of your CenStar agreement. Verde will honor your current agreements with CenStar, so no changes will occur with their terms or conditions until the contract end date. If you are a CenStar customer on a Variable Rate Plan, the variable electric rate will continue to remain on the same variable rate. You will also be eligible to renew to a fixed rate plan with Verde.

### **My contract was about to expire with CenStar, what does this mean for me?**

If the contract expires before the effective date of your transfer, your service will continue under the CenStar variable rate unless you choose a new fixed rate from Verde. If your contract expires after the effective date of your transfer, contact Verde for their current plan offerings.

### **Do I need to do anything to switch to Verde?**

No, you will not need to do anything. We will make this transition as smooth as possible for you. CenStar will assign your electric service to Verde, another CRES licensed by the Public Utilities Commission of Ohio.

### **When can I expect Verde to become my official CRES?**

CenStar will assign your electric service to Verde, another CRES licensed by the Public Utilities Commission of Ohio, effective with your first meter reading date after the assignment transaction, on approximately July 31, 2018.

### **Will I need to sign up with Verde or go through a credit check again?**

No, Verde welcomes you as their customer in a clear and hassle-free way.

### **How will I know when I have started services with Verde?**

Verde will appear as your CRES in the Energy Supply portion of your utility bill.

### **Will I be able to opt out of the switch to Verde?**

You can only opt out of the switch to Verde by requesting to drop to CSPO or switch to another CRES while active with CenStar. Early Termination Fees will apply if set forth in your current contract with CenStar and only if you cancel your agreement with CenStar prior to the end of your contract term. Your Early Termination Fee would be \$0.

### **Who do I contact should I have questions?**

If you have any questions about the transfer of service, please contact CenStar.

Phone: 877-529-6701

Email: [customerservice@censtarenergy.com](mailto:customerservice@censtarenergy.com)

Call Center: Mon-Fri: 9:00AM-5:00PM EST

### **How can I learn more about Verde as my new CRES?**

Please visit Verde online at [www.verdeenergy.com](http://www.verdeenergy.com).



P.O. Box 421289  
Houston, TX 77242

June 26, 2018

[REDACTED]  
[REDACTED],  
JOHNSTOWN, OH 43031

Utility: CSPO

Account Number: [REDACTED]

**NO ACTION REQUIRED:** Your service will continue under your current service agreement without interruption.

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Nathan Kroeker  
Chief Executive Officer and President  
CenStar Energy Corp.  
12140 Wickchester Ln., Ste. 100  
Houston, TX 77079  
Phone: 877-529-6701  
Email: [customerservice@censtarenergy.com](mailto:customerservice@censtarenergy.com)  
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Your Utility has not changed; you should call CSPO for any outage or emergency just as you do today.

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No, you will continue to receive your bill from CSPO as you always have. The only change is that Verde will now be listed as the CRES.

### **What will happen to my contract/agreement with CenStar?**

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You can only opt out of the switch to Verde by requesting to drop to CSPO or switch to another CRES while active with CenStar. Early Termination Fees will apply if set forth in your current contract with CenStar and only if you cancel your agreement with CenStar prior to the end of your contract term. Your Early Termination Fee would be \$0.

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Phone: 877-529-6701

Email: [customerservice@censtarenergy.com](mailto:customerservice@censtarenergy.com)

Call Center: Mon-Fri: 9:00AM-5:00PM EST

### **How can I learn more about Verde as my new CRES?**

Please visit Verde online at [www.verdeenergy.com](http://www.verdeenergy.com).

Utility	Service Period	Usage	Total invoice	Correct rate	Energy Charge	MSF	Total invoice	Variance	-\$145.05
AEPC	09/04/2018 - 10/02/2018	770.00	\$111.6500	0.035530	\$27.36	\$0.00	\$27.36	-\$84.29	
	10/03/2018 - 10/31/2018	555.00	\$80.4800	0.035530	\$19.72	\$0.00	\$19.72	-\$60.76	



# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

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

## Case Detail

Case Number: 00231140

Account Name: [REDACTED]

Type:

Status: Closed

Preferred Contact Method: No Preference

Owner: Michael Coady

Account in Question: Verde Energy USA  
Ohio LLC

Account Holder:

Priority: Standard

Service Type: Residential

### CASE DATES:

Date Opened: 10-09-2018

Date Closed: 11-14-2018

Case Age in Business Days: 26

## Contact Information

Contact: [REDACTED]

Preferred Contact Method: No Preference

Phone: [REDACTED]

Preferred Contact Time:

Mobile: [REDACTED]

Email: [REDACTED]

## Service Address Information

Service Account Number:

Service Address County: Clermont

Service Address Street: [REDACTED]

Service Address State: Ohio

Service Address City: Williamsburg

Service Address Zip:

Service Address Country: United States

Service Address Phone:

## Industry Information

AIQ Industry: Electric

Territory Account: 001t0000008OFY3AAO

AIQ Sub-Industry: Competitive Retail Electric Service  
Provider

General Code: Marketing -- Electric

AIQ Sub-Sub-Industry:

Specific Code: Enrollment Dispute

Non-Jurisdictional Case: ☐

## Additional Information

PUCO ID: 345478

Case Formal Complaint Specialist Approved:

Docketing Case Number:

Case Formal Complaint Supervisor Approved:

Legacy Case ID:



## Transportation Information

---

Crossing ID:

Railroad:

Railroad Street Name:

## Description Information

---

**Description:**

**Resolution:**

Called the customer to go over the company response and close. He said that he received a check for \$400 this week. Advised that the total he should receive is \$1,764.54 for gas and electric. Advised that the company claims that it will mail the checks, at the latest, this Friday. Invited a call back if he does not receive the money sometime next week or with any future utility concerns.

## Case Comments

---

Created Date	Comment
10/9/2018 12:15:08 PM	<p>Customer called, has a complaint against these two companies. He never agreed to sign up with either of them. He spoke with a marketer at some point in 2016 and told them he was staying with Duke. His following bill said Censtar was his supplier. It's been almost a year now since they have been charging him and his supplier charges have doubled since then. He called and opted out and return to Duke in July 2018. The guy from Verde said okay and he assumed that was done. He received a letter from Duke saying that per his request he was switching to Verde. He found out that Verde is a sister company of Censtar. He again had to call and opt out. He was pass the rescission period, so he had to wait an entire billing cycle, which costed him \$270. He says that nowhere in the conversation with Censtar did he say yes to agreeing to sign up with them. He says he may have given them his account number during the conversation though. Censtar has been on the bill since July 2016. On 8/27/18 he spoke with Verde at 9:45am to cancel with them, so it must have been the month before when he called and spoke with someone at Censtar to cancel with them.</p> <p>He says he has a note from Verde with a number: 0827181023, from when he called Verde, which could be a cancellation number. He has received 3-4 letters from Duke saying that at his request a switch has been made on his account.</p> <p>This month his total electric bill is \$374, \$248 is supplier charges from Censtar Energy, and \$125 from Duke Energy. They told her that was 3x what Duke Energy is charging.</p> <p>I advised we can contact both company's about enrollment disputes on his account.</p>
10/17/2018 8:27:20 AM	<p>Due to the nature of the Censtar/Verde response, see case 00231137 for additional notes.</p>
2/20/2019 5:03:58 AM	<p>Called the customer to go over the company response and close. He said that he received a check for \$400 this week. Advised that the total he should receive is \$1,764.54 for gas and electric. Advised that the company claims that it will mail the checks, at the latest, this Friday. Invited a call back if he does not receive the money sometime next week or with any future utility concerns.</p>

## Web Information

---

Web Name:  
Web Home Phone:  
Web Email:  
Web Company:  
Web Zip Code:

Web Account in Question:  
Web US Dot #:

## System Information

---

Created by: Rayshon Eaves  
# Tasks Correspondence Review: 0  
# Tasks Correspondence Review:0

Last Modified by: Sara Macey  
Next Activity Date:  
Case Grade Created: ☐  
Case Grade Target: ☐

## Case Emails

---

**Email Created Date: 10/9/2018 4:59:01 PM**

### **Email Text Version:**

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

CASE ID: 00231140  
COMPANY:  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED], Williamsburg, Ohio 45176  
SERVICE ADDRESS: [REDACTED],  
Williamsburg, Ohio 45176  
AIQ: Verde Energy USA Ohio LLC  
SERVICE ACCOUNT NUMBER:  
NIQ:

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

DESCRIPTION OF ISSUE:

Sincerely,

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

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

**Email Created Date: 10/15/2018 2:46:33 PM**

**Email Text Version:**

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

Please Respond Within 3 Days

CASE ID: 00231140  
COMPANY:  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED]  
Williamsburg, Ohio 45176  
SERVICE ADDRESS: [REDACTED], Ohio 45176  
AIQ: Verde Energy USA Ohio LLC  
SERVICE ACCOUNT NUMBER:  
NIQ:

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

DESCRIPTION OF ISSUE:

An initial complaint was sent to you on . Please review the customer's concerns and respond within three business days.

Sincerely,

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

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

**Email Created Date: 10/16/2018 5:29:48 PM**

**Email Text Version:**

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00231140.

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

[REDACTED] has filed a complaint with the Public Utility of Ohio ("PUCO") because he states that he never authorized the service with Verde.

Investigative Results:

- On 06/30/2016, [REDACTED] enrolled his electric and gas account with CenStar Energy ("CenStar") via Outbound Telemarketer agent associated with Electron Energy Sales LLC onto a fixed rate of \$0.5999 cents/Therm for 3 months for the gas and a fixed rate of \$0.0669 cents/kWh for 3 months for the electric service.
- On 07/25/2016, CenStar's electric and gas service became active.
- On 06/26/2018, an Assignment letter was sent indicating that the electric and gas service would be transitioned to Verde. (Letter Attached)
- On 08/16/2018, the electric account became active with Verde.
- On 08/27/2018, [REDACTED] contacted Verde to terminate his electric account.
- On 08/28/2018, the electric account was terminated with Verde.

- On 09/27/2018, the gas account became active with Verde.
- On 10/10/2018, the gas account was terminated with Verde.

o On this date, Verde received PUCO Complaint No. 00231140.  
Outcome:

Verde would like to apologize for any inconvenience that [REDACTED] may have experienced. We'd like to confirm that per the Customer Assignment Letter sent on 06/26/2018, [REDACTED] was properly notified that his electric and gas account would be assigned to Verde; however, due to unforeseen reasons, Verde no longer possesses the enrollment TPV. For this reason, Verde will be performing a cost analysis against the utilities rate from 07/25/2016 (Time of inception with CenStar) to 08/28/2018 (Electric Termination Date with Verde) and 10/10/2018 (Time gas account terminated with Verde). Should a credit be due, [REDACTED] will be refunded accordingly.

Lastly, as it stands, the electric account terminated with Verde on 08/28/2018 and the gas terminated 10/10/2018, a date solely determined by the utility and not Verde. Please let me know if you have any additional questions or concerns regarding this matter.

Kindest Regards,

Edwin Quinonez

[<https://www.sparkenergy.com/SignatureImages/verdeusa.png>]  
Edwin Quinonez | Regulatory Specialist  
12140 Wickchester Ln, Ste 100 | Houston, TX 77079

[equinonez@verdeenergy.com](mailto:equinonez@verdeenergy.com)<<mailto:equinonez@verdeenergy.com>>

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you are not the named addressee you should not disseminate, distribute, or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. If you are not the intended recipient you are notified that disclosing, copying, distributing, or taking any action in reliance on the contents of this information is strictly prohibited.

From: Michael Coady <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
Sent: Monday, October 15, 2018 1:47 PM  
To: Regulatory <[regulatory@sparkenergy.com](mailto:regulatory@sparkenergy.com)>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00231140 [ref:\_00Dt0GzXt.\_500t0ClX2g:ref ]

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

PUBLIC UTILITIES COMMISSION OF OHIO  
Second Request for Information  
Regarding the Initial Submission of a Consumer Complaint  
Please Respond Within 3 Days

CASE ID: 00231140

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED],  
Williamsburg, Ohio 45176

SERVICE ADDRESS: [REDACTED], Williamsburg, Ohio 45176

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

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

#### DESCRIPTION OF ISSUE:

This customer contacted the PUCO to dispute enrollment with the company in one of its electric generation programs. He stated that he had cancelled service with Censtar and assumed that he would return to service with Duke. However, he received a notice from Duke that he would be switched to Verde Energy instead.

1. What was the method of enrollment?
2. Please provide all proof of enrollment consistent with the method of enrollment including, but not limited to, copies of any sales calls, copies of any welcome letters, copies of any TPVs, I.P. addresses used, e-mail addresses used to enroll, copies of any signed enrollment documents, and the terms and conditions of the enrollment.

Sincerely,

Michael Coady  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Lead Customer Service Investigator  
(800) 686-PUCO (7826)  
www.PUCO.ohio.gov<<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C47a26194aa4e48983e3008d633ae5d3d%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636753221849773535&sdata=Z2xOHw7EzPRi%2B50wMCxjDk2ZObsYRHWgwVoumYSOo%3D&reserved=0>>

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

[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000002rlwq>]

ref:\_00Dt0GzXt.\_500t0ClX2g:ref

## Case Images

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

June 26, 2018

[REDACTED]  
WILLIAMSBURG, OH 45176

Utility: DUKE  
Account Number: [REDACTED]

**NO ACTION REQUIRED:** Your service will continue under your current service agreement without interruption.

Dear [REDACTED],

CenStar Energy Corp. ("CenStar") has appreciated the opportunity to serve as the Competitive Retail Electric Supplier (CRES) for your DUKE account. However, in accordance with your terms and conditions, we are writing to let you know that CenStar will assign your electric service to Verde Energy USA Ohio, LLC ("Verde"), another CRES licensed by the Public Utilities Commission of Ohio, effective with your first meter read date after the assignment transaction, on approximately July 31, 2018. After such date, you should contact Verde directly regarding your electric supply service.

Verde is run by an experienced team of energy experts with decades of retail energy supply and utility experience. The Verde team's experience in deregulated energy markets enables them to offer competitive prices and friendly customer service.

**No action is required on your part when this transfer occurs. Verde will honor your current agreement in place with CenStar and there will be no changes to the terms or conditions through the life of your current contract. This transfer will not cause an interruption of your electric services and you should continue to pay your DUKE bill as normal and call DUKE in case of an outage or emergency just as you do today. The same quality support and service that you are used to with CenStar will continue with Verde.**

If you have a fixed rate plan with CenStar, your service will continue with the same fixed rate until the end of your contract term or upon cancellation of service (early termination fees may apply if your current contract provides for them). If you are currently served under a variable rate with CenStar, your service will continue under the same variable electric rate. You may also contact Verde directly to see what other options are available to you, including new options with Verde when your contract expires.

If you have any questions about the transfer of service, please contact CenStar by July 30, 2018. For your convenience, the contact information for both companies is shown below. We thank you for the opportunity to serve you and we are confident you will enjoy your new service with Verde.

Kind Regards,

Nathan Kroeker  
Chief Executive Officer and President  
CenStar Energy Corp.  
12140 Wickchester Ln., Ste. 100  
Houston, TX 77079  
Phone: 877-529-6701  
Email: customerservice@censtarenergy.com  
Call Center: Mon-Fri: 9:00AM-5:00PM EST

Verde Energy USA Ohio, LLC  
12140 Wickchester Ln., Ste. 100  
Houston, TX 77079  
Phone: 800-388-3862  
Email: service@verdeenergyusa.com  
Call Center: 8:00 AM-6:00 PM Monday-Friday EST



## Frequently Asked Questions

### **Will my electric service be cut off?**

No, this transfer will not cause an interruption of your electric services and you should continue to pay your DUKE bill as normal.

### **Who do I call in case of a power outage or emergency?**

Your Utility has not changed; you should call DUKE for any outage or emergency just as you do today.

### **Will my current rate change?**

If you have a fixed rate plan with CenStar, your service will continue with the same fixed rate until the end of your contract term or upon cancellation of service (early termination fees may apply). If you are currently served under a variable rate with CenStar, your service will continue under the same variable electric rate. After July 30, 2018 you may also contact Verde directly to see what other options are available when your contract expires.

### **Will my meter read cycle or utility charges change?**

No, you will continue to receive your bill from DUKE as you always have. The only change is that Verde will now be listed as the CRES.

### **What will happen to my contract/agreement with CenStar?**

Contract assignment is allowed per the terms and conditions of your CenStar agreement. Verde will honor your current agreements with CenStar, so no changes will occur with their terms or conditions until the contract end date. If you are a CenStar customer on a Variable Rate Plan, the variable electric rate will continue to remain on the same variable rate. You will also be eligible to renew to a fixed rate plan with Verde.

### **My contract was about to expire with CenStar, what does this mean for me?**

If the contract expires before the effective date of your transfer, your service will continue under the CenStar variable rate unless you choose a new fixed rate from Verde. If your contract expires after the effective date of your transfer, contact Verde for their current plan offerings.

### **Do I need to do anything to switch to Verde?**

No, you will not need to do anything. We will make this transition as smooth as possible for you. CenStar will assign your electric service to Verde, another CRES licensed by the Public Utilities Commission of Ohio.

### **When can I expect Verde to become my official CRES?**

CenStar will assign your electric service to Verde, another CRES licensed by the Public Utilities Commission of Ohio, effective with your first meter reading date after the assignment transaction, on approximately July 31, 2018.

### **Will I need to sign up with Verde or go through a credit check again?**

No, Verde welcomes you as their customer in a clear and hassle-free way.

### **How will I know when I have started services with Verde?**

Verde will appear as your CRES in the Energy Supply portion of your utility bill.

### **Will I be able to opt out of the switch to Verde?**

You can only opt out of the switch to Verde by requesting to drop to DUKE or switch to another CRES while active with CenStar. Early Termination Fees will apply if set forth in your current contract with CenStar and only if you cancel your agreement with CenStar prior to the end of your contract term. Your Early Termination Fee would be \$0.

### **Who do I contact should I have questions?**

If you have any questions about the transfer of service, please contact CenStar.

Phone: 877-529-6701

Email: [customerservice@censtarenergy.com](mailto:customerservice@censtarenergy.com)

Call Center: Mon-Fri: 9:00AM-5:00PM EST

### **How can I learn more about Verde as my new CRES?**

Please visit Verde online at [www.verdeenergy.com](http://www.verdeenergy.com).



P.O. Box 421289  
Houston, TX 77242

June 26, 2018

[REDACTED]  
[REDACTED]  
WILLIAMSBURG, OH 45176

Utility: DUKE  
Account Number: [REDACTED]

**NO ACTION REQUIRED:** Your service will continue under your current service agreement without interruption.

Dear [REDACTED],

CenStar Energy Corp. ("CenStar") has appreciated the opportunity to serve as the Competitive Retail Natural Gas Supplier (CRNGS) for your DUKE account. However, in accordance with your terms and conditions, we are writing to let you know that CenStar will assign your natural gas service to Verde Energy USA Ohio, LLC ("Verde"), another CRNGS licensed by the Public Utilities Commission of Ohio, effective with your first meter read date after the assignment transaction, on approximately July 31, 2018. After such date, you should contact Verde directly regarding your natural gas supply service.

Verde is run by an experienced team of energy experts with decades of retail energy supply and utility experience. The Verde team's experience in deregulated energy markets enables them to offer competitive prices and friendly customer service.

**No action is required on your part when this transfer occurs. Verde will honor your current agreement in place with CenStar and there will be no changes to the terms or conditions through the life of your current contract. This transfer will not cause an interruption of your natural gas services and you should continue to pay your DUKE bill as normal and call DUKE in case of an outage or emergency just as you do today. The same quality support and service that you are used to with CenStar will continue with Verde.**

If you have a fixed rate plan with CenStar, your service will continue with the same fixed rate until the end of your contract term or upon cancellation of service (early termination fees may apply if your current contract provides for them). If you are currently served under a variable rate with CenStar, your service will continue under the same variable natural gas rate. You may also contact Verde directly to see what other options are available to you, including new options with Verde when your contract expires.

If you have any questions about the transfer of service, please contact CenStar by July 30, 2018. For your convenience, the contact information for both companies is shown below. We thank you for the opportunity to serve you and we are confident you will enjoy your new service with Verde.

Kind Regards,

Nathan Kroeker  
Chief Executive Officer and President  
CenStar Energy Corp.  
12140 Wickchester Ln., Ste. 100  
Houston, TX 77079  
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Houston, TX 77079  
Phone: 800-388-3862  
Email: service@verdeenergyusa.com  
Call Center: 8:00 AM-6:00 PM Monday-Friday EST

## Frequently Asked Questions

### **Will my natural gas service be cut off?**

No, this transfer will not cause an interruption of your natural gas services and you should continue to pay your DUKE bill as normal.

### **Who do I call in case of a power outage or emergency?**

Your Utility has not changed; you should call DUKE for any outage or emergency just as you do today.

### **Will my current rate change?**

If you have a fixed rate plan with CenStar, your service will continue with the same fixed rate until the end of your contract term or upon cancellation of service (early termination fees may apply). If you are currently served under a variable rate with CenStar, your service will continue under the same variable natural gas rate. After July 30, 2018 you may also contact Verde directly to see what other options are available when your contract expires.

### **Will my meter read cycle or utility charges change?**

No, you will continue to receive your bill from DUKE as you always have. The only change is that Verde will now be listed as the CRNGS.

### **What will happen to my contract/agreement with CenStar?**

Contract assignment is allowed per the terms and conditions of your CenStar agreement. Verde will honor your current agreements with CenStar, so no changes will occur with their terms or conditions until the contract end date. If you are a CenStar customer on a Variable Rate Plan, the variable natural gas rate will continue to remain on the same variable rate. You will also be eligible to renew to a fixed rate plan with Verde.

### **My contract was about to expire with CenStar, what does this mean for me?**

If the contract expires before the effective date of your transfer, your service will continue under the CenStar variable rate unless you choose a new fixed rate from Verde. If your contract expires after the effective date of your transfer, contact Verde for their current plan offerings.

### **Do I need to do anything to switch to Verde?**

No, you will not need to do anything. We will make this transition as smooth as possible for you. CenStar will assign your natural gas service to Verde, another CRNGS licensed by the Public Utilities Commission of Ohio.

### **When can I expect Verde to become my official CRNGS?**

CenStar will assign your natural gas service to Verde, another CRNGS licensed by the Public Utilities Commission of Ohio, effective with your first meter reading date after the assignment transaction, on approximately July 31, 2018.

### **Will I need to sign up with Verde or go through a credit check again?**

No, Verde welcomes you as their customer in a clear and hassle-free way.

### **How will I know when I have started services with Verde?**

Verde will appear as your CRNGS in the Energy Supply portion of your utility bill.

### **Will I be able to opt out of the switch to Verde?**

You can only opt out of the switch to Verde by requesting to drop to DUKE or switch to another CRNGS while active with CenStar. Early Termination Fees will apply if set forth in your current contract with CenStar and only if you cancel your agreement with CenStar prior to the end of your contract term. Your Early Termination Fee would be \$0.

### **Who do I contact should I have questions?**

If you have any questions about the transfer of service, please contact CenStar.

Phone: 877-529-6701

Email: [customerservice@censtarenergy.com](mailto:customerservice@censtarenergy.com)

Call Center: Mon-Fri: 9:00AM-5:00PM EST

### **How can I learn more about Verde as my new CRNGS?**

Please visit Verde online at [www.verdeenergy.com](http://www.verdeenergy.com).



# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

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

## Case Detail

Case Number: 00231521

Account Name: [REDACTED]

Type:

Status: Closed

Preferred Contact Method: No Preference

Owner: Lee Garry

Account in Question: Verde Energy USA  
Ohio LLC

Account Holder:

Priority: Standard

Service Type: Residential

### CASE DATES:

Date Opened: 10-10-2018

Case Age in Business Days: 73

Date Closed: 01-24-2019

## Contact Information

Contact: [REDACTED]

Preferred Contact Method: No Preference

Phone: [REDACTED]

Mobile:

Preferred Contact Time:

Email:

## Service Address Information

Service Account Number:

Service Address County: Franklin

Service Address Street: [REDACTED]

Service Address State: Ohio

Service Address City: Columbus

Service Address Zip:

Service Address Country: United States

Service Address Phone:

## Industry Information

AIQ Industry: Electric

Territory Account:

AIQ Sub-Industry: Competitive Retail Electric Service  
Provider

General Code: Marketing -- Electric

AIQ Sub-Sub-Industry:

Specific Code: Enrollment Dispute

Non-Jurisdictional Case: ☐

## Additional Information

PUCO ID: 345478

Case Formal Complaint Specialist Approved:

Docketing Case Number:

Case Formal Complaint Supervisor Approved:

Legacy Case ID:

## Transportation Information

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Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

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**Description:**

**Resolution:**

LM ON VM TO CLOSE  
explained refund sent for \$222.35

## Case Comments

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Created Date	Comment
10/10/2018 4:17:39 PM	Caller states Verde is on his bill since last October. caller kept saying they are stealing from him. He said he was told AEP provides the services and PUCO can assign suppliers to his account.  Explained I could contact company to investigate enrollment.
10/25/2018 5:21:32 PM	cancellation due 11/14. refund will be calculated after last charges billed. Pending company refund calculation
12/10/2018 10:12:16 AM	Verde waiting for customer to pay final bill before issuing refund.  consult with MS/rsad regarding making the customer pay to get a refund.
12/18/2018 1:45:14 PM	Staff update. awaiting follow up
12/20/2018 11:10:49 AM	update from staff When the amount due is sent back to Verde from the EDU, they can then subtract it from the refund amount. Right now, they do not have the money owed on their books because it is currently with the EDU. The check should be processed sometime during the first part of January.
1/24/2019 4:08:47 PM	LM ON VM TO CLOSE explained refund sent for \$222.35

## Web Information

---

Web Name:  
Web Home Phone:  
Web Email:  
Web Company:  
Web Zip Code:

Web Account in Question:  
Web US Dot #:

## System Information

---

Created by: Lee Garry  
# Tasks Correspondence Review: 0  
# Tasks Correspondence Review:0

Last Modified by: Sara Macey  
Next Activity Date:  
Case Grade Created: ☐  
Case Grade Target: ☐

## Case Emails

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**Email Created Date: 10/11/2018 9:03:55 AM**

**Email Text Version:**

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

CASE ID: 00231521

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Columbus, Ohio 43228

SERVICE ADDRESS: [REDACTED],  
Columbus, Ohio 43228

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

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

DESCRIPTION OF ISSUE:

Sincerely,

Lee Garry  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator

(800) 686-PUCO (7826)  
www.PUCO.ohio.gov

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

**Email Created Date: 10/16/2018 4:10:26 PM**

**Email Text Version:**

\*\*\*Correction\*\*\*

From: Customer Concerns  
Sent: Tuesday, October 16, 2018 3:06 PM  
To: 'Lee Garry'  
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00231521 [ref:\_00Dt0GzXt.\_500t0CliYL:ref ]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00231521.

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

[REDACTED] has filed a complaint with the Public Utilities of Ohio ("PUCO") because he is disputing the services with Verde. [REDACTED] states that he never signed up for Verde and wants them removed off his bills.

Investigative Results:

- On 10/24/17, [REDACTED] authorized her electric account to National Gas and Electric ("NGE") via an outbound telemarketing affiliate. [REDACTED] enrolled onto NGE's Fixed 6 month plan, which includes the fixed rate of \$0.0719 cents/kWh, with no Monthly Service Fee or Early Termination Fee. (TPV Attached)
- On 10/30/17, the Welcome Letter was mailed to mailing address [REDACTED], Columbus, OH 43204. (Letter Attached)
- On 3/14/18, NGE mailed out letters to all customers advising their accounts would transition to Verde and if they had any objections to the transition to contact NGE by 4/14/18. The letter is addressed to [REDACTED]. (Letter Attached)
- On 4/22/18, Verde received an inbound enrollment acceptance with a date of 5/17/18.

- On 5/17/18, the Verde account became active under [REDACTED].
- On 10/10/18, [REDACTED] contacted Verde in regards to the charges on his bill. He stated that he did not know how Verde appeared on his invoices, but that he does not owe Verde any money. [REDACTED] also stated that he wants his money back in the total of \$237.57.
- On 10/11/18, Verde received PUCO Complaint No. 00231521.  
Outcome:

Verde would like to apologize for any inconvenience that the customer may have experienced.

We'd like to confirm that [REDACTED] account transitioned to Verde from NGE under the name of [REDACTED]. [REDACTED] account is pending a cancellation date of 11/14/18 which is determined solely by the utility and not Verde. Once the account is terminated and final billed, Verde will perform a cost analysis for bill cycles 5/16/18-11/14/18. Allow me to reiterate that the cost analysis will not be completed until the account is terminated and final billed.

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

Kindest Regards,

Louise Bourgeois

From: Lee Garry [mailto:contactthepuco@puc.state.oh.us]

Sent: Thursday, October 11, 2018 8:04 AM

To: Regulatory

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00231521 [ref:\_00Dt0GzXt.\_500t0CliYL:ref ]

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

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00231521

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Columbus, Ohio 43228

SERVICE ADDRESS: [REDACTED], Columbus, Ohio 43228



AIQ: Verde Energy USA Ohio LLC  
SERVICE ACCOUNT NUMBER:  
NIQ:

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

DESCRIPTION OF ISSUE:

This customer disputes that he enrolled with Verde and just noticed Verde charges on his bill.

\*\*\*\*\*

Please provide all details of enrollment including TPV, T&Cs and sales call.

Sincerely,

Lee Garry  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C6c5f525b93bf4600e15908d633a3594d%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636753174164288078&sdata=9p1GT3NYL%2F35TODJVuJdL1rgIM34SNPAA5Ex1uyinUQ%3D&reserved=0>](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C6c5f525b93bf4600e15908d633a3594d%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636753174164288078&sdata=9p1GT3NYL%2F35TODJVuJdL1rgIM34SNPAA5Ex1uyinUQ%3D&reserved=0)

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

[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000002rDZe>]

ref:\_00Dt0GzXt.\_500t0CliYL:ref

**Email Created Date: 10/16/2018 8:21:45 PM**

**Email Text Version:**

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00231521.

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

[REDACTED] has filed a complaint with the Public Utilities of Ohio ("PUCO") because he is disputing the services with Verde. [REDACTED] states that he never signed up for Verde and wants them removed off his bills.

Investigative Results:

- On 10/24/17, [REDACTED] authorized her electric account to National Gas and Electric ("NGE") via an outbound telemarketing affiliate. [REDACTED] enrolled onto NGE's Fixed 6 month plan, which includes the fixed rate of \$0.0719 cents/kWh, with no Monthly Service Fee or Early Termination Fee. (TPV Attached)
- On 10/30/17, the Welcome Letter was mailed to mailing address 1136 Farmhurst Ct., Columbus, OH 43204. (Letter Attached)
- On 3/14/18, NGE mailed out letters to all customers advising their accounts would transition to Verde and if they had any objections to the transition to contact NGE by 4/14/18. The letter is addressed to [REDACTED]. (Letter Attached)
- On 4/22/18, Verde received an inbound enrollment acceptance with a date of 5/17/18.
- On 5/17/18, the Verde account became active under [REDACTED].
- On 10/10/18, [REDACTED] contacted Verde in regards to the charges on his bill. He stated that he did not know how Verde appeared on his invoices, but that he does not owe Verde any money. [REDACTED] also stated that he wants his money back in the total of \$237.57.
- On 10/11/18, Verde received PUCO Complaint No. 00231521.

Outcome:

Verde would like to apologize for any inconvenience that the customer may have experienced.

We'd like to confirm that [REDACTED] account transitioned to Verde from NGE under the name of [REDACTED]. [REDACTED] account is pending a cancellation date of 11/14/18 which is determined solely by the utility and not Verde. Once the account is terminated and final billed, Verde will perform a cost analysis for bill cycles 5/16/18-11/14/18. Allow me to reiterate that the cost analysis will not be completed until the account is terminated and final billed.

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

Kindest Regards,

Louise Bourgeois

From: Lee Garry [mailto:contactthepuco@puc.state.oh.us]

Sent: Thursday, October 11, 2018 8:04 AM

To: Regulatory

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00231521 [ref:\_00Dt0GzXt.\_500t0CliYL:ref ]

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

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00231521

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Columbus, Ohio 43228

SERVICE ADDRESS: [REDACTED], Columbus, Ohio 43228

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

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

DESCRIPTION OF ISSUE:

This customer disputes that he enrolled with Verde and just noticed Verde charges on his bill.

\*\*\*\*\*

Please provide all details of enrollment including TPV, T&Cs and sales call.

Sincerely,

Lee Garry  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
www.PUCO.ohio.gov<<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cc53e27cc166d4eec1d1f08d633a2cd3a%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636753172440012368&sdata=XU3mL9JadFNwdXqPIUx7yN5GIYZox1W4AbuJSNdFN%2BA%3D&reserved=0>>  
>

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

[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000002rDZe>]

ref:\_00Dt0GzXt.\_500t0CliYL:ref  
**Email Created Date: 11/23/2018 10:42:56 AM**

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

CASE ID: 00231521  
COMPANY:  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED], Columbus, Ohio 43228  
SERVICE ADDRESS: [REDACTED], !Case.Service\_Address\_City\_\_c}, Ohio 43228  
AIQ: Verde Energy USA Ohio LLC  
SERVICE ACCOUNT NUMBER:  
NIQ:

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

DESCRIPTION OF ISSUE:

Sincerely,

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

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

**Email Created Date: 11/27/2018 6:06:56 PM**

**Email Text Version:**

Good Afternoon,

Verde has not received payment for the service period of 9/17/2018-11/14/2018 and the billing department is unable to process the refund. As such, once payment is received the refund can be properly determined and processed. I have attached the completed cost analysis for [REDACTED].

Best regards,

Louise Bourgeois

From: Lee Garry [mailto:contactthepuco@puc.state.oh.us]

Sent: Friday, November 23, 2018 9:43 AM

To: Regulatory

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00231521 [ref:\_00Dt0GzXt.\_500t0CliYL:ref ]

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

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00231521

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Columbus, Ohio 43228

SERVICE ADDRESS: [REDACTED], Columbus, Ohio 43228

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

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

DESCRIPTION OF ISSUE:

Once the account is terminated and final billed, Verde will perform a cost analysis for bill cycles 5/16/18-11/14/18. Allow me to reiterate that the cost analysis will not be completed until the account is terminated and final billed.

\*\*\*\*\*

What is the status of the refund calculation? When and how will the refund be provided?

Sincerely,

Lee Garry

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C1c0342e9d4e84c14837b08d654bce47b%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636789568115865947&sdata=CkiPgTbeVpDPK497PELspxepNC%2BpRQpUjAOAr7t0SNc%3D&reserved=0>](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C1c0342e9d4e84c14837b08d654bce47b%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636789568115865947&sdata=CkiPgTbeVpDPK497PELspxepNC%2BpRQpUjAOAr7t0SNc%3D&reserved=0)

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

[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003cqAz]

ref:\_00Dt0GzXt.\_500t0CliYL:ref

**Email Created Date: 11/29/2018 10:26:05 AM**

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00231521

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Columbus, Ohio 43228

SERVICE ADDRESS: [REDACTED], !Case.Service\_Address\_City\_\_c}, Ohio 43228

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

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

DESCRIPTION OF ISSUE:

Sincerely,

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

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

**Email Created Date: 11/29/2018 12:10:45 PM**

**Email Text Version:**

Good Morning,

After careful review, Verde confirmed that [REDACTED] account number was enrolled to NGE under the name of [REDACTED], which is why the enrollment information for [REDACTED] was provided. The service address provided in the complaint for [REDACTED] matches the mailing address in the system, but has [REDACTED] service address listed. For this reason, Verde stated we would perform the Cost Analysis for the account with Verde.

Thank you,

Louise Bourgeois

From: Lee Garry [mailto:contactthepuco@puc.state.oh.us]

Sent: Thursday, November 29, 2018 9:26 AM

To: Regulatory

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00231521 [

ref:\_00Dt0GzXt.\_500t0CliYL:ref ]

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

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00231521

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Columbus, Ohio 43228

SERVICE ADDRESS: [REDACTED], Columbus, Ohio 43228

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

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

DESCRIPTION OF ISSUE:

Your responses are for [REDACTED] at [REDACTED] while this complaint is for [REDACTED] at [REDACTED].

\*\*\*\*\*

Please explain why you are providing enrollment info for a different address and customer.



Sincerely,

Lee Garry  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
www.PUCO.ohio.gov<<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cfd3ff70356704ec3f90708d6561d96f3%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636791082421151220&sdata=gwHLbpEBD7jPjliqCiV%2FsEi5KJ%2BYBg4SX%2BW%2FFo2FMg%3D&reserveid=0>>

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[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003cvCW>]

ref: \_00Dt0GzXt.\_500t0CliYL:ref  
**Email Created Date: 11/30/2018 10:20:35 AM**

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

CASE ID: 00231521  
COMPANY:  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED], Columbus, Ohio 43228  
SERVICE ADDRESS: [REDACTED], !Case.Service\_Address\_City\_\_c), Ohio 43228  
AIQ: Verde Energy USA Ohio LLC  
SERVICE ACCOUNT NUMBER:  
NIQ:

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

DESCRIPTION OF ISSUE:

Sincerely,

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

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

**Email Created Date: 12/5/2018 12:29:54 PM**

**Email Text Version:**

Good Morning,

The refund for [REDACTED] is still pending as we are awaiting payments for service periods from 9/17/2018-10/16/2018 for \$36.34 and 10/16/2018-11/14/2018 for \$40.87. Once our billing department provides confirmation that the payments have been received, the refund check will be issued for \$222.35. An update will be provided to you on 12/13/2018.

Thank you,

Louise Bourgeois

From: Lee Garry [mailto:contactthepuco@puc.state.oh.us]  
Sent: Friday, November 30, 2018 9:21 AM  
To: Regulatory  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00231521 [ref:\_00Dt0GzXt.\_500t0CliYL:ref ]

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

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00231521

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Columbus, Ohio 43228

SERVICE ADDRESS: [REDACTED], Columbus, Ohio 43228

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

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

DESCRIPTION OF ISSUE:

Please provide weekly updates until refund is sent.

Sincerely,

Lee Garry

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C0fb16247ef584232905708d65ad738de%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636796277778518015&sdata=mEDk7pPGg8K%2FPYucYFtjbQPr%2F6bcWt1xm5cwGdlhces%3D&reserved=0>](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C0fb16247ef584232905708d65ad738de%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636796277778518015&sdata=mEDk7pPGg8K%2FPYucYFtjbQPr%2F6bcWt1xm5cwGdlhces%3D&reserved=0)

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

[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003cxfa]

ref:\_00Dt0GzXt.\_500t0CliYL:ref

**Email Created Date: 12/6/2018 5:23:03 PM**

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00231521

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Columbus, Ohio 43228

SERVICE ADDRESS: [REDACTED], !Case.Service\_Address\_City\_\_c}, Ohio 43228

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

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

DESCRIPTION OF ISSUE:

Sincerely,

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

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

**Email Created Date: 12/7/2018 1:29:19 PM**

**Email Text Version:**

Case Number: 00231521

Good Afternoon,

Thank you for your inquiry.

We'd like to confirm that, Verde has to receive payment for the final invoice before a refund can be issued. In as much, once the payment is received, the refund will be processed and an update will be provided.

Thank you,

Louise Bourgeois

From: Lee Garry [mailto:contactthepuco@puc.state.oh.us]

Sent: Thursday, December 06, 2018 4:23 PM

To: Regulatory

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00231521 [

ref:\_00Dt0GzXt.\_500t0CliYL:ref ]

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

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00231521

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Columbus, Ohio 43228

SERVICE ADDRESS: [REDACTED], Columbus, Ohio 43228

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

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

DESCRIPTION OF ISSUE:Your response stated:

The refund for [REDACTED] is still pending as we are awaiting payments for service periods from 9/17/2018-10/16/2018 for \$36.34 and 10/16/2018-11/14/2018 for \$40.87. Once our billing

department provides confirmation that the payments have been received, the refund check will be issued for \$222.35. An update will be provided to you on 12/13/2018.

\*\*\*\*\*

Are you able to deduct the \$36.34 and \$40.87 from the refund amount?

Sincerely,

Lee Garry  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Ce5ff778f0ee94a4c596d08d65c71e429%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636798041564802915&sdata=MzvS8k%2BVhXmZUZcyR%2FWwUVlhZptHSrXkpfIPT%2BjTabY%3D&reserved=0>](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Ce5ff778f0ee94a4c596d08d65c71e429%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636798041564802915&sdata=MzvS8k%2BVhXmZUZcyR%2FWwUVlhZptHSrXkpfIPT%2BjTabY%3D&reserved=0)

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[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003d5h8>]

ref:\_00Dt0GzXt.\_500t0CliYL:ref

**Email Created Date: 1/15/2019 3:10:04 PM**

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00231521

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Columbus, Ohio 43228

SERVICE ADDRESS: [REDACTED], !Case.Service\_Address\_City\_\_c}, Ohio 43228  
AIQ: Verde Energy USA Ohio LLC  
SERVICE ACCOUNT NUMBER:  
NIQ:

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

DESCRIPTION OF ISSUE:

Sincerely,

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

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

**Email Created Date: 1/15/2019 4:03:13 PM**

**Email Text Version:**

Good Afternoon,

Thank you for your inquiry. We'd like to confirm that the final payment has been received for [REDACTED] account. Per the attached Cost Analysis, [REDACTED] can expect to receive a refund check in the amount of \$222.35 within 21 business days via U.S. mail.

Best regards,

Louise Bourgeois

[<https://www.sparkenergy.com/SignatureImages/verdeusa.png>]  
Louise Bourgeois | Regulatory Specialist  
12140 Wickchester Ln, Ste 100 | Houston, TX 77079

[lbourgeois@verdeenergy.com](mailto:lbourgeois@verdeenergy.com)<<mailto:lbourgeois@verdeenergy.com>>

From: Lee Garry [mailto:contactthepuco@puc.state.oh.us]  
Sent: Tuesday, January 15, 2019 2:10 PM  
To: Regulatory  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00231521 [ref:\_00Dt0GzXt.\_500t0CliYL:ref ]

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

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00231521  
COMPANY:  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED], Columbus, Ohio 43228  
SERVICE ADDRESS: [REDACTED], Columbus, Ohio 43228  
AIQ: Verde Energy USA Ohio LLC  
SERVICE ACCOUNT NUMBER:  
NIQ:

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

DESCRIPTION OF ISSUE:  
Your last response stated..

We'd like to confirm that, Verde has to receive payment for the final invoice before a refund can be issued. In as much, once the payment is received, the refund will be processed and an update will be provided.

What is the amount and status of the refund?

Sincerely,

Lee Garry  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator



(800) 686-PUCO (7826)

www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cc82a367efd6f4ddbb8ec08d67b2cc490%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C636831829899521869&sdata=u%2BT0uUeRpL7zyjud9e51ciPBZMN5WOKppxm4QRJXF5g%3D&reserved=0>

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

[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003hWya]

ref:\_00Dt0GzXt.\_500t0CliYL:ref

## Case Images

---

Created Date	Images
1/15/2019 4:03:14 PM	 The logo for Verde Energy USA, featuring the text "verdeenergyusa" in a green sans-serif font. A green swoosh underline is positioned beneath the text, starting under "verde" and ending under "usa".



Customer Service: 888-442-0002

Utility Account Number: [REDACTED]

10-30-2017

Confirmation #: 92439

[REDACTED]

[REDACTED]

Columbus, Ohio 43204

### Plan Snapshot

Service Type:	Electricity
Plan Type:	Fixed
Term:	6 Months
Rate:	7.19¢ kWh
	Columbus Southern
Utility Service Area:	Power (AEP)
Monthly Fee:	\$9.95/month
Early Termination Fee:	\$0.00

### Welcome to National Gas & Electric!

Dear ,

Thank you for selecting National Gas & Electric as your Electricity Supplier! We have received your enrollment request for processing. You have chosen our Secure Power 6 plan. Our dedicated team of elite industry professionals is available to answer any questions you may have regarding your account with us. Below we have noted important information for your review:

- Your utility company will be sending you notification confirming your enrollment with National Gas & Electric.
- Your utility will continue to maintain your equipment, read your meter, deliver your Electricity, respond to any emergencies, and provide you with your monthly bill which will include our supply charges.
- Depending on the date your utility reads your meter, it can take 1-2 billings cycles before you see National Gas & Electric charges on your bill.
- As a National Gas & Electric Customer you will begin to benefit from our extensive industry knowledge and have confidence that our professionals are managing your energy needs while providing the exceptional customer service you deserve.
- In the attached Disclosure statement we have summarized the product plan you have selected and the key terms surrounding your plan selection.
- We have attached a copy of your Terms of Service detailing the conditions of the plan you have selected.

Should you have any questions or need assistance, you may contact one of our Energy Specialists by emailing us at [Service@NGandE.com](mailto:Service@NGandE.com) or calling in toll free at 888-442-0002.

Thank you again for selecting National Gas & Electric! We look forward to the opportunity of establishing a lasting relationship with you and managing all of your supply needs!

Best Regards,

W. Keith Maxwell III  
CEO

12140 Wickchester Ln, Houston, TX 77079

Website: [www.NGandE.com](http://www.NGandE.com)

Hours of Operation:

M-F 8 am- 5 pm EST





**Ohio Residential and Small Commercial  
Electric Generation Service**

**DISCLOSURE STATEMENT AND TERMS OF SERVICE**

This is an agreement for electric generation service between National Gas & Electric, LLC ("National Gas & Electric" or "we") and you, for the service address or addresses set forth in your Welcome Letter or Electric Service Agreement. Together, this Disclosure Statement, including the terms of service set forth herein, and your Welcome Letter or Electric Service Agreement collectively describe your agreement with respect to your purchase of electric generation service from National Gas & Electric ("Agreement"). You will be bound by all the provisions of the Agreement, as they may be amended from time to time. National Gas & Electric is certified by the Public Utility Commission of Ohio to offer and supply electric generation services in Ohio. We set the generation prices and charges that you pay. Your Electric Distribution Utility will deliver the electric generation to you. The Public Utility Commission regulates distribution prices and services. The Federal Energy Regulatory Commission regulates transmission prices and services.

**Definitions**

- Electric Distribution Utility (EDU) – The public utility providing facilities for the distribution of electricity to retail customers.
- Generation Charge – Charge for production of electricity.
- Public Utility Commission of Ohio (PUCO) – the Public Utility Commission of Ohio.
- Transmission Charge – Charge for moving high voltage electricity from a generation facility to the distribution lines of an electric distribution company.

**Right of Rescission - Customers have the right to rescind this Agreement by contacting the EDU by phone or United States mail within seven (7) calendar days following the postmark date on the EDU's confirmation notice. The EDU contact information is listed at the end of these Terms of Service.**

**Terms of Service**

**1. Basic Service Prices.**

Your rate plan will be as specified in your Welcome Letter or Electric Service Agreement.

*Fixed Rate Plan:* You will pay the fixed rate per kWh as specified in your Welcome Letter or Electric Service Agreement for the length of your Term. You may also pay a monthly administrative fee, the amount of which, if applicable, is disclosed in your Welcome Letter or Electric Service Agreement.

*Immediate Savings Plan:* For the first two months of your plan, you will receive a specified percentage savings (shown in your Welcome Letter) off of the EDU's base energy rate for electricity supply. Thereafter, you will receive National Gas & Electric's standard variable rate which will vary according to market conditions. You may also pay a monthly administrative fee, the amount of which, if applicable, is disclosed in your Welcome Letter or Electric Service Agreement.

*Variable Rate Plan:* The rate per kWh may be adjusted monthly to reflect market conditions, including market pricing of commodity, transportation, profit, and other market price factors. Service continues on a month to month basis and may be cancelled by the Customer at any time without penalty.

The rate you pay National Gas & Electric will include the Generation Charge and Transmission Charge for services provided under this Agreement. Your price does not include applicable Ohio sales tax or any local tax. You are responsible for any and all taxes (whether passed through to you on EDU's bill as a separate line item or as part of the price of electricity, as required by law, rule or regulation) and EDU charges for delivery and distribution services. National Gas & Electric rates are not regulated by the PUCO. Except as otherwise provided in this Agreement or as required by law, all taxes of whatsoever kind, nature and description, due and payable with respect to your performance of your obligations under this Agreement, will be paid by you. If you are a tax-exempt entity, you must provide National Gas & Electric with the necessary certificates and other documentation to qualify for such status.

**2. Billing.** Your EDU will continue to issue a monthly bill and the bill will include both National Gas & Electric's charges and the EDU's delivery charges, and any other charges incurred in accordance with this Agreement. Your EDU may provide National Gas & Electric your customer billing and payment information as part of the billing process. Bills will continue to be based on actual or estimated meter readings. National Gas & Electric will use the same meter reading information from the EDU to derive your Generation Charges. Unless otherwise provided herein, your payment terms will be governed by the terms of the EDU's tariff. National Gas & Electric does not pay or arrange for the payment of any outstanding debts owed by you to the EDU or a previous electric supplier.

**3. Length of Agreement (Term).** The Term of this Agreement is estimated to begin on \_\_\_\_\_ and expire on \_\_\_\_\_ as set forth on your Welcome Letter or Electric Service Agreement. Service shall begin with the next available meter reading after

processing of the request by the EDU and National Gas & Electric. With the exception of a new meter installation or special meter reading date, you will buy your electric generation service for the service addresses set forth in your Welcome Letter or Electric Service Agreement from National Gas & Electric on the next regularly scheduled meter reading date available and will continue to do so for the entire Term. This Agreement shall remain in effect until you notify National Gas & Electric in writing or by phone of your intent to cancel at least 30 days prior to your requested end date and until such time as the EDU completes the termination in accordance with its rules.

#### **4. Penalties, Fees and Exceptions.**

**You may be assessed an early termination fee if you cancel or terminate this Agreement prior to the end of the Term. If an early termination fee is applicable, the amount of the early termination fee will be specified in your Welcome Letter or Electronic Service Agreement. If this early termination is \$25.00 or more, your affirmative written consent must be obtained.**

Notwithstanding the foregoing, you may cancel this Agreement without penalty if you move to another location and provide a forwarding address and, if required, reasonable evidence that you no longer occupy the service address. You will be responsible for amounts due, up to the switch date, of all outstanding charges incurred prior to cancellation by you.

If you default in the prompt payment of amounts due under this Agreement, you will be liable for any and all fees or charges, including reasonable attorney fees and court costs, incurred in connection with the collection of delinquent balances. National Gas & Electric may use the services of debt collection agencies, consumer reporting agencies, and other remedies as allowed by law to collect any unpaid balances on your account.

**5. Cancellation Provisions.** You may cancel this Agreement without any penalty any time before midnight of the third business day following the 7 day rescission period specified in your Right of Rescission. After such third business day, you may cancel this Agreement at any time by calling National Gas & Electric at 1-888-442-0002, but you will be required to pay the early termination fee described in Section 4 above, if applicable. If you request to cancel this Agreement, the cancellation will not take effect until the next actual meter read date following the date National Gas & Electric notifies your EDU. You will be responsible for all payments due hereunder until the cancellation of electric generation service is completed. If for any reason National Gas & Electric is no longer able to economically continue this Agreement, National Gas & Electric may terminate this Agreement at any time after complying with applicable regulations. This Agreement may be cancelled at the sole discretion of National Gas & Electric if you fail to meet any of the terms and conditions of this Agreement or if any of the information you have provided to National Gas & Electric is or becomes untrue. Prior to cancellation of this Agreement, National Gas & Electric will provide 45 days notice of its intent to cancel to the customer service address listed in this Agreement. Upon early termination of this Agreement by National Gas & Electric, your available remedies will be limited as provided in Sections 10, 11 and 12 of this Agreement. If this Agreement is canceled, expires, or otherwise terminated, you will receive uninterrupted service from the EDU until you designate another provider of electric generation service or service is shut off by the EDU. Only the EDU may shut off your electric power.

**6. Agreement Expiration/Change in Terms.** If you have a fixed term agreement with us and it is approaching the expiration date, or if we propose to change our terms of service, we will send you advanced notice either in your bill or in separate mailings 45 days before either the expiration date or the effective date of the changes. We will explain your options in this advanced notice, including your right to cancel this Agreement without penalty upon expiration of your fixed rate. National Gas & Electric will provide written notice to you, free of charge, and a copy of any material change to this Agreement prior to the date any such change becomes effective. Upon receipt of written notice of a material change, you may terminate this Agreement without penalty prior to the date such change becomes effective.

After notifying you of an approaching expiration, we will follow your instructions. If you do not respond to the notice, at its discretion, National Gas & Electric may renew your electric generation service under the rates described in your expiration letter.

**7. Information Release and Authorization.** By accepting this contract I authorize National Gas & Electric to obtain information from the EDU through the term including, but not limited to, account name, account number, billing address, service address, telephone number, standard offer service type, historical and future electricity usage, rate classification, meter readings, characteristics of electricity service, and when charges under this agreement are included on my EDU bill or other billing and payment information from the EDU. I authorize National Gas & Electric to release that information to third parties who need to use or be aware of such information in connection with my electric generation service as well as to its affiliates and contractors for marketing purposes. Notwithstanding the foregoing, National Gas & Electric is prohibited from disclosing a customer's social security number and/or account number(s) without the customer's consent except for its own collections and credit reporting, participation in programs funded by the universal Service fund pursuant to Section 4928.52 of the Ohio Revised Code, or assigning a customer contract to another competitive retail electric service (CRES) provider. These authorizations shall remain in effect as long as this agreement (including any renewal) is in effect. I may rescind these authorizations at any time by either calling National Gas & Electric at 1-888-442-0002 or providing written notice to National Gas & Electric. National Gas & Electric reserves the right to reject my enrollment or terminate the agreement if I rescind these authorizations, if I fail to meet or maintain satisfactory credit standing as determined by National Gas & Electric, or if I fail to meet minimum or maximum threshold electricity consumption levels as determined by National Gas & Electric. If I fail to remit payment in a timely fashion, National Gas & Electric may report the delinquency to a credit reporting agency.

**8. Dispute Procedures.** Contact us by any of the means provided at the bottom of these Terms and Conditions with any questions concerning our terms of service or your bill. If your complaint is not resolved after you have contacted National Gas & Electric or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.puco.ohio.gov](http://www.puco.ohio.gov). Hearing or speech impaired customers may contact PUCO 7-1-1 (Ohio relay service). The Ohio consumers counsel (OCC) represents residential customers in matters before PUCO. The OCC can be contacted 1-877-742-562 (toll free) from 8 am to 5 pm weekdays or at <http://pickocc.org>.

**9. Warranties.** NATIONAL GAS & ELECTRIC MAKES NO REPRESENTATIONS OR WARRANTIES, EITHER EXPRESSED OR IMPLIED, WITH REGARD TO THE PROVISION OF ELECTRIC GENERATION SERVICE AND DISCLAIMS ANY AND ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR ARISING OUT OF ANY COURSE OF DEALING OR USAGE OF TRADE.

**10. Limitation of Liability.** You will be deemed to be in exclusive control (and responsible for any damages or injury caused thereby) of the electric power after receipt at the delivery point or points. NATIONAL GAS & ELECTRIC WILL NOT BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL, SPECIAL, PUNITIVE, EXEMPLARY OR INDIRECT DAMAGES (INCLUDING LOST PROFITS OR OTHER BUSINESS INTERRUPTION DAMAGES), WHETHER BY STATUTE, IN CONTRACT OR TORT, EVEN IF THE RESULT OF NEGLIGENCE (WHETHER SOLE, JOINT, CONCURRENT, ACTIVE OR PASSIVE). ALL OTHER LIABILITY WILL BE LIMITED TO DIRECT ACTUAL DAMAGES ONLY, AND SUCH DIRECT ACTUAL DAMAGES WILL BE THE SOLE AND EXCLUSIVE REMEDY. YOU HEREBY WAIVE ALL OTHER REMEDIES AT LAW OR IN EQUITY. THERE ARE NO THIRD PARTY BENEFICIARIES TO THIS AGREEMENT. To the extent any damages required to be paid hereunder are liquidated, the parties acknowledge that the damages are not intended and shall not be construed as a penalty, such damages are difficult or impossible to determine, that otherwise obtaining an adequate remedy is inconvenient or impossible, and that the liquidated damages constitute a reasonable approximation of the harm or loss.

**11. Class Action Waiver.** Any Claim permissible herein must be brought in the party's individual capacity, and not as a plaintiff or class member in any purported class, collective, representative, multiple plaintiff, or similar proceeding ("Class Action"). Each of the parties expressly waives any ability to maintain any Class Action in any forum. Any claim that all or part of this Class Action Waiver is unenforceable, unconscionable, void, or voidable may be determined only by a court of competent jurisdiction and not by an arbitrator.

**12. Miscellaneous.**

(a) If National Gas & Electric is rendered unable to perform, in whole or in part, by a Force Majeure event, its performance under this Agreement will be excused for the duration of such event. "Force Majeure" means any act or event that is beyond the reasonable control of National Gas & Electric that adversely affects, interrupts, or precludes its performance. In addition, acts of other parties, including without limitation, RTOs, aggregators, other suppliers, qualified scheduling entities, EDUs, any governmental authority, and the respective employees and agents of such parties, will also be deemed to be events of Force Majeure.

(b) Your electric generation service will be provided in accordance with your existing connection requirements unless you request a change by the EDU and pay for the cost of that change. You may not resell or use any electric power provided under this Agreement as an auxiliary or supplement to any other source of power. The supply of electric power under this Agreement will be measured at the delivery point by the EDU providing the delivery service in accordance with the terms of the applicable tariff for electric generation service. National Gas & Electric and you will be bound by the measurement from the meters owned, installed, maintained and read by the EDU.

(c) This Agreement will be governed by, interpreted, construed and enforced in accordance with the laws of the State of Ohio, without regard to principles of conflicts of law.

(d) These Terms of Service, along with your Welcome Letter or Electric Service Agreement, constitute the entire agreement between you and National Gas & Electric relating to the subject matter hereof and supersede any other agreements, written or oral, between you and National Gas & Electric concerning the subject matter of the Agreement.

(e) You may not assign this Agreement or your obligations under this Agreement without National Gas & Electric's prior written consent. National Gas & Electric may assign this Agreement, together with all rights and obligations hereunder, to (i) National Gas & Electric's electricity supplier, or such supplier's designee, (ii) an affiliate of National Gas & Electric or to any other person succeeding to all or substantially all of National Gas & Electric's assets, or (iii) in connection with any financing or other financial arrangement.

(f) Any failure by National Gas & Electric to enforce any term or condition of your electric generation service or otherwise exercise any right it may have under this Agreement will not be deemed a waiver of any rights to thereafter enforce any or all of the terms or conditions of your service or to exercise rights under this Agreement.

(g) Should any provision of this Agreement for any reason be declared invalid or unenforceable by final and applicable order by a court or any regulatory body having jurisdiction, such decisions shall not affect the validity of the remaining portions, and the remaining portions shall remain in effect as if this Agreement had been agreed to without the invalid portion. If any provision of this

Agreement is declared invalid, the remainder of this Agreement will be construed so as to give effect to its original intent and effect as near as possible.

(h) The provisions of this Agreement concerning payment, limitation of liability, waivers and waiver of class actions will survive the termination or expiration of this Agreement.

(i) National Gas & Electric may terminate this Agreement on at least fourteen (14) calendar days written notice to customer should the customer fail to pay the bill or fail to meet any agreed-upon payment arrangements.

(j) If you switch back to your previous electric utility, you may or may not be served under the same rates, terms and conditions that apply to other customers served by that electric utility.

(k) You have the right to request from National Gas & Electric, twice within a twelve-month period up to twenty-four months of the your payment history without charge.

(l) Your electric utility may charge you switching fees.

**13. Contact Information.** Information regarding National Gas & Electric's energy sources, energy efficiency, environmental impacts, or historical billing data is available upon request.

Energy Supplier:

**National Gas & Electric, LLC**  
**12140 Wickchester Lane, Suite 100**  
**1-888-442-0002**  
**OH License No.: 16-1036E(1)**  
**[www.NGandE.com](http://www.NGandE.com)**  
**Hours of Operation: Monday through Friday (except holidays), 7:00**  
**a.m. to 4:00 p.m., Central Time**

Electric Distribution Company &  
Provider of Last Resort

AEP Ohio  
P.O. Box 24404  
Canton, OH 44701-4404  
1-800-672-2231  
<https://www.aepohio.com/>

In the case of an outage, call:

1-877-542-2630

Public Utility Commission:

Public Utility Commission of Ohio  
180 E. Broad St.  
Columbus, OH 43215  
(800) 686-PUCO (7826)  
(800) 686-1570 (TTY-TDD)  
[www.puco.ohio.gov](http://www.puco.ohio.gov)

Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.pickocc.org](http://www.pickocc.org).





## OHIO RESIDENTIAL AND SMALL COMMERCIAL

### DISCLOSURE STATEMENT AND TERMS OF SERVICE

Our Contact Information	<b>National Gas &amp; Electric, LLC 12140 Wickchester Lane, Suite 100, Houston, TX 77079</b> <b>Phone Number: 1-888-442-0002 Email: <a href="mailto:service@NGandE.com">service@NGandE.com</a></b>
Type of Plan	Electricity - Fixed
Term of Agreement	6 Months
Rate	<p>7.19¢ per kWh Secure Power 6 Plus \$9.95 fee per month</p> <p>Fixed monthly charges are for supply charges only and do not include either delivery service or other charges from Columbus Southern Power (AEP) or applicable taxes from governmental agencies.</p>
Renewal	At the conclusion of any Fixed Term, your plan will convert to a month-to-month variable rate plan unless you elect a different plan or National Gas & Electric notifies you 45 days prior to contract expiration of renewal to a different plan and you do not object or you cancel in accordance with the procedure provided in the notice.
Early Termination Fee	\$0.00
Rescission	You may rescind this Agreement by contacting National Gas & Electric before National Gas & Electric submits the enrollment to Columbus Southern Power (AEP). After the enrollment is submitted, you may rescind this Agreement by contacting National Gas & Electric or Columbus Southern Power (AEP) before midnight of the third business day after you receive this disclosure statement.
Nature of Sale	National Gas & Electric is an independent seller of electric service certified by the Public Utility Commission of Ohio (PUCO). Our sales agents are not representing or acting on behalf of a utility, governmental bodies, or consumer groups.
Delivery	If you purchase electric supply from National Gas & Electric, your utility remains responsible for delivery of electric supply to your home or business, and will continue to respond to any calls and emergencies. Switching to National Gas & Electric will not impact the reliability of your electric service.
Notification	You will receive written notification from your utility confirming a pending switch of your electric service to National Gas & Electric.
Contact Information	<p>Your utility is Columbus Southern Power (AEP). Columbus Southern Power (AEP) may be reached at: (614) 716-1000.</p> <p>The Public Utility Commission of Ohio (PUCO) certifies suppliers like National Gas &amp; Electric, regulates utilities, and responds to consumer complaints. PUCO may be reached at: (800) 686-PUCO (7826).</p>
Average Rate (if Plan includes fixed charges)	\$ 0.0918 at 500 kWh/mo., \$ 0.0785 at 1,000 kWh/mo., \$ 0.0818 at 1,500 kWh/mo.







12140 Wickchester Ln., Ste. 100  
Houston, TX 77079



March 14, 2018

[REDACTED]  
[REDACTED]  
Columbus, OH 43204

**Utility:** American Electric Power - Columbia Southern Power  
**Account Number:** [REDACTED]

**NO ACTION REQUIRED:** Your service will continue under your current service agreement without interruption.

Dear [REDACTED],

National Gas & Electric, LLC ("National Gas & Electric") has appreciated the opportunity to serve as the energy service company of ELECTRIC for your American Electric Power - Columbia Southern Power account. However, in accordance with your terms and conditions, we are writing to let you know that National Gas & Electric will assign your ELECTRIC service to Verde Energy USA Ohio, LLC ("Verde Energy"), another certified retail energy supplier licensed by the OH Public Service Commission, effective with your first meter read date after the assignment transaction, on approximately 4/15/2018. After such date, you should contact Verde Energy directly regarding your ELECTRIC supply service.

Verde Energy is run by an experienced team of energy experts with decades of retail energy supply and utility experience. The Verde Energy team's experience in deregulated energy markets enables them to offer competitive prices and friendly customer service.

**No action is required on your part when this transfer occurs. Verde Energy will honor your current agreement in place with National Gas & Electric and there will be no changes to the terms or conditions through the life of your current contract. This transfer will not cause an interruption of your ELECTRIC services and you should continue to pay your American Electric Power - Columbia Southern Power bill as normal and call American Electric Power - Columbia Southern Power in case of an outage or emergency just as you do today. The same quality support and service that you are used to with National Gas & Electric will continue with Verde Energy.**

If you have a fixed rate plan with National Gas & Electric, your service will continue with the same fixed rate until the end of your contract term or upon cancellation of service (early termination fees may apply if your current contract provides for them). If you are currently served under a variable rate with National Gas & Electric, your service will continue under the same variable ELECTRIC rate. You may also contact Verde Energy directly to see what other options are available to you, including new options with Verde Energy when your contract expires.

If you have any questions about the transfer of service, please contact National Gas & Electric by 4/14/2018. For your convenience, the contact information for both companies is shown below. We thank you for the opportunity to serve you and we are confident you will enjoy your new service with Verde Energy.

Kind Regards,

Keith Maxwell  
Chief Executive Officer and President  
National Gas & Electric, LLC  
12140 Wickchester Ln., Ste. 100  
Houston, TX 77079  
Phone: 888-442-0002  
Email: Service@NGandE.com  
Call Center: Mon-Fri: 8am-5pm EST

Nathan Kroeker  
Chief Executive Officer and President  
Verde Energy USA Ohio, LLC  
12140 Wickchester Ln., Ste. 100  
Houston, TX 77079  
Phone: 800-388-3862  
Email: customercare@sparkenergy.com  
Call Center: Mon-Fri: 9:00AM-6:00PM EST



12140 Wickchester Ln., Ste. 100  
Houston, TX 77079



## Frequently Asked Questions

### **Will my ELECTRIC services be cut off?**

No, this transfer will not cause an interruption of your ELECTRIC services and you should continue to pay your American Electric Power - Columbia Southern Power bill as normal.

### **Whom do I call in case of a power outage or emergency?**

Your Utility has not changed; you should call American Electric Power - Columbia Southern Power for any outage or emergency just as you do today.

### **Will my current rate change?**

If you have a fixed rate plan with National Gas & Electric, your service will continue with the same fixed rate until the end of your contract term or upon cancellation of service (early termination fees may apply). If you are currently served under a variable rate with National Gas & Electric, your service will continue under the same variable ELECTRIC rate. After 4/15/2018 you may also contact Verde Energy directly to see what other options are available.

### **Will my meter read cycle or utility charges change?**

No, you will continue to receive your bill from American Electric Power - Columbia Southern Power as you always have. The only change is that Verde Energy will now be listed as the energy service company.

### **What will happen to my contract / agreement with National Gas & Electric?**

Contract assignment is allowed per the terms and conditions of your National Gas & Electric agreement. Verde Energy will honor your current agreements with National Gas & Electric so no changes will occur with their terms or conditions until the contract end date. If you are a National Gas & Electric customer on a Variable Rate Plan, the variable ELECTRIC rate will continue to remain on the same variable rate. You will also be eligible to renew to a fixed rate plan with Verde Energy.

### **My contract was about to expire with National Gas & Electric, what does this mean for me?**

If the contract expires before the effective date of your transfer, your service will continue under the National Gas & Electric variable rate unless you choose a new fixed rate from Verde Energy. If your contract expires after the effective date of your transfer, contact Verde Energy for their current plan offerings.

### **Do I need to do anything to switch to Verde Energy?**

No, you will not need to do anything. We will make this transition as smooth as possible for you. National Gas & Electric will assign your ELECTRIC service to Verde Energy, another energy service company licensed by the OH Public Service Commission.

### **When can I expect Verde Energy to become my official energy service company?**

National Gas & Electric will assign your ELECTRIC service to Verde Energy, another energy service company licensed by the OH Public Service Commission, effective with your first meter reading date after the assignment transaction, on approximately 4/15/2018.

### **Will I need to sign up with Verde Energy or go through a credit check again?**

No, Verde Energy welcomes you as their customer in a clear and hassle-free way.

### **How will I know when I have started services with Verde Energy?**

Verde Energy will appear as your ELECTRIC energy service company in the Energy Supply portion of your utility bill.

### **Will I be able to opt out of the switch to Verde Energy?**

You can only opt out of the switch to Verde Energy by requesting to drop to the Utility or switch to another energy service company while active with National Gas & Electric. Early Termination Fees will apply if set forth in your current contract with National Gas & Electric and only if you cancel your agreement with National Gas & Electric prior to the end of your contract term.

### **Who do I contact should I have questions?**

If you have any questions about the transfer of service, please contact National Gas & Electric.

Phone: 888-442-0002

E-mail: [Service@NGandE.com](mailto:Service@NGandE.com)

Call Center Hours: Mon-Fri: 8am-5pm EST

### **How can I learn more about Verde Energy as my new retail energy service company?**

Please visit Verde Energy online at [www.verdeenergy.com](http://www.verdeenergy.com)



12140 Wickchester Ln., Ste. 100  
Houston, TX 77079



March 14, 2018

[REDACTED]  
[REDACTED]  
Columbus, OH 43204

**Utility:** American Electric Power - Columbia Southern Power  
**Account Number:** [REDACTED]

**NO ACTION REQUIRED:** Your service will continue under your current service agreement without interruption.

Dear [REDACTED]

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Verde Energy is run by an experienced team of energy experts with decades of retail energy supply and utility experience. The Verde Energy team's experience in deregulated energy markets enables them to offer competitive prices and friendly customer service.

**No action is required on your part when this transfer occurs. Verde Energy will honor your current agreement in place with National Gas & Electric and there will be no changes to the terms or conditions through the life of your current contract. This transfer will not cause an interruption of your ELECTRIC services and you should continue to pay your American Electric Power - Columbia Southern Power bill as normal and call American Electric Power - Columbia Southern Power in case of an outage or emergency just as you do today. The same quality support and service that you are used to with National Gas & Electric will continue with Verde Energy.**

If you have a fixed rate plan with National Gas & Electric, your service will continue with the same fixed rate until the end of your contract term or upon cancellation of service (early termination fees may apply if your current contract provides for them). If you are currently served under a variable rate with National Gas & Electric, your service will continue under the same variable ELECTRIC rate. You may also contact Verde Energy directly to see what other options are available to you, including new options with Verde Energy when your contract expires.

If you have any questions about the transfer of service, please contact National Gas & Electric by 4/14/2018. For your convenience, the contact information for both companies is shown below. We thank you for the opportunity to serve you and we are confident you will enjoy your new service with Verde Energy.

Kind Regards,

Keith Maxwell  
Chief Executive Officer and President  
National Gas & Electric, LLC  
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Houston, TX 77079  
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Nathan Kroeker  
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12140 Wickchester Ln., Ste. 100  
Houston, TX 77079  
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Call Center: Mon-Fri: 9:00AM-6:00PM EST



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## Frequently Asked Questions

### **Will my ELECTRIC services be cut off?**

No, this transfer will not cause an interruption of your ELECTRIC services and you should continue to pay your American Electric Power - Columbia Southern Power bill as normal.

### **Whom do I call in case of a power outage or emergency?**

Your Utility has not changed; you should call American Electric Power - Columbia Southern Power for any outage or emergency just as you do today.

### **Will my current rate change?**

If you have a fixed rate plan with National Gas & Electric, your service will continue with the same fixed rate until the end of your contract term or upon cancellation of service (early termination fees may apply). If you are currently served under a variable rate with National Gas & Electric, your service will continue under the same variable ELECTRIC rate. After 4/15/2018 you may also contact Verde Energy directly to see what other options are available.

### **Will my meter read cycle or utility charges change?**

No, you will continue to receive your bill from American Electric Power - Columbia Southern Power as you always have. The only change is that Verde Energy will now be listed as the energy service company.

### **What will happen to my contract / agreement with National Gas & Electric?**

Contract assignment is allowed per the terms and conditions of your National Gas & Electric agreement. Verde Energy will honor your current agreements with National Gas & Electric so no changes will occur with their terms or conditions until the contract end date. If you are a National Gas & Electric customer on a Variable Rate Plan, the variable ELECTRIC rate will continue to remain on the same variable rate. You will also be eligible to renew to a fixed rate plan with Verde Energy.

### **My contract was about to expire with National Gas & Electric, what does this mean for me?**

If the contract expires before the effective date of your transfer, your service will continue under the National Gas & Electric variable rate unless you choose a new fixed rate from Verde Energy. If your contract expires after the effective date of your transfer, contact Verde Energy for their current plan offerings.

### **Do I need to do anything to switch to Verde Energy?**

No, you will not need to do anything. We will make this transition as smooth as possible for you. National Gas & Electric will assign your ELECTRIC service to Verde Energy, another energy service company licensed by the OH Public Service Commission.

### **When can I expect Verde Energy to become my official energy service company?**

National Gas & Electric will assign your ELECTRIC service to Verde Energy, another energy service company licensed by the OH Public Service Commission, effective with your first meter reading date after the assignment transaction, on approximately 4/15/2018.

### **Will I need to sign up with Verde Energy or go through a credit check again?**

No, Verde Energy welcomes you as their customer in a clear and hassle-free way.

### **How will I know when I have started services with Verde Energy?**

Verde Energy will appear as your ELECTRIC energy service company in the Energy Supply portion of your utility bill.

### **Will I be able to opt out of the switch to Verde Energy?**

You can only opt out of the switch to Verde Energy by requesting to drop to the Utility or switch to another energy service company while active with National Gas & Electric. Early Termination Fees will apply if set forth in your current contract with National Gas & Electric and only if you cancel your agreement with National Gas & Electric prior to the end of your contract term.

### **Who do I contact should I have questions?**

If you have any questions about the transfer of service, please contact National Gas & Electric.

Phone: 888-442-0002

E-mail: [Service@NGandE.com](mailto:Service@NGandE.com)

Call Center Hours: Mon-Fri: 8am-5pm EST

### **How can I learn more about Verde Energy as my new retail energy service company?**

Please visit Verde Energy online at [www.verdeenergy.com](http://www.verdeenergy.com)



Customer Service: 888-442-0002

Utility Account Number: [REDACTED]

10-30-2017

Confirmation #: 92439

[REDACTED]

[REDACTED]

Columbus, Ohio 43204

### Plan Snapshot

Service Type:	Electricity
Plan Type:	Fixed
Term:	6 Months
Rate:	7.19¢ kWh
	Columbus Southern
Utility Service Area:	Power (AEP)
Monthly Fee:	\$9.95/month
Early Termination Fee:	\$0.00

### Welcome to National Gas & Electric!

Dear [REDACTED],

Thank you for selecting National Gas & Electric as your Electricity Supplier! We have received your enrollment request for processing. You have chosen our Secure Power 6 plan. Our dedicated team of elite industry professionals is available to answer any questions you may have regarding your account with us. Below we have noted important information for your review:

- Your utility company will be sending you notification confirming your enrollment with National Gas & Electric.
- Your utility will continue to maintain your equipment, read your meter, deliver your Electricity, respond to any emergencies, and provide you with your monthly bill which will include our supply charges.
- Depending on the date your utility reads your meter, it can take 1-2 billings cycles before you see National Gas & Electric charges on your bill.
- As a National Gas & Electric Customer you will begin to benefit from our extensive industry knowledge and have confidence that our professionals are managing your energy needs while providing the exceptional customer service you deserve.
- In the attached Disclosure statement we have summarized the product plan you have selected and the key terms surrounding your plan selection.
- We have attached a copy of your Terms of Service detailing the conditions of the plan you have selected.

Should you have any questions or need assistance, you may contact one of our Energy Specialists by emailing us at [Service@NGandE.com](mailto:Service@NGandE.com) or calling in toll free at 888-442-0002.

Thank you again for selecting National Gas & Electric! We look forward to the opportunity of establishing a lasting relationship with you and managing all of your supply needs!

Best Regards,

W. Keith Maxwell III  
CEO

12140 Wickchester Ln, Houston, TX 77079

Website: [www.NGandE.com](http://www.NGandE.com)

Hours of Operation:

M-F 8 am- 5 pm EST





**Ohio Residential and Small Commercial  
Electric Generation Service**

**DISCLOSURE STATEMENT AND TERMS OF SERVICE**

This is an agreement for electric generation service between National Gas & Electric, LLC ("National Gas & Electric" or "we") and you, for the service address or addresses set forth in your Welcome Letter or Electric Service Agreement. Together, this Disclosure Statement, including the terms of service set forth herein, and your Welcome Letter or Electric Service Agreement collectively describe your agreement with respect to your purchase of electric generation service from National Gas & Electric ("Agreement"). You will be bound by all the provisions of the Agreement, as they may be amended from time to time. National Gas & Electric is certified by the Public Utility Commission of Ohio to offer and supply electric generation services in Ohio. We set the generation prices and charges that you pay. Your Electric Distribution Utility will deliver the electric generation to you. The Public Utility Commission regulates distribution prices and services. The Federal Energy Regulatory Commission regulates transmission prices and services.

**Definitions**

- Electric Distribution Utility (EDU) – The public utility providing facilities for the distribution of electricity to retail customers.
- Generation Charge – Charge for production of electricity.
- Public Utility Commission of Ohio (PUCO) – the Public Utility Commission of Ohio.
- Transmission Charge – Charge for moving high voltage electricity from a generation facility to the distribution lines of an electric distribution company.

**Right of Rescission - Customers have the right to rescind this Agreement by contacting the EDU by phone or United States mail within seven (7) calendar days following the postmark date on the EDU's confirmation notice. The EDU contact information is listed at the end of these Terms of Service.**

**Terms of Service**

**1. Basic Service Prices.**

Your rate plan will be as specified in your Welcome Letter or Electric Service Agreement.

*Fixed Rate Plan:* You will pay the fixed rate per kWh as specified in your Welcome Letter or Electric Service Agreement for the length of your Term. You may also pay a monthly administrative fee, the amount of which, if applicable, is disclosed in your Welcome Letter or Electric Service Agreement.

*Immediate Savings Plan:* For the first two months of your plan, you will receive a specified percentage savings (shown in your Welcome Letter) off of the EDU's base energy rate for electricity supply. Thereafter, you will receive National Gas & Electric's standard variable rate which will vary according to market conditions. You may also pay a monthly administrative fee, the amount of which, if applicable, is disclosed in your Welcome Letter or Electric Service Agreement.

*Variable Rate Plan:* The rate per kWh may be adjusted monthly to reflect market conditions, including market pricing of commodity, transportation, profit, and other market price factors. Service continues on a month to month basis and may be cancelled by the Customer at any time without penalty.

The rate you pay National Gas & Electric will include the Generation Charge and Transmission Charge for services provided under this Agreement. Your price does not include applicable Ohio sales tax or any local tax. You are responsible for any and all taxes (whether passed through to you on EDU's bill as a separate line item or as part of the price of electricity, as required by law, rule or regulation) and EDU charges for delivery and distribution services. National Gas & Electric rates are not regulated by the PUCO. Except as otherwise provided in this Agreement or as required by law, all taxes of whatsoever kind, nature and description, due and payable with respect to your performance of your obligations under this Agreement, will be paid by you. If you are a tax-exempt entity, you must provide National Gas & Electric with the necessary certificates and other documentation to qualify for such status.

**2. Billing.** Your EDU will continue to issue a monthly bill and the bill will include both National Gas & Electric's charges and the EDU's delivery charges, and any other charges incurred in accordance with this Agreement. Your EDU may provide National Gas & Electric your customer billing and payment information as part of the billing process. Bills will continue to be based on actual or estimated meter readings. National Gas & Electric will use the same meter reading information from the EDU to derive your Generation Charges. Unless otherwise provided herein, your payment terms will be governed by the terms of the EDU's tariff. National Gas & Electric does not pay or arrange for the payment of any outstanding debts owed by you to the EDU or a previous electric supplier.

**3. Length of Agreement (Term).** The Term of this Agreement is estimated to begin on \_\_\_\_\_ and expire on \_\_\_\_\_ as set forth on your Welcome Letter or Electric Service Agreement. Service shall begin with the next available meter reading after



processing of the request by the EDU and National Gas & Electric. With the exception of a new meter installation or special meter reading date, you will buy your electric generation service for the service addresses set forth in your Welcome Letter or Electric Service Agreement from National Gas & Electric on the next regularly scheduled meter reading date available and will continue to do so for the entire Term. This Agreement shall remain in effect until you notify National Gas & Electric in writing or by phone of your intent to cancel at least 30 days prior to your requested end date and until such time as the EDU completes the termination in accordance with its rules.

#### **4. Penalties, Fees and Exceptions.**

**You may be assessed an early termination fee if you cancel or terminate this Agreement prior to the end of the Term. If an early termination fee is applicable, the amount of the early termination fee will be specified in your Welcome Letter or Electronic Service Agreement. If this early termination is \$25.00 or more, your affirmative written consent must be obtained.**

Notwithstanding the foregoing, you may cancel this Agreement without penalty if you move to another location and provide a forwarding address and, if required, reasonable evidence that you no longer occupy the service address. You will be responsible for amounts due, up to the switch date, of all outstanding charges incurred prior to cancellation by you.

If you default in the prompt payment of amounts due under this Agreement, you will be liable for any and all fees or charges, including reasonable attorney fees and court costs, incurred in connection with the collection of delinquent balances. National Gas & Electric may use the services of debt collection agencies, consumer reporting agencies, and other remedies as allowed by law to collect any unpaid balances on your account.

**5. Cancellation Provisions.** You may cancel this Agreement without any penalty any time before midnight of the third business day following the 7 day rescission period specified in your Right of Rescission. After such third business day, you may cancel this Agreement at any time by calling National Gas & Electric at 1-888-442-0002, but you will be required to pay the early termination fee described in Section 4 above, if applicable. If you request to cancel this Agreement, the cancellation will not take effect until the next actual meter read date following the date National Gas & Electric notifies your EDU. You will be responsible for all payments due hereunder until the cancellation of electric generation service is completed. If for any reason National Gas & Electric is no longer able to economically continue this Agreement, National Gas & Electric may terminate this Agreement at any time after complying with applicable regulations. This Agreement may be cancelled at the sole discretion of National Gas & Electric if you fail to meet any of the terms and conditions of this Agreement or if any of the information you have provided to National Gas & Electric is or becomes untrue. Prior to cancellation of this Agreement, National Gas & Electric will provide 45 days notice of its intent to cancel to the customer service address listed in this Agreement. Upon early termination of this Agreement by National Gas & Electric, your available remedies will be limited as provided in Sections 10, 11 and 12 of this Agreement. If this Agreement is canceled, expires, or otherwise terminated, you will receive uninterrupted service from the EDU until you designate another provider of electric generation service or service is shut off by the EDU. Only the EDU may shut off your electric power.

**6. Agreement Expiration/Change in Terms.** If you have a fixed term agreement with us and it is approaching the expiration date, or if we propose to change our terms of service, we will send you advanced notice either in your bill or in separate mailings 45 days before either the expiration date or the effective date of the changes. We will explain your options in this advanced notice, including your right to cancel this Agreement without penalty upon expiration of your fixed rate. National Gas & Electric will provide written notice to you, free of charge, and a copy of any material change to this Agreement prior to the date any such change becomes effective. Upon receipt of written notice of a material change, you may terminate this Agreement without penalty prior to the date such change becomes effective.

After notifying you of an approaching expiration, we will follow your instructions. If you do not respond to the notice, at its discretion, National Gas & Electric may renew your electric generation service under the rates described in your expiration letter.

**7. Information Release and Authorization.** By accepting this contract I authorize National Gas & Electric to obtain information from the EDU through the term including, but not limited to, account name, account number, billing address, service address, telephone number, standard offer service type, historical and future electricity usage, rate classification, meter readings, characteristics of electricity service, and when charges under this agreement are included on my EDU bill or other billing and payment information from the EDU. I authorize National Gas & Electric to release that information to third parties who need to use or be aware of such information in connection with my electric generation service as well as to its affiliates and contractors for marketing purposes. Notwithstanding the foregoing, National Gas & Electric is prohibited from disclosing a customer's social security number and/or account number(s) without the customer's consent except for its own collections and credit reporting, participation in programs funded by the universal Service fund pursuant to Section 4928.52 of the Ohio Revised Code, or assigning a customer contract to another competitive retail electric service (CRES) provider. These authorizations shall remain in effect as long as this agreement (including any renewal) is in effect. I may rescind these authorizations at any time by either calling National Gas & Electric at 1-888-442-0002 or providing written notice to National Gas & Electric. National Gas & Electric reserves the right to reject my enrollment or terminate the agreement if I rescind these authorizations, if I fail to meet or maintain satisfactory credit standing as determined by National Gas & Electric, or if I fail to meet minimum or maximum threshold electricity consumption levels as determined by National Gas & Electric. If I fail to remit payment in a timely fashion, National Gas & Electric may report the delinquency to a credit reporting agency.

**8. Dispute Procedures.** Contact us by any of the means provided at the bottom of these Terms and Conditions with any questions concerning our terms of service or your bill. If your complaint is not resolved after you have contacted National Gas & Electric or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.puco.ohio.gov](http://www.puco.ohio.gov). Hearing or speech impaired customers may contact PUCO 7-1-1 (Ohio relay service). The Ohio consumers counsel (OCC) represents residential customers in matters before PUCO. The OCC can be contacted 1-877-742-562 (toll free) from 8 am to 5 pm weekdays or at <http://pickocc.org>.

**9. Warranties.** NATIONAL GAS & ELECTRIC MAKES NO REPRESENTATIONS OR WARRANTIES, EITHER EXPRESSED OR IMPLIED, WITH REGARD TO THE PROVISION OF ELECTRIC GENERATION SERVICE AND DISCLAIMS ANY AND ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR ARISING OUT OF ANY COURSE OF DEALING OR USAGE OF TRADE.

**10. Limitation of Liability.** You will be deemed to be in exclusive control (and responsible for any damages or injury caused thereby) of the electric power after receipt at the delivery point or points. NATIONAL GAS & ELECTRIC WILL NOT BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL, SPECIAL, PUNITIVE, EXEMPLARY OR INDIRECT DAMAGES (INCLUDING LOST PROFITS OR OTHER BUSINESS INTERRUPTION DAMAGES), WHETHER BY STATUTE, IN CONTRACT OR TORT, EVEN IF THE RESULT OF NEGLIGENCE (WHETHER SOLE, JOINT, CONCURRENT, ACTIVE OR PASSIVE). ALL OTHER LIABILITY WILL BE LIMITED TO DIRECT ACTUAL DAMAGES ONLY, AND SUCH DIRECT ACTUAL DAMAGES WILL BE THE SOLE AND EXCLUSIVE REMEDY. YOU HEREBY WAIVE ALL OTHER REMEDIES AT LAW OR IN EQUITY. THERE ARE NO THIRD PARTY BENEFICIARIES TO THIS AGREEMENT. To the extent any damages required to be paid hereunder are liquidated, the parties acknowledge that the damages are not intended and shall not be construed as a penalty, such damages are difficult or impossible to determine, that otherwise obtaining an adequate remedy is inconvenient or impossible, and that the liquidated damages constitute a reasonable approximation of the harm or loss.

**11. Class Action Waiver.** Any Claim permissible herein must be brought in the party's individual capacity, and not as a plaintiff or class member in any purported class, collective, representative, multiple plaintiff, or similar proceeding ("Class Action"). Each of the parties expressly waives any ability to maintain any Class Action in any forum. Any claim that all or part of this Class Action Waiver is unenforceable, unconscionable, void, or voidable may be determined only by a court of competent jurisdiction and not by an arbitrator.

**12. Miscellaneous.**

(a) If National Gas & Electric is rendered unable to perform, in whole or in part, by a Force Majeure event, its performance under this Agreement will be excused for the duration of such event. "Force Majeure" means any act or event that is beyond the reasonable control of National Gas & Electric that adversely affects, interrupts, or precludes its performance. In addition, acts of other parties, including without limitation, RTOs, aggregators, other suppliers, qualified scheduling entities, EDUs, any governmental authority, and the respective employees and agents of such parties, will also be deemed to be events of Force Majeure.

(b) Your electric generation service will be provided in accordance with your existing connection requirements unless you request a change by the EDU and pay for the cost of that change. You may not resell or use any electric power provided under this Agreement as an auxiliary or supplement to any other source of power. The supply of electric power under this Agreement will be measured at the delivery point by the EDU providing the delivery service in accordance with the terms of the applicable tariff for electric generation service. National Gas & Electric and you will be bound by the measurement from the meters owned, installed, maintained and read by the EDU.

(c) This Agreement will be governed by, interpreted, construed and enforced in accordance with the laws of the State of Ohio, without regard to principles of conflicts of law.

(d) These Terms of Service, along with your Welcome Letter or Electric Service Agreement, constitute the entire agreement between you and National Gas & Electric relating to the subject matter hereof and supersede any other agreements, written or oral, between you and National Gas & Electric concerning the subject matter of the Agreement.

(e) You may not assign this Agreement or your obligations under this Agreement without National Gas & Electric's prior written consent. National Gas & Electric may assign this Agreement, together with all rights and obligations hereunder, to (i) National Gas & Electric's electricity supplier, or such supplier's designee, (ii) an affiliate of National Gas & Electric or to any other person succeeding to all or substantially all of National Gas & Electric's assets, or (iii) in connection with any financing or other financial arrangement.

(f) Any failure by National Gas & Electric to enforce any term or condition of your electric generation service or otherwise exercise any right it may have under this Agreement will not be deemed a waiver of any rights to thereafter enforce any or all of the terms or conditions of your service or to exercise rights under this Agreement.

(g) Should any provision of this Agreement for any reason be declared invalid or unenforceable by final and applicable order by a court or any regulatory body having jurisdiction, such decisions shall not affect the validity of the remaining portions, and the remaining portions shall remain in effect as if this Agreement had been agreed to without the invalid portion. If any provision of this

Agreement is declared invalid, the remainder of this Agreement will be construed so as to give effect to its original intent and effect as near as possible.

(h) The provisions of this Agreement concerning payment, limitation of liability, waivers and waiver of class actions will survive the termination or expiration of this Agreement.

(i) National Gas & Electric may terminate this Agreement on at least fourteen (14) calendar days written notice to customer should the customer fail to pay the bill or fail to meet any agreed-upon payment arrangements.

(j) If you switch back to your previous electric utility, you may or may not be served under the same rates, terms and conditions that apply to other customers served by that electric utility.

(k) You have the right to request from National Gas & Electric, twice within a twelve-month period up to twenty-four months of the your payment history without charge.

(l) Your electric utility may charge you switching fees.

**13. Contact Information.** Information regarding National Gas & Electric's energy sources, energy efficiency, environmental impacts, or historical billing data is available upon request.

Energy Supplier:

**National Gas & Electric, LLC**  
**12140 Wickchester Lane, Suite 100**  
**1-888-442-0002**  
**OH License No.: 16-1036E(1)**  
**[www.NGandE.com](http://www.NGandE.com)**  
**Hours of Operation: Monday through Friday (except holidays), 7:00 a.m. to 4:00 p.m., Central Time**

Electric Distribution Company &  
Provider of Last Resort

AEP Ohio  
P.O. Box 24404  
Canton, OH 44701-4404  
1-800-672-2231  
<https://www.aepohio.com/>

In the case of an outage, call:

1-877-542-2630

Public Utility Commission:

Public Utility Commission of Ohio  
180 E. Broad St.  
Columbus, OH 43215  
(800) 686-PUCO (7826)  
(800) 686-1570 (TTY-TDD)  
[www.puco.ohio.gov](http://www.puco.ohio.gov)

Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.pickocc.org](http://www.pickocc.org).



## OHIO RESIDENTIAL AND SMALL COMMERCIAL

### DISCLOSURE STATEMENT AND TERMS OF SERVICE

Our Contact Information	<b>National Gas &amp; Electric, LLC 12140 Wickchester Lane, Suite 100, Houston, TX 77079</b> <b>Phone Number: 1-888-442-0002 Email: <a href="mailto:service@NGandE.com">service@NGandE.com</a></b>
Type of Plan	Electricity - Fixed
Term of Agreement	6 Months
Rate	<p>7.19¢ per kWh Secure Power 6 Plus \$9.95 fee per month</p> <p>Fixed monthly charges are for supply charges only and do not include either delivery service or other charges from Columbus Southern Power (AEP) or applicable taxes from governmental agencies.</p>
Renewal	At the conclusion of any Fixed Term, your plan will convert to a month-to-month variable rate plan unless you elect a different plan or National Gas & Electric notifies you 45 days prior to contract expiration of renewal to a different plan and you do not object or you cancel in accordance with the procedure provided in the notice.
Early Termination Fee	\$0.00
Rescission	You may rescind this Agreement by contacting National Gas & Electric before National Gas & Electric submits the enrollment to Columbus Southern Power (AEP). After the enrollment is submitted, you may rescind this Agreement by contacting National Gas & Electric or Columbus Southern Power (AEP) before midnight of the third business day after you receive this disclosure statement.
Nature of Sale	National Gas & Electric is an independent seller of electric service certified by the Public Utility Commission of Ohio (PUCO). Our sales agents are not representing or acting on behalf of a utility, governmental bodies, or consumer groups.
Delivery	If you purchase electric supply from National Gas & Electric, your utility remains responsible for delivery of electric supply to your home or business, and will continue to respond to any calls and emergencies. Switching to National Gas & Electric will not impact the reliability of your electric service.
Notification	You will receive written notification from your utility confirming a pending switch of your electric service to National Gas & Electric.
Contact Information	<p>Your utility is Columbus Southern Power (AEP). Columbus Southern Power (AEP) may be reached at: (614) 716-1000.</p> <p>The Public Utility Commission of Ohio (PUCO) certifies suppliers like National Gas &amp; Electric, regulates utilities, and responds to consumer complaints. PUCO may be reached at: (800) 686-PUCO (7826).</p>
Average Rate (if Plan includes fixed charges)	\$ 0.0918 at 500 kWh/mo., \$ 0.0785 at 1,000 kWh/mo., \$ 0.0818 at 1,500 kWh/mo.



[illegible]

[illegible]



# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

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

## Case Detail

Case Number: 00231523

Account Name: [REDACTED]

Type:

Status: Closed

Preferred Contact Method: No Preference

Owner: Christina Cassady

Account in Question: Verde Energy USA  
Ohio LLC

Account Holder: [REDACTED] [REDACTED]

Priority: Standard

Service Type: Residential

### CASE DATES:

Date Opened: 10-10-2018

Date Closed: 10-29-2018

Case Age in Business Days: 13

## Contact Information

Contact: [REDACTED]

Preferred Contact Method: No Preference

Phone:

Preferred Contact Time:

Mobile: [REDACTED]

Email:

## Service Address Information

Service Account Number: [REDACTED]

Service Address County: Hamilton

Service Address Street: [REDACTED]

Service Address State: Ohio

Service Address City: Cincinnati

Service Address Zip:

Service Address Country: United States

Service Address Phone: [REDACTED]

## Industry Information

AIQ Industry: Electric

Territory Account:

AIQ Sub-Industry: Competitive Retail Electric Service  
Provider

General Code: Marketing -- Electric

AIQ Sub-Sub-Industry:

Specific Code: Enrollment Dispute

Non-Jurisdictional Case: ☐

## Additional Information

PUCO ID: 345478

Case Formal Complaint Specialist Approved:

Docketing Case Number:

Case Formal Complaint Supervisor Approved:

Legacy Case ID:



## Transportation Information

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Crossing ID:

Railroad:

Railroad Street Name:

## Description Information

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Description:

Resolution:

Response letter mailed to consumer October 29, 2018.

## Case Comments

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Created Date	Comment
10/10/2018 4:28:00 PM	<p>Duke - Electric (acct # [REDACTED] Clarance [REDACTED])</p> <p>Verde Energy - Electric - Supplier (customer does not have the customer number available).</p> <p>Enrollment dispute.</p> <p>8/2018 Customer was with supplier Censtar Energy, and contacted electric distributor Duke to switch back.</p> <p>Customer contacted Duke to see when the supplier change would finalize, when she was informed Verde Energy was her supplier now.</p> <p>Customer informed Duke she did not sign up with Verde Energy, and wanted to return back to Duke.</p> <p>Duke informed customer to contact Verde Energy.</p> <p>Customer contacted Verde Energy to dispute the enrollment, as she was now being charged 16.49KWh.</p> <p>Customer claims Verde Energy informed her previous supplier "Censtar Energy" gave them the account.</p> <p>Customer claims she never signed anything nor spoke with Verde Energy .</p> <p>Customer is requesting we investigate.</p> <p>Provided my name</p> <p>Icb</p>
2/20/2019 5:04:37 AM	Response letter mailed to consumer October 29, 2018.

## Web Information

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Web Name:  
Web Home Phone:  
Web Email:  
Web Company:  
Web Zip Code:

Web Account in Question:  
Web US Dot #:

## System Information

---

Created by: Leonard Gore  
# Tasks Correspondence Review: 1  
# Tasks Correspondence Review: 1

Last Modified by: Sara Macey  
Next Activity Date:  
Case Grade Created: ☐  
Case Grade Target: ☐

## Case Emails

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**Email Created Date: 10/11/2018 4:37:22 PM**

**Email Text Version:**

Initial Submission of a Consumer Complaint

Please Respond Within 10 Business Days

CASE ID: 00231523

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Cincinnati, Ohio 45215

SERVICE ADDRESS: [REDACTED] Cincinnati, Ohio 45215

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Good afternoon.

According to this customer, she contacted Duke in August 2018 to cancel her electric enrollment with Censtar Energy and return to Duke for the supply of her electric generation. Recently she contacted Duke to find out when the switch would be effective and was told she had been enrolled with Verde Energy. Censtar and Verde Energy are both operated by Spark Energy.

Please review this issue and advise:

1. If there is any record of this customer contacting Duke to request electric generation from Duke. If so, when was the order received, the drop order issued to Censtar, and the generation service with Duke started.
2. If a drop order was received from Censtar, please provide the drop order date and service end effective date communicated to Censtar.
3. If an add order was received from Verde Energy. If so, please provide the add order date and the service start effective date provided to Verde Energy.
4. Which company is currently the generation supplier for this customer's account.

Additionally, please provide copies of the switching notices issued to this customer.

Thank you.

Sincerely,

Christina Cassidy

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

(800) 686-PUCO (7826)

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

ref:\_00Dt0GzXt.\_500t0Clia7:ref

**Email Created Date: 10/17/2018 10:08:54 AM**

**Email Text Version:**

Christina,

Re: [REDACTED]  
[REDACTED]  
Cincinnati, OH 45215

The above address is in the name of [REDACTED] [REDACTED] and is both electric & gas service. The gas supplier is was Censtar Energy from 7/5/16 – 8/31/18. They will be enrolled with Verde Energy as their gas supplier effective 10/31/18.

For the electric, they were enrolled with Censtar Energy effective 7/5/16 – 8/31/18. Records show that we received an enrollment from Verde Energy to be effective 8/31/18 and Verde is being dropped, effective 10/31/18 as the electric supplier. Records indicated that Mrs. [REDACTED] called on 7/31/18 and inquired about the supplier, then on 8/2/18, Duke received a drop request for the gas supplier, Censtar and the customer was billed the \$4 switching fee. On 8/17/18, Duke received a request from Verde Energy to enroll as the electric supplier, which took effect on 8/31/18.

I've attached bill statements since April. Please let me know if you have any questions.

Thank you,

Melissa Coffman  
Consumer Affairs Specialist  
1000 E. Main St, Plainfield, IN 46168  
Ph: 317-838-4143  
Fax# 317-838-1672  
Mailcode: WP649

[cid:image001.png@01CDFAE3.306FD0D0]

CONFIDENTIALITY NOTICE: This e-mail message, including any attachments, is for the sole use of the intended recipient, and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

From: PUCO Consumer Call Center [mailto:contactthepuco@puc.state.oh.us]  
Sent: Thursday, October 11, 2018 4:37 PM  
To: Commission-AGT@duke-energy.com  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00231523 [ref:\_00Dt0GzXt.\_500t0Clia7:ref ]

\*\*\* Exercise caution. This is an EXTERNAL email. DO NOT open attachments or click links from unknown senders or unexpected email. \*\*\*  
[https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt]

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

CASE ID: 00231523  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Cincinnati, Ohio 45215  
SERVICE ADDRESS: [REDACTED] Cincinnati, Ohio 45215  
AIQ: Verde Energy USA Ohio LLC  
SERVICE ACCOUNT NUMBER: [REDACTED]  
NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Good afternoon.

According to this customer, she contacted Duke in August 2018 to cancel her electric enrollment with Censtar Energy and return to Duke for the supply of her electric generation. Recently she contacted Duke to find out when the switch would be effective and was told she

had been enrolled with Verde Energy. Censtar and Verde Energy are both operated by Spark Energy.

Please review this issue and advise:

1. If there is any record of this customer contacting Duke to request electric generation from Duke. If so, when was the order received, the drop order issued to Censtar, and the generation service with Duke started.
2. If a drop order was received from Censtar, please provide the drop order date and service end effective date communicated to Censtar.
3. If an add order was received from Verde Energy. If so, please provide the add order date and the service start effective date provided to Verde Energy.
4. Which company is currently the generation supplier for this customer's account.

Additionally, please provide copies of the switching notices issued to this customer.

Thank you.

Sincerely,

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

[www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C99c88a864ab841db8a3008d63439d561%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636753821118438453&sdata=Vpp%2F31btloqu892PwGPfI9XD9d3OopT%2FprEsxzLELQs%3D&reserved=0>](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C99c88a864ab841db8a3008d63439d561%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636753821118438453&sdata=Vpp%2F31btloqu892PwGPfI9XD9d3OopT%2FprEsxzLELQs%3D&reserved=0)

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**Email Created Date: 10/17/2018 10:33:42 AM**

**Email Text Version:**

Initial Submission of a Consumer Complaint

Provider of Electric and Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00231523

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Cincinnati, Ohio 45215

SERVICE ADDRESS: [REDACTED] Cincinnati, Ohio 45215

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Good morning.

According to Mrs. [REDACTED] the Duke electric and natural gas accounts were enrolled with Verde Energy without her or her husband's knowledge or permission. Further, Mr. [REDACTED] had cancelled the enrollments with CenStar in August 2018. When Mrs. [REDACTED] contacted Verde to ask how the accounts were enrolled with Verde, she was told that CenStar had "given" the accounts to Verde. The rate for electric service being charged by Verde is over \$0.16 per kwh.

Please review this issue and advise when, how, and by whom the enrollments with Verde were completed. Please include copies of all enrollment materials, including any signed agreement for service, Welcome Letter, or contract re-assignment notice.

Please confirm that both enrollments have been cancelled with out penalty and if the rate billed by Verde will be rerated to the Duke Price to Compare number.

Thank you.

Sincerely,

Christina Cassady

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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**Email Created Date: 10/23/2018 7:38:56 PM**

**Email Text Version:**

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00231523.



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

[REDACTED] [REDACTED] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") because she is disputing the Verde enrollments for her electric and gas accounts. Ms. [REDACTED] states that neither she nor her husband authorized the accounts and that she called CenStar Energy ("CenStar") and cancelled her accounts in August 2018.

#### Investigative Results:

- On 6/2/2016, [REDACTED] [REDACTED] authorized her electric and gas accounts to CenStar on behalf of her husband [REDACTED] [REDACTED] via Watts Marketing Services a Door to Door salesperson. Mrs. [REDACTED] enrolled her electric account onto CenStar's 12 month plan, which includes the fixed rate of \$0.0726 cents/kWh, with no Monthly Service Fee ("MSF") and Early Termination Fee of \$100.00. She enrolled her gas account onto CenStar's 12 month plan, which includes the fixed rate of \$0.5999 cents/CCF, with no MSF and ETF of \$100.00. (TPV Attached)
- On 7/5/2016, the electric account became active.
- On 8/5/2016, the gas account became active.
- On 7/5/2017, both the gas and electric accounts defaulted to a variable rate.
- On 6/28/2018, CenStar mailed out letters to all customers advising that their accounts would transition from CenStar to Verde approximately on 7/31/2018. The letter also stated that if there were any objections to contact CenStar by 7/30/2018. (Letters Attached)
- On 7/31/2018, due to no objections CenStar proceeded with the customer assignment for both accounts.
  - o That same day, Verde processed an outbound enrollment request for the electric account.
- On 8/1/2018, Mrs. [REDACTED] contacted CenStar and requested to cancel her account. The agent offered Mrs. [REDACTED] renewal rates; however Mrs. [REDACTED] declined to renew the service and opted to cancel. The agent submitted cancellation requests for both the gas and electric CenStar accounts.
- On 8/2/2018, CenStar received an inbound cancellation confirmation for the gas account with a date of 8/31/2018.
- On 8/8/2018, Verde processed an outbound electric enrollment request to the Duke.

o That same day Verde received an inbound enrollment acceptance with a date of 10/31/2018 for the gas account.

· On 8/15/2018, Verde received an inbound electric enrollment acceptance with a date of 8/31/2018.

· On 8/31/2018, the Verde electric account became active.

· On 9/27/2018, Verde received an inbound enrollment acceptance with a date of 10/31/2018.

· On 10/4/2018, Verde generated an invoice for the service period from 8/31/2018-10/2/2018 for the electric account for total amount of \$297.96.

· On 10/10/2018, Mrs. [REDACTED] contacted Verde requesting to terminate her accounts. The agent submitted an outbound cancellation request to the utility for the gas account; however a request was rejected by Duke Gas.

· On 10/11/2018, Verde received an inbound cancellation rejection stating that a change was pending.

· On 10/12/2018, Verde received an inbound cancellation confirmation with a date of 10/30/2018 for the electric account.

· On 10/17/2018, Verde received PUCO Complaint No. 00231523.

· On 10/23/2018, Verde submitted another cancellation request to the utility for the gas account.

Outcome:

Verde would like to apologize for any inconvenience that the customer may have experienced.

We'd like to confirm that Ms. [REDACTED] electric and gas accounts became active with Verde due to Brand Consolidation. Unfortunately, because Ms. [REDACTED] did not contact CenStar by the specific time frame, both of her accounts transitioned to Verde. Verde would like to confirm the electric account is pending a cancellation date of 10/30/2018 and we are awaiting a confirmation date for the gas account.

Lastly, Verde will perform a cost analysis once each account has closed and final billed. Allow me to reiterate that the cost analysis will not happen until each account has closed and final billed.

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

Kindest Regards,

Louise Bourgeois

From: PUCO Consumer Call Center [mailto:contactthepuco@puc.state.oh.us]  
Sent: Wednesday, October 17, 2018 9:39 AM  
To: Regulatory  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00231523 [ref:\_00Dt0GzXt.\_500t0Clia7:ref ]

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

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

CASE ID: 00231523  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Cincinnati, Ohio 45215  
SERVICE ADDRESS: [REDACTED] Cincinnati, Ohio 45215  
AIQ: Verde Energy USA Ohio LLC  
SERVICE ACCOUNT NUMBER: [REDACTED]  
NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Good morning.

According to Mrs. [REDACTED] the Duke electric and natural gas accounts were enrolled with Verde Energy without her or her husband's knowledge or permission. Further, Mr. [REDACTED] had

cancelled the enrollments with CenStar in August 2018. When Mrs. [REDACTED] contacted Verde to ask how the accounts were enrolled with Verde, she was told that CenStar had "given" the accounts to Verde. The rate for electric service being charged by Verde is over \$0.16 per kwh.

Please review this issue and advise when, how, and by whom the enrollments with Verde were completed. Please include copies of all enrollment materials, including any signed agreement for service, Welcome Letter, or contract re-assignment notice.

Please confirm that both enrollments have been cancelled with out penalty and if the rate billed by Verde will be rerated to the Duke Price to Compare number.

Thank you.

Sincerely,

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

www.PUCO.ohio.gov<<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C9b432570a9af4e0e402a08d639407ade%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636759346972777074&sdata=m4EBgOEKQ%2F9YU3tVlwfbNYEmmJMxhH36BY8hqllem8%3D&reserved=0>>

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## Case Images

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Created Date	Images
10/17/2018 10:08:54 AM	 The Duke Energy logo, featuring a stylized blue and green circular emblem to the left of the text "DUKE ENERGY" in blue, with a registered trademark symbol.

Account Number [REDACTED] 10 03

Due Date	Amount Due
Apr 30, 2018	\$ 331.09

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
 HeatShare Contribution Amount Enclosed  
 (for Customer Assistance)

[REDACTED]  
 Cincinnati OH 45215-3005

PO Box 1326  
 Charlotte NC 28201-1326

[REDACTED]

Page 1 of 3

Name /Service Address	For Inquiries Call	Account Number
[REDACTED] Cincinnati OH 45215	Duke Energy 1-800-544-6900 CenStar Energy 1-877-529-6701 CenStar Energy 1-877-529-6701	[REDACTED] [REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Apr 06 not included Last payment received Mar 23 Bill prepared on Apr 06, 2018 Next meter reading May 03, 2018

Meter	Number	Reading From	Reading To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas	001140917	Mar 05	Apr 04	30	5632	5798	166
Elec	100358829	Mar 05	Apr 04	30	87613	88547	934

Gas - Residential	
Usage - 166 CCF	
Duke Energy - Rate FTRT	\$ 50.94
CenStar Energy - Rate CT03	157.53
<b>Current Gas Charges</b>	<b>\$ 208.47</b>

Current Billing	
Amt Due - Previous Bill	\$ 341.09
Payment(s) Received	342.00cr
<b>Balance Forward</b>	<b>0.91cr</b>
Budget Billing Amt Due	332.00
<b>Current Amount Due</b>	<b>\$ 331.09</b>

Electric - Residential	
Usage - 934 kWh	
Duke Energy - Rate RS	\$ 52.32
<b>Current Electric Charges</b>	<b>\$ 52.32</b>

Account Balance	
Budget Billing Balance	\$ 1,707.11

Taxes	
<b>Taxes</b>	<b>\$ 11.03</b>

Know what is below. Call before you dig. Always call 811 before you dig, it is the law. Making this free call at least two business days before you dig gets utility lines marked and helps protect you from injury and expense. Call 811 or visit [kentucky811.org](http://kentucky811.org).

Due Date	Amount Due	After Apr 30, 2018
Apr 30, 2018	\$ 331.09	\$ 335.89

Name	Service Address	Account Number
	Cincinnati OH 45215	

Per the Electric Security Plan approved in Case No. 14-841-EL-SSO, the PUCO approved adjustments to Rider AER-R (Alternative Energy Recovery), Rider DCI (Distribution Capital Investment), and Rider SCR (Supplier Cost Reconciliation). In Case No. 17-1403-EL-RDR, the PUCO approved an adjustment to Rider DR-IM, Infrastructure Modernization Rider (part of the Delivery Riders). Overall, a typical residential customer using 1,000 kWh per month will see a decrease of approximately \$1.34 or (1.2%) per month effective April 2018.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.4475656 per CCF, which includes a base GCR of \$0.4267000 and Ohio excise tax of \$0.0208656.

In Case No. 17-690-GA-RDR, the PUCO approved an adjustment to Rider AU, Advanced Utility Rider effective April 2018. This change results in a decrease of \$0.19 per month to your bill.

Your Electric Supplier Charges of \$144.77 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

If you have any questions about electric supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison St. Suite 306 New Rochelle, NY 10801

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$2.58. Peak Demand Reduction = \$0.64. and Renewable Energy = \$0.67.

**PRICE TO COMPARE:** In order for you to save money, an electric supplier must offer you a price lower than 6.07 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov). To learn more about Price to Compare, visit [www.duke-energy.com](http://www.duke-energy.com) or contact Duke Energy for a written explanation.

If you have any questions about gas supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison Street Suite 306 New Rochelle, NY 10801

Explanation of Current Charges			
<b>Gas</b>			
Meter -	001140917	<b>Duke Energy</b>	
CCF Usage -	166	Rate FTRT - Res Transportation	
Mar 05 - Apr 04		Fixed Delivery Service Charge	\$ 33.03
30 Days		Usage-Based Charge	
		166 CCF @ \$ 0.03272800	5.43
		Gas Delivery Riders	13.17
		Applicable Surcharge	
		166 CCF @ \$ 0.00414100cr	0.69cr
			\$ 50.94
		<b>CenStar Energy</b>	
		Rate CT03 - CenStar Energy	
		Gas Supplier Energy Chg	
		166 CCF @ \$ 0.94900000	\$ 157.53
			157.53
		<b>Total Current Gas Charges</b>	<b>\$ 208.47</b>
<b>Electric</b>			
Meter -	100358829	<b>Duke Energy</b>	
kWh Usage -	934	Rate RS - Residential Svc-Winter	
Mar 05 - Apr 04		Distribution-Customer Chg	\$ 6.00
30 Days		Delivery Charges	
		Distribution-Energy Chg	
		934 kWh @ \$ 0.02534200	23.67
		Delivery Riders	21.85
		Total Delivery Charges	\$ 45.52
		Generation Riders	0.80
			52.32
		<b>Total Current Electric Charges</b>	<b>\$ 52.32</b>

Name	Service Address	Account Number
	Cincinnati OH 45215	

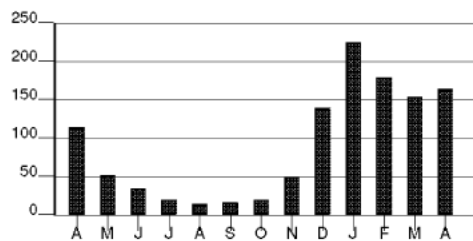
Explanation of Taxes		
Taxes	Tax on Gas Supplier Energy Chg	\$ 11.03
	<b>Total Taxes</b>	<b>\$ 11.03</b>

Budget Billing Plan (BBP) Information			
<b>Summary</b>		Previous Budget Billing Balance	\$ 1,632.43
BBP Option :	Quarterly Plan	Payment(s) Received	341.91cr
BBP Installment Amount:	\$ 332.00	Current Gas Charges	208.47
		Current Electric Charges	52.32
		Current Electric Suppl Chg	144.77
		Taxes	11.03
		<b>Budget Billing Balance</b>	<b>\$ 1,707.11</b>

Explanation of Electric Supplier Charges		
Supplier Charges	CenStar Energy Mar 05 - Apr 04 ENERGY CHARGE: 934.00 KH @ 0.155000000	\$ 144.77
	<b>Total Electric Supplier Charges</b>	<b>\$ 144.77</b>

CCF

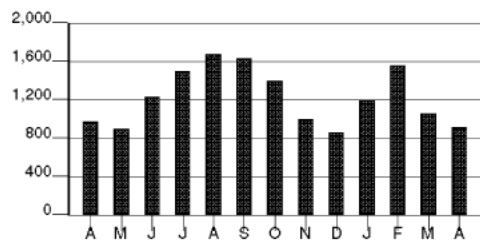
Gas Usage



Calculations based on most recent 12 month history  
Total Usage 1,085  
Average Usage 90

kWh

Electric Usage



Calculations based on most recent 12 month history  
Total Usage 15,066  
Average Usage 1,256

	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR
Gas	115	53	37	20	16	18	21	52	140	225	181	156	166
Electric	995	907	1,240	1,500	1,696	1,646	1,403	1,019	870	1,207	1,573	1,071	934



Account Number [REDACTED] 10 03

Due Date	Amount Due
Sep 27, 2018	\$ 668.23

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
HeatShare Contribution Amount Enclosed  
(for Customer Assistance)

[REDACTED]  
Cincinnati OH 45215-3005

PO Box 1326  
Charlotte NC 28201-1326

Page 1 of 3

Name /Service Address	For Inquiries Call	Account Number
[REDACTED] Cincinnati OH 45215	Duke Energy 1-800-544-6900 CenStar Energy 1-877-529-6701 CenStar Energy 1-877-529-6701	[REDACTED] [REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Sep 05 not included Bill prepared on Sep 05, 2018 Next meter reading Oct 02, 2018

IMPORTANT: A quarterly review of your account indicates that your current Budget Billing amount is out of line, when compared to your past 12 month's usage. Beginning next month, your Budget Billing amount will be adjusted to \$428.

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas	001140917	Aug 02 Aug 31	29	5953	5973	20
Elec	100358829	Aug 02 Aug 31	29	94772	96603	1,831

Gas - Residential	Current Billing
Usage - 20 CCF	Amt Due - Previous Bill \$ 331.34
Duke Energy - Rate FTRT \$ 41.80	Late Payment Charge(s) 4.89
CenStar Energy - Rate CT03 18.98	<b>Balance Forward 336.23</b>
<b>Current Gas Charges \$ 60.78</b>	Budget Billing Amt Due 332.00
	<b>Current Amount Due \$ 668.23</b>

Electric - Residential	Account Balance
Usage - 1,831 kWh	Budget Billing Balance \$ 2,501.38
Duke Energy - Rate RS \$ 93.02	Other Charges/Credits 8.89
<b>Current Electric Charges \$ 93.02</b>	<b>Total Account Balance \$ 2,510.27</b>

Taxes
<b>Taxes \$ 1.33</b>

Due Date	Amount Due	After Sep 27, 2018
Sep 27, 2018	\$ 668.23	\$ 678.17

Name	Service Address	Account Number
	Cincinnati OH 45215	

In Case No. 15-6001-EL-RDR, the PUCO approved an adjustment to Rider DR-ECF, Economic Competitiveness Fund (part of the Delivery Riders) effective August 29, 2018. A typical residential customer using 1,000 kWh per month will see an increase of approximately \$2.43 or 2.2%.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5266527 per CCF, which includes a base GCR of \$0.5021000 and Ohio excise tax of \$0.0245527.

Your Electric Supplier Charges of \$301.93 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

If you have any questions about electric supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison St. Suite 306 New Rochelle, NY 10801

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$5.04. Peak Demand Reduction = \$1.26. and Renewable Energy = \$1.31.

**PRICE TO COMPARE:** In order for you to save money, an electric supplier must offer you a price lower than 5.92 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov). To learn more about Price to Compare, visit [www.duke-energy.com](http://www.duke-energy.com) or contact Duke Energy for a written explanation.

If you have any questions about gas supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison Street Suite 306 New Rochelle, NY 10801

Explanation of Current Charges			
<b>Gas</b> Meter - 001140917 CCF Usage - 20 Aug 02 - Aug 31 29 Days	<b>Duke Energy</b>		
	Rate FTRT - Res Transportation		
	Fixed Delivery Service Charge	\$ 33.03	
	Usage-Based Charge		
	20 CCF @ \$ 0.03272800	0.65	
	Gas Delivery Riders	8.20	
	Applicable Surcharge		
	20 CCF @ \$ 0.00414100cr	0.08cr	\$ 41.80
	<b>CenStar Energy</b>		
	Rate CT03 - CenStar Energy		
	Gas Supplier Energy Chg		
	20 CCF @ \$ 0.94900000	\$ 18.98	18.98
	<b>Total Current Gas Charges</b>		<b>\$ 60.78</b>
<b>Electric</b> Meter - 100358829 kWh Usage - 1,831 Aug 02 - Aug 31 29 Days	<b>Duke Energy</b>		
	Rate RS - Residential Svc-Summer		
	Distribution-Customer Chg	\$ 6.00	
	Delivery Charges		
	Distribution-Energy Chg		
	1,831 kWh @ \$ 0.02534200	46.40	
	Delivery Riders	39.05	
	Total Delivery Charges	\$ 85.45	
	Generation Riders	1.57	
			93.02
	<b>Total Current Electric Charges</b>		<b>\$ 93.02</b>

Name	Service Address	Account Number
	Cincinnati OH 45215	

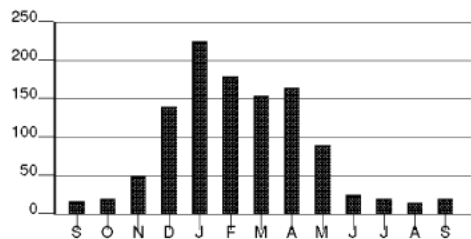
Explanation of Taxes		
Taxes	Tax on Gas Supplier Energy Chg	\$ 1.33
	<b>Total Taxes</b>	<b>\$ 1.33</b>

Budget Billing Plan (BBP) Information			
<b>Summary</b>		Previous Budget Billing Balance	\$ 2,044.32
BBP Option :	Quarterly Plan	Current Gas Charges	60.78
BBP Installment Amount:	\$ 332.00	Current Electric Charges	93.02
		Current Electric Suppl Chg	301.93
		Taxes	1.33
		<b>Budget Billing Balance</b>	<b>\$ 2,501.38</b>

Explanation of Electric Supplier Charges		
Supplier Charges	CenStar Energy Aug 02 - Aug 31 ENERGY CHARGE: 1831.00 KH @ 0.164900000	\$ 301.93
	<b>Total Electric Supplier Charges</b>	<b>\$ 301.93</b>

CCF

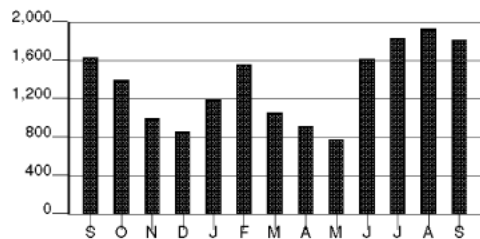
Gas Usage



Calculations based on most recent 12 month history  
 Total Usage 1,116  
 Average Usage 93

kWh

Electric Usage



Calculations based on most recent 12 month history  
 Total Usage 16,133  
 Average Usage 1,344

	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
Gas	18	21	52	140	225	181	156	166	92	25	22	16	20
Electric	1,646	1,403	1,019	870	1,207	1,573	1,071	934	796	1,628	1,849	1,952	1,831

Account Number [REDACTED] 10 03

Due Date	Amount Due
Oct 25, 2018	\$ 429.89

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
 HeatShare Contribution Amount Enclosed  
 (for Customer Assistance)

[REDACTED]  
 Cincinnati OH 45215-3005

PO Box 1326  
 Charlotte NC 28201-1326

Page 1 of 3

Name /Service Address	For Inquiries Call	Account Number
[REDACTED] Cincinnati OH 45215	Duke Energy 1-800-544-6900 Verde Energy USA Ohio 1-800-388-3862	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Oct 03 not included Last payment received Sep 21 Bill prepared on Oct 03, 2018 Next meter reading Oct 31, 2018

Meter	Number	Reading From	Reading To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas	001140917	Aug 31	Oct 02	32	5973	6002	29
Elec	100358829	Aug 31	Oct 02	32	96603	98228	1,625

Gas - Residential	Current Billing
Usage - 29 CCF	Amt Due - Previous Bill \$ 668.23
Duke Energy - Rate RS \$ 55.00	Payment(s) Received 666.34cr
<b>Current Gas Charges \$ 55.00</b>	<b>Balance Forward 1.89</b>
Gas Cost Recovery \$0.43183210/CCF	Budget Billing Amt Due 428.00
	<b>Current Amount Due \$ 429.89</b>

Electric - Residential	Account Balance
Usage - 1,625 kWh	Budget Billing Balance \$ 2,251.01
Duke Energy - Rate RS \$ 86.01	Other Charges/Credits 1.89
Verde - Rate VE37 267.96	<b>Total Account Balance \$ 2,252.90</b>
Energy USA Ohio	
<b>Current Electric Charges \$ 353.97</b>	

A free home energy assessment can reveal hidden energy wasters and help you lower your bill. Eligible homeowners can get a free in-home analysis plus a free energy savings kit with LEDs and more. Sign up at [duke-energy.com/HouseCall](http://duke-energy.com/HouseCall).

Due Date	Amount Due	After Oct 25, 2018
Oct 25, 2018	\$ 429.89	\$ 436.31


Name	Service Address	Account Number
	Cincinnati OH 45215	

In Case No. 18-941-EL-RDR, the PUCO approved an adjustment to Rider BTR (Base Transmission Rider - part of the Delivery Riders). In Case No. 14-841-EL-SSO, the PUCO approved an adjustment to Rider DCI (Distribution Capital Investment - part of the Delivery Riders). The PUCO also approved adjustments to Riders SCR (Supplier Cost Reconciliation) and AER-R (Alternative energy Recovery). Overall, a typical residential customer using 1,000 kWh per month will see an increase of approximately \$0.94 or 0.8 %.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.4318321 per CCF, which includes a base GCR of \$0.4117 and Ohio excise tax of \$0.0201321.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 5.12 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov). To learn more about Price to Compare, visit [www.duke-energy.com](http://www.duke-energy.com) or contact Duke Energy for a written explanation.

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$4.47. Peak Demand Reduction = \$1.12. and Renewable Energy = \$1.17.

Explanation of Current Charges			
<b>Gas</b>		<b>Duke Energy</b>	
Meter - 001140917		Rate RS - Residential Service	
CCF Usage - 29		Fixed Delivery Service Charge	\$ 33.03
Aug 31 - Oct 02		Usage-Based Charge	
32 Days		29 CCF @ \$ 0.03272800	0.95
		Gas Delivery Riders	8.50
		Gas Cost Recovery	
		29 CCF @ \$ 0.43183210	12.52
			\$ 55.00
		<b>Total Current Gas Charges</b>	<b>\$ 55.00</b>
<b>Electric</b>		<b>Duke Energy</b>	
Meter - 100358829		Rate RS - Residential Svc-Winter	
kWh Usage - 1,625		Distribution-Customer Chg	\$ 6.00
Aug 31 - Oct 02		Delivery Charges	
32 Days		Distribution-Energy Chg	
		1,625 kWh @ \$ 0.02534200	41.18
		Delivery Riders	37.44
		Total Delivery Charges	\$ 78.62
		Generation Riders	1.39
			86.01
		<b>Generation Charge</b>	
			
		Verde Energy USA Ohio	
		Rate VE37 - Verde Energy USA Ohio	
		Supplier Energy Charge	
		1,625 kWh @ \$ 0.16490000	\$ 267.96
			267.96
		<b>Total Current Electric Charges</b>	<b>\$ 353.97</b>

Name	Service Address	Account Number
	Cincinnati OH 45215	

### Budget Billing Plan (BBP) Information

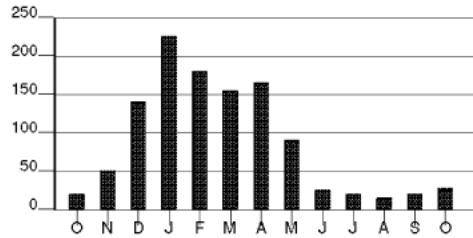
#### Summary

BBP Option : Quarterly Plan  
 BBP Installment Amount: \$ 428.00

Previous Budget Billing Balance \$ 2,501.38  
 Payment(s) Received 659.34cr  
 Current Gas Charges 55.00  
 Current Electric Charges 353.97  
**Budget Billing Balance \$ 2,251.01**

CCF

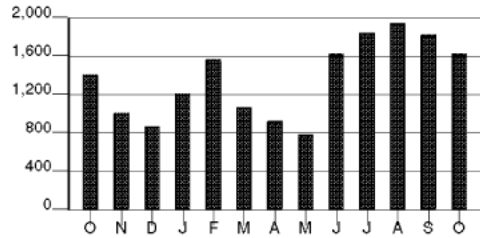
Gas Usage



Calculations based on most recent 12 month history  
 Total Usage 1,124  
 Average Usage 94

kWh

Electric Usage



Calculations based on most recent 12 month history  
 Total Usage 16,355  
 Average Usage 1,363

	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT
Gas	21	52	140	225	181	156	166	92	25	22	16	20	29
Electric	1,403	1,019	870	1,207	1,573	1,071	934	796	1,628	1,849	1,952	1,831	1,625

Account Number [REDACTED]

10 03

For less detailed billing information on  
your monthly bill, check box on right☐

Due Date	Amount Due
Aug 28, 2018	\$ 331.34

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
HeatShare Contribution Amount Enclosed  
(for Customer Assistance)

Cincinnati OH 45215-3005

PO Box 1326  
Charlotte NC 28201-1326

Page 1 of 3

Name /Service Address	For Inquiries Call	Account Number
[REDACTED] Cincinnati OH 45215	Duke Energy 1-800-544-6900 CenStar Energy 1-877-529-6701 CenStar Energy 1-877-529-6701	[REDACTED] [REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Aug 06 not included Last payment received Aug 01 Bill prepared on Aug 06, 2018 Next meter reading Aug 31, 2018

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Gas	001140917	Jul 03	Aug 02	30	5937	5953	16
Elec	100358829	Jul 03	Aug 02	30	92820	94772	1,952

Gas - Residential		
Usage -	16 CCF	
Duke Energy - Rate FTRT		\$ 41.54
CenStar Energy - Rate CT03		15.18
<b>Current Gas Charges</b>		<b>\$ 56.72</b>

Electric - Residential		
Usage -	1,952 kWh	
Duke Energy - Rate RS		\$ 93.73
<b>Current Electric Charges</b>		<b>\$ 93.73</b>

Taxes	
<b>Taxes</b>	<b>\$ 1.06</b>

Current Billing	
Amt Due - Previous Bill	\$ 661.94
Payment(s) Received	666.60cr
<b>Balance Forward</b>	<b>4.66cr</b>
Budget Billing Amt Due	332.00
Other Credits/Charges	4.00
<b>Current Amount Due</b>	<b>\$ 331.34</b>

Account Balance	
Budget Billing Balance	\$ 2,044.32
Other Charges/Credits	4.00
<b>Total Account Balance</b>	<b>\$ 2,048.32</b>

In Case No. 15-6001-EL-RDR, the PUCO approved an adjustment to Rider DR-ECF, Economic Competitiveness Fund (part of the Delivery Riders) effective July 31, 2018. A typical residential customer using 1,000 kWh per month will see a decrease of approximately \$3.63 or (3.1)%.

Due Date	Amount Due	After Aug 28, 2018
Aug 28, 2018	\$ 331.34	\$ 336.23

Name	Service Address	Account Number
	Cincinnati OH 45215	

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5669305 per CCF, which includes a base GCR of \$0.5405000 and Ohio excise tax of \$0.0264305.

In Case No. 18-318-GA-UEx, the PUCO approved an adjustment to Rider UE-G, Uncollectible Expense Rider effective July 31, 2018. In Case No. 18-418-GA-PIP, the PUCO approved an adjustment to Rider PIPP, Percentage of Income Payment Plan effective July 31, 2018. A typical customer using 70 CCF in a month will see an increase of \$0.13 or 0.2%.

Your Electric Supplier Charges of \$321.88 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

If you have any questions about electric supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison St. Suite 306 New Rochelle, NY 10801

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$5.38. Peak Demand Reduction = \$1.34. and Renewable Energy = \$1.40.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 5.92 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov). To learn more about Price to Compare, visit [www.duke-energy.com](http://www.duke-energy.com) or contact Duke Energy for a written explanation.

If you have any questions about gas supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison Street Suite 306 New Rochelle, NY 10801

Explanation of Current Charges			
<b>Gas</b>			
Meter -	001140917	<b>Duke Energy</b>	
CCF Usage -	16	Rate FTRT - Res Transportation	
Jul 03 - Aug 02		Fixed Delivery Service Charge	\$ 33.03
30 Days		Usage-Based Charge	
		16 CCF @ \$ 0.03272800	0.52
		Gas Delivery Riders	8.06
		Applicable Surcharge	
		16 CCF @ \$ 0.00414100cr	0.07cr
			\$ 41.54
		<b>CenStar Energy</b>	
		Rate CT03 - CenStar Energy	
		Gas Supplier Energy Chg	
		16 CCF @ \$ 0.94900000	\$ 15.18
			15.18
		<b>Total Current Gas Charges</b>	<b>\$ 56.72</b>
<b>Electric</b>			
Meter -	100358829	<b>Duke Energy</b>	
kWh Usage -	1,952	Rate RS - Residential Svc-Summer	
Jul 03 - Aug 02		Distribution-Customer Chg	\$ 6.00
30 Days		Delivery Charges	
		Distribution-Energy Chg	
		1,952 kWh @ \$ 0.02534200	49.47
		Delivery Riders	36.59
		Total Delivery Charges	\$ 86.06
		Generation Riders	1.67
			93.73
		<b>Total Current Electric Charges</b>	<b>\$ 93.73</b>



Name	Service Address	Account Number
	Cincinnati OH 45215	

Explanation of Taxes		
Taxes	Tax on Gas Supplier Energy Chg	\$ 1.06
	<b>Total Taxes</b>	<b>\$ 1.06</b>

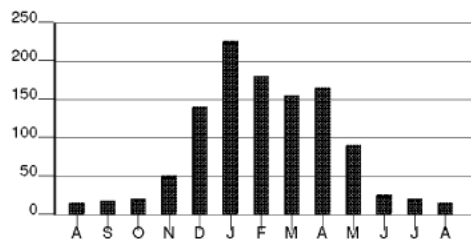
Explanation of Other Charges/Credits		
Other Credits/Charges	Gas Supplier Switch Fee	\$ 4.00
	<b>Total Other Credits/Charges</b>	<b>\$ 4.00</b>

Budget Billing Plan (BBP) Information			
<b>Summary</b>		Previous Budget Billing Balance	\$ 2,232.68
BBP Option :	Quarterly Plan	Payment(s) Received	661.75cr
BBP Installment Amount:	\$ 332.00	Current Gas Charges	56.72
		Current Electric Charges	93.73
		Current Electric Suppl Chg	321.88
		Taxes	1.06
		<b>Budget Billing Balance</b>	<b>\$ 2,044.32</b>

Explanation of Electric Supplier Charges		
Supplier Charges	CenStar Energy Jul 03 - Aug 02 ENERGY CHARGE: 1952.00 KH @ 0.164900000	\$ 321.88
	<b>Total Electric Supplier Charges</b>	<b>\$ 321.88</b>

CCF

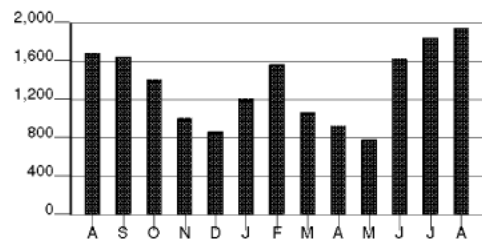
Gas Usage



Calculations based on most recent 12 month history  
 Total Usage 1,114  
 Average Usage 93

kWh

Electric Usage



Calculations based on most recent 12 month history  
 Total Usage 15,948  
 Average Usage 1,329

	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
Gas	16	18	21	52	140	225	181	156	166	92	25	22	16
Electric	1,696	1,646	1,403	1,019	870	1,207	1,573	1,071	934	796	1,628	1,849	1,952

Account Number [REDACTED] 10 03

Due Date	Amount Due
Jul 30, 2018	\$ 661.94

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
HeatShare Contribution Amount Enclosed  
(for Customer Assistance)

[REDACTED]  
Cincinnati OH 45215-3005

PO Box 1326  
Charlotte NC 28201-1326

Page 1 of 3

Name /Service Address	For Inquiries Call	Account Number
[REDACTED] Cincinnati OH 45215	Duke Energy 1-800-544-6900 CenStar Energy 1-877-529-6701 CenStar Energy 1-877-529-6701	[REDACTED] [REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Jul 06 not included Bill prepared on Jul 06, 2018 Next meter reading Aug 02, 2018

Meter	Number	Reading From	Date To	Days	Meter Reading Previous	Present	Usage
Gas	001140917	Jun 04	Jul 03	29	5915	5937	22
Elec	100358829	Jun 04	Jul 03	29	90971	92820	1,849

Gas - Residential		
Usage -	22 CCF	
Duke Energy - Rate FTRT		\$ 41.89
CenStar Energy - Rate CT03		20.88
<b>Current Gas Charges</b>		<b>\$ 62.77</b>

Current Billing	
Amt Due - Previous Bill	\$ 325.09
Late Payment Charge(s)	4.85
<b>Balance Forward</b>	<b>329.94</b>
Budget Billing Amt Due	332.00
<b>Current Amount Due</b>	<b>\$ 661.94</b>

Electric - Residential		
Usage -	1,849 kWh	
Duke Energy - Rate RS		\$ 96.09
<b>Current Electric Charges</b>		<b>\$ 96.09</b>

Account Balance	
Budget Billing Balance	\$ 2,232.68
Other Charges/Credits	4.85
<b>Total Account Balance</b>	<b>\$ 2,237.53</b>

Taxes	
<b>Taxes</b>	<b>\$ 1.46</b>

A free home energy assessment can reveal hidden energy wasters and help you lower your bill. Eligible homeowners can get a free in-home analysis plus a free energy savings kit with LEDs and more. Sign up at [duke-energy.com/HouseCall](http://duke-energy.com/HouseCall).

Due Date	Amount Due	After Jul 30, 2018
Jul 30, 2018	\$ 661.94	\$ 671.85

Name	Service Address	Account Number
	Cincinnati OH 45215	

The PUCO approved adjustments to Rider DCI (Distribution Capital Investment - part of the Delivery Riders) and Rider AER-R (Alternative Energy Recovery) in Case No. 14-841-EL-SSO. The PUCO also approved an adjustment to Rider SCR (Supplier Cost Reconciliation) in Case No. 15-6001-EL-RDR effective June 29, 2018. A typical residential customer using 1,000 kWh per month will see an increase of approximately \$0.87 or 0.8%.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.4955004 per CCF, which includes a base GCR of \$0.4724000 and Ohio excise tax of \$0.0231004.

Your Electric Supplier Charges of \$304.90 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

If you have any questions about electric supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison St. Suite 306 New Rochelle, NY 10801

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$5.10. Peak Demand Reduction = \$1.27. and Renewable Energy = \$1.33.

**PRICE TO COMPARE:** In order for you to save money, an electric supplier must offer you a price lower than 5.92 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov). To learn more about Price to Compare, visit [www.duke-energy.com](http://www.duke-energy.com) or contact Duke Energy for a written explanation.

If you have any questions about gas supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison Street Suite 306 New Rochelle, NY 10801

Explanation of Current Charges			
<b>Gas</b> Meter - 001140917 CCF Usage - 22 Jun 04 - Jul 03 29 Days	<b>Duke Energy</b>		
	Rate FTRT - Res Transportation		
	Fixed Delivery Service Charge		\$ 33.03
	Usage-Based Charge		
	22 CCF @ \$ 0.03272800		0.72
	Gas Delivery Riders		8.23
	Applicable Surcharge		
	22 CCF @ \$ 0.00414100cr		0.09cr
			\$ 41.89
	<b>CenStar Energy</b>		
	Rate CT03 - CenStar Energy		
	Gas Supplier Energy Chg		
	22 CCF @ \$ 0.94900000		\$ 20.88
			20.88
	<b>Total Current Gas Charges</b>		<b>\$ 62.77</b>
<b>Electric</b> Meter - 100358829 kWh Usage - 1,849 Jun 04 - Jul 03 29 Days	<b>Duke Energy</b>		
	Rate RS - Residential Svc-Summer		
	Distribution-Customer Chg		\$ 6.00
	Delivery Charges		
	Distribution-Energy Chg		
	1,849 kWh @ \$ 0.02534200		46.86
	Delivery Riders		41.64
	Total Delivery Charges		\$ 88.50
	Generation Riders		1.59
			96.09
	<b>Total Current Electric Charges</b>		<b>\$ 96.09</b>

Name	Service Address	Account Number
	Cincinnati OH 45215	

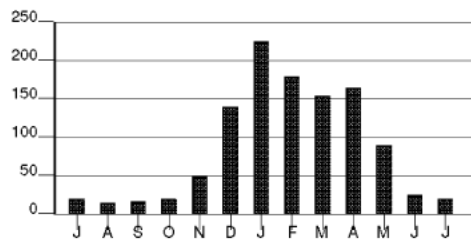
Explanation of Taxes		
Taxes	Tax on Gas Supplier Energy Chg	\$ 1.46
	<b>Total Taxes</b>	<b>\$ 1.46</b>

Budget Billing Plan (BBP) Information			
<b>Summary</b>		Previous Budget Billing Balance	\$ 1,767.46
BBP Option :	Quarterly Plan	Current Gas Charges	62.77
BBP Installment Amount:	\$ 332.00	Current Electric Charges	96.09
		Current Electric Suppl Chg	304.90
		Taxes	1.46
		<b>Budget Billing Balance</b>	<b>\$ 2,232.68</b>

Explanation of Electric Supplier Charges		
Supplier Charges	CenStar Energy Jun 04 - Jul 03 ENERGY CHARGE: 1849.00 KH @ 0.164900000	\$ 304.90
	<b>Total Electric Supplier Charges</b>	<b>\$ 304.90</b>

CCF

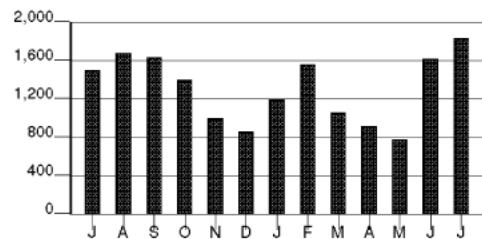
Gas Usage



Calculations based on most recent 12 month history  
 Total Usage 1,114  
 Average Usage 93

kWh

Electric Usage



Calculations based on most recent 12 month history  
 Total Usage 15,692  
 Average Usage 1,308

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL
Gas	20	16	18	21	52	140	225	181	156	166	92	25	22
Electric	1,500	1,696	1,646	1,403	1,019	870	1,207	1,573	1,071	934	796	1,628	1,849

Account Number [REDACTED] 10 03

Due Date	Amount Due
Jun 28, 2018	\$ 325.09

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
 HeatShare Contribution Amount Enclosed  
 (for Customer Assistance)

[REDACTED]  
 Cincinnati OH 45215-3005

PO Box 1326  
 Charlotte NC 28201-1326

[REDACTED]

Page 1 of 4

Name /Service Address	For Inquiries Call	Account Number
[REDACTED] Cincinnati OH 45215	Duke Energy 1-800-544-6900 CenStar Energy 1-877-529-6701 CenStar Energy 1-877-529-6701	[REDACTED] [REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Jun 06 not included Last payment received May 21 Bill prepared on Jun 06, 2018 Next meter reading Jul 03, 2018

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Gas	001140917	May 03 Jun 04	32	5890	5915	25
Elec	100358829	May 03 Jun 04	32	89343	90971	1,628

Gas - Residential		
Usage -	25 CCF	
Duke Energy - Rate FTRT		\$ 42.08
CenStar Energy - Rate CT03		23.73
<b>Current Gas Charges</b>		<b>\$ 65.81</b>

Current Billing	
Amt Due - Previous Bill	\$ 313.09
Payment(s) Received	320.00cr
<b>Balance Forward</b>	<b>6.91cr</b>
Budget Billing Amt Due	332.00
<b>Current Amount Due</b>	<b>\$ 325.09</b>

Electric - Residential		
Usage -	1,425 kWh	
Duke Energy - Rate RS		\$ 74.70
Usage -	203 kWh	
Duke Energy - Rate RS		10.63
<b>Current Electric Charges</b>		<b>\$ 85.33</b>
Old Rate Effective May 03 To May 31		
New Rate Effective May 31 To Jun 04		

Account Balance	
Budget Billing Balance	\$ 1,767.46

Taxes	
<b>Taxes</b>	<b>\$ 1.66</b>

Due Date	Amount Due	After Jun 28, 2018
Jun 28, 2018	\$ 325.09	\$ 329.94

Name	Service Address	Account Number
	Cincinnati OH 45215	

In Case No. 14-841-EL-SSO, the PUCO approved Duke's Electric Security Plan, which requires Duke to hold auctions to determine the rates for electric generation. As a result of the auctions, Standard Service Offer generation rates will change effective June 1, 2018. A typical residential customer using 1,000 kWh per month will see a decrease of approximately \$1.70 or (1.5)%.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.4365522 per CCF, which includes a base GCR of \$0.4162000 and Ohio excise tax of \$0.0203522.

Your Electric Supplier Charges of \$268.46 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

If you have any questions about electric supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison St. Suite 306 New Rochelle, NY 10801

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$4.49. Peak Demand Reduction = \$1.12. and Renewable Energy = \$1.17.

**PRICE TO COMPARE:** In order for you to save money, an electric supplier must offer you a price lower than 6.03 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov). To learn more about Price to Compare, visit [www.duke-energy.com](http://www.duke-energy.com) or contact Duke Energy for a written explanation.

If you have any questions about gas supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison Street Suite 306 New Rochelle, NY 10801

Explanation of Current Charges			
<b>Gas</b>			
Meter -	001140917	<b>Duke Energy</b>	
CCF Usage -	25	Rate FTRT - Res Transportation	
May 03 - Jun 04		Fixed Delivery Service Charge	\$ 33.03
32 Days		Usage-Based Charge	
		25 CCF @ \$ 0.03272800	0.82
		Gas Delivery Riders	8.33
		Applicable Surcharge	
		25 CCF @ \$ 0.00414100cr	0.10cr
			\$ 42.08
		<b>CenStar Energy</b>	
		Rate CT03 - CenStar Energy	
		Gas Supplier Energy Chg	
		25 CCF @ \$ 0.94900000	\$ 23.73
			23.73
		<b>Total Current Gas Charges</b>	<b>\$ 65.81</b>

Name		Service Address	Account Number
Clarence Gordon		122 Anna Cincinnati OH 45215	
<b>Electric</b>		<b>Duke Energy</b>	
Meter -	100358829	Rate RS - Residential Svc-Summer	
kWh Usage -	1,628	Old Rate Effective May 03 To May 31	
May 03 - Jun 04		Distribution-Customer Chg	\$ 5.25
32 Days		Delivery Charges	
		Distribution-Energy Chg	
		1,425 kWh @ \$ 0.02534200	36.11
		Delivery Riders	32.12
		Total Delivery Charges	\$ 68.23
		Generation Riders	1.22
			74.70
		<b>Duke Energy</b>	
		Rate RS - Residential Svc-Summer	
		New Rate Effective May 31 To Jun 04	
		Distribution-Customer Chg	\$ 0.75
		Delivery Charges	
		Distribution-Energy Chg	
		203 kWh @ \$ 0.02534200	5.14
		Delivery Riders	4.57
		Total Delivery Charges	\$ 9.71
		Generation Riders	0.17
			10.63
		<b>Total Current Electric Charges</b>	<b>\$ 85.33</b>

Explanation of Taxes		
<b>Taxes</b>	Tax on Gas Supplier Energy Chg	\$ 1.66
	<b>Total Taxes</b>	<b>\$ 1.66</b>

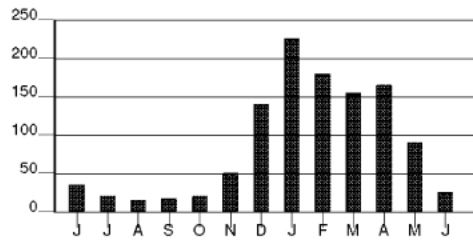
Budget Billing Plan (BBP) Information			
<b>Summary</b>		Previous Budget Billing Balance	\$ 1,666.20
BBP Option :	Quarterly Plan	Payment(s) Received	320.00cr
BBP Installment Amount:	\$ 332.00	Current Gas Charges	65.81
		Current Electric Charges	85.33
		Current Electric Suppl Chg	268.46
		Taxes	1.66
		<b>Budget Billing Balance</b>	<b>\$ 1,767.46</b>

Explanation of Electric Supplier Charges		
<b>Supplier Charges</b>	<b>CenStar Energy</b>	
	May 03 - Jun 04	
	ENERGY CHARGE: 1628.00 KH @	
	0.164900000	\$ 268.46
	<b>Total Electric Supplier Charges</b>	<b>\$ 268.46</b>

Name	Service Address	Account Number
	Cincinnati OH 45215	

CCF

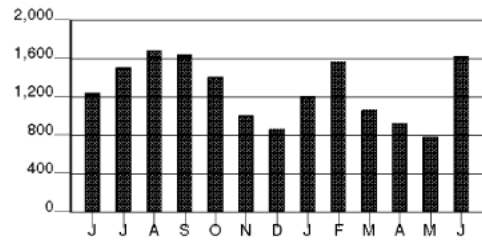
Gas Usage



Calculations based on most recent 12 month history  
 Total Usage 1,112  
 Average Usage 93

kWh

Electric Usage



Calculations based on most recent 12 month history  
 Total Usage 15,343  
 Average Usage 1,279

	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
Gas	37	20	16	18	21	52	140	225	181	156	166	92	25
Electric	1,240	1,500	1,696	1,646	1,403	1,019	870	1,207	1,573	1,071	934	796	1,628



Account Number [REDACTED]

10 03

Due Date	Amount Due
May 29, 2018	\$ 313.09

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
 HeatShare Contribution Amount Enclosed  
 (for Customer Assistance)

Cincinnati OH 45215-3005

 PO Box 1326  
 Charlotte NC 28201-1326

Page 1 of 3

Name /Service Address	For Inquiries Call	Account Number
[REDACTED] Cincinnati OH 45215	<b>Duke Energy</b> 1-800-544-6900 <b>CenStar Energy</b> 1-877-529-6701 <b>CenStar Energy</b> 1-877-529-6701	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after May 07 not included Last payment received Apr 20 Bill prepared on May 07, 2018 Next meter reading Jun 04, 2018

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Gas	001140917	Apr 04	May 03	29	5798	5890	92
Elec	100358829	Apr 04	May 03	29	88547	89343	796

Gas - Residential	
Usage -	92 CCF
Duke Energy - Rate FTRT	\$ 46.08
CenStar Energy - Rate CT03	87.31
<b>Current Gas Charges</b>	<b>\$ 133.39</b>

Current Billing	
Amt Due - Previous Bill	\$ 331.09
Payment(s) Received	350.00cr
<b>Balance Forward</b>	<b>18.91cr</b>
Budget Billing Amt Due	332.00
<b>Current Amount Due</b>	<b>\$ 313.09</b>

Electric - Residential	
Usage -	796 kWh
Duke Energy - Rate RS	\$ 46.21
<b>Current Electric Charges</b>	<b>\$ 46.21</b>

Account Balance	
Budget Billing Balance	\$ 1,666.20

Taxes	
<b>Taxes</b>	<b>\$ 6.11</b>

A free home energy assessment can reveal hidden energy wasters and help you lower your bill. Eligible homeowners can get a free in-home analysis plus a free energy savings kit with LEDs and more. Sign up at [duke-energy.com/HouseCall](http://duke-energy.com/HouseCall).

Due Date	Amount Due	After May 29, 2018
May 29, 2018	\$ 313.09	\$ 317.69

Name	Service Address	Account Number
	Cincinnati OH 45215	

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.4566911 per CCF, which includes a base GCR of \$0.4354000 and Ohio excise tax of \$0.0212911.

In Case No. 17-2318-GA-RDR, the PUCO approved a change to Rider AMRP, Accelerated Main Replacement Program. This change results in a decrease of \$0.43 per month to your bill.

Your Electric Supplier Charges of \$123.38 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

If you have any questions about electric supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison St. Suite 306 New Rochelle, NY 10801

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$2.19. Peak Demand Reduction = \$0.55. and Renewable Energy = \$0.57.

**PRICE TO COMPARE:** In order for you to save money, an electric supplier must offer you a price lower than 6.07 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov). To learn more about Price to Compare, visit [www.duke-energy.com](http://www.duke-energy.com) or contact Duke Energy for a written explanation.

If you have any questions about gas supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison Street Suite 306 New Rochelle, NY 10801

Explanation of Current Charges			
<b>Gas</b>			
Meter -	001140917	<b>Duke Energy</b>	
CCF Usage -	92	Rate FTRT - Res Transportation	
Apr 04 - May 03		Fixed Delivery Service Charge	\$ 33.03
29 Days		Usage-Based Charge	
		92 CCF @ \$ 0.03272800	3.01
		Gas Delivery Riders	10.42
		Applicable Surcharge	
		92 CCF @ \$ 0.00414100cr	0.38cr
			\$ 46.08
		<b>CenStar Energy</b>	
		Rate CT03 - CenStar Energy	
		Gas Supplier Energy Chg	
		92 CCF @ \$ 0.94900000	\$ 87.31
			87.31
		<b>Total Current Gas Charges</b>	<b>\$ 133.39</b>
<b>Electric</b>			
Meter -	100358829	<b>Duke Energy</b>	
kWh Usage -	796	Rate RS - Residential Svc-Winter	
Apr 04 - May 03		Distribution-Customer Chg	\$ 6.00
29 Days		Delivery Charges	
		Distribution-Energy Chg	
		796 kWh @ \$ 0.02534200	20.17
		Delivery Riders	19.36
		Total Delivery Charges	\$ 39.53
		Generation Riders	0.68
			46.21
		<b>Total Current Electric Charges</b>	<b>\$ 46.21</b>

Explanation of Taxes		
<b>Taxes</b>		
	Tax on Gas Supplier Energy Chg	\$ 6.11
	<b>Total Taxes</b>	<b>\$ 6.11</b>

Name	Service Address	Account Number
	Cincinnati OH 45215	

### Budget Billing Plan (BBP) Information

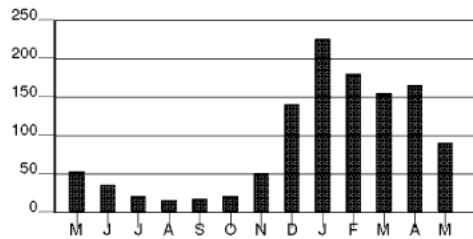
<b>Summary</b>		Previous Budget Billing Balance	\$ 1,707.11
BBP Option :	Quarterly Plan	Payment(s) Received	350.00cr
BBP Installment Amount:	\$ 332.00	Current Gas Charges	133.39
		Current Electric Charges	46.21
		Current Electric Suppl Chg	123.38
		Taxes	6.11
		<b>Budget Billing Balance</b>	<b>\$ 1,666.20</b>

### Explanation of Electric Supplier Charges

Supplier Charges		
	<b>CenStar Energy</b> Apr 04 - May 03 ENERGY CHARGE: 796.00 KH @ 0.155000000	
	\$ 123.38	\$ 123.38
	<b>Total Electric Supplier Charges</b>	<b>\$ 123.38</b>

CCF

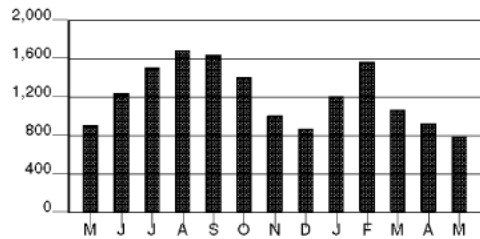
Gas Usage



Calculations based on most recent 12 month history  
 Total Usage 1,124  
 Average Usage 94

kWh

Electric Usage



Calculations based on most recent 12 month history  
 Total Usage 14,955  
 Average Usage 1,246

	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY
<b>Gas</b>	53	37	20	16	18	21	52	140	225	181	156	166	92
<b>Electric</b>	907	1,240	1,500	1,696	1,646	1,403	1,019	870	1,207	1,573	1,071	934	796



P.O. Box 421289  
Houston, TX 77242

June 26, 2018

[REDACTED]  
[REDACTED] ST,  
CINCINNATI, OH 45215

Utility: DUKE

Account Number: [REDACTED]

**NO ACTION REQUIRED:** Your service will continue under your current service agreement without interruption.

Dear [REDACTED] [REDACTED]

CenStar Energy Corp. ("CenStar") has appreciated the opportunity to serve as the Competitive Retail Electric Supplier (CRES) for your DUKE account. However, in accordance with your terms and conditions, we are writing to let you know that CenStar will assign your electric service to Verde Energy USA Ohio, LLC ("Verde"), another CRES licensed by the Public Utilities Commission of Ohio, effective with your first meter read date after the assignment transaction, on approximately July 31, 2018. After such date, you should contact Verde directly regarding your electric supply service.

Verde is run by an experienced team of energy experts with decades of retail energy supply and utility experience. The Verde team's experience in deregulated energy markets enables them to offer competitive prices and friendly customer service.

**No action is required on your part when this transfer occurs. Verde will honor your current agreement in place with CenStar and there will be no changes to the terms or conditions through the life of your current contract. This transfer will not cause an interruption of your electric services and you should continue to pay your DUKE bill as normal and call DUKE in case of an outage or emergency just as you do today. The same quality support and service that you are used to with CenStar will continue with Verde.**

If you have a fixed rate plan with CenStar, your service will continue with the same fixed rate until the end of your contract term or upon cancellation of service (early termination fees may apply if your current contract provides for them). If you are currently served under a variable rate with CenStar, your service will continue under the same variable electric rate. You may also contact Verde directly to see what other options are available to you, including new options with Verde when your contract expires.

If you have any questions about the transfer of service, please contact CenStar by July 30, 2018. For your convenience, the contact information for both companies is shown below. We thank you for the opportunity to serve you and we are confident you will enjoy your new service with Verde.

Kind Regards,

Nathan Kroeker  
Chief Executive Officer and President  
CenStar Energy Corp.  
12140 Wickchester Ln., Ste. 100  
Houston, TX 77079  
Phone: 877-529-6701  
Email: customerservice@censtarenergy.com  
Call Center: Mon-Fri: 9:00AM-5:00PM EST

Verde Energy USA Ohio, LLC  
12140 Wickchester Ln., Ste. 100  
Houston, TX 77079  
Phone: 800-388-3862  
Email: service@verdeenergyusa.com  
Call Center: 8:00 AM-6:00 PM Monday-Friday EST

## Frequently Asked Questions

### **Will my electric service be cut off?**

No, this transfer will not cause an interruption of your electric services and you should continue to pay your DUKE bill as normal.

### **Who do I call in case of a power outage or emergency?**

Your Utility has not changed; you should call DUKE for any outage or emergency just as you do today.

### **Will my current rate change?**

If you have a fixed rate plan with CenStar, your service will continue with the same fixed rate until the end of your contract term or upon cancellation of service (early termination fees may apply). If you are currently served under a variable rate with CenStar, your service will continue under the same variable electric rate. After July 30, 2018 you may also contact Verde directly to see what other options are available when your contract expires.

### **Will my meter read cycle or utility charges change?**

No, you will continue to receive your bill from DUKE as you always have. The only change is that Verde will now be listed as the CRES.

### **What will happen to my contract/agreement with CenStar?**

Contract assignment is allowed per the terms and conditions of your CenStar agreement. Verde will honor your current agreements with CenStar, so no changes will occur with their terms or conditions until the contract end date. If you are a CenStar customer on a Variable Rate Plan, the variable electric rate will continue to remain on the same variable rate. You will also be eligible to renew to a fixed rate plan with Verde.

### **My contract was about to expire with CenStar, what does this mean for me?**

If the contract expires before the effective date of your transfer, your service will continue under the CenStar variable rate unless you choose a new fixed rate from Verde. If your contract expires after the effective date of your transfer, contact Verde for their current plan offerings.

### **Do I need to do anything to switch to Verde?**

No, you will not need to do anything. We will make this transition as smooth as possible for you. CenStar will assign your electric service to Verde, another CRES licensed by the Public Utilities Commission of Ohio.

### **When can I expect Verde to become my official CRES?**

CenStar will assign your electric service to Verde, another CRES licensed by the Public Utilities Commission of Ohio, effective with your first meter reading date after the assignment transaction, on approximately July 31, 2018.

### **Will I need to sign up with Verde or go through a credit check again?**

No, Verde welcomes you as their customer in a clear and hassle-free way.

### **How will I know when I have started services with Verde?**

Verde will appear as your CRES in the Energy Supply portion of your utility bill.

### **Will I be able to opt out of the switch to Verde?**

You can only opt out of the switch to Verde by requesting to drop to DUKE or switch to another CRES while active with CenStar. Early Termination Fees will apply if set forth in your current contract with CenStar and only if you cancel your agreement with CenStar prior to the end of your contract term. Your Early Termination Fee would be \$0.

### **Who do I contact should I have questions?**

If you have any questions about the transfer of service, please contact CenStar.

Phone: 877-529-6701

Email: [customerservice@censtarenergy.com](mailto:customerservice@censtarenergy.com)

Call Center: Mon-Fri: 9:00AM-5:00PM EST

### **How can I learn more about Verde as my new CRES?**

Please visit Verde online at [www.verdeenergy.com](http://www.verdeenergy.com).



P.O. Box 421289  
Houston, TX 77242

June 26, 2018

[REDACTED]  
[REDACTED] ST,  
CINCINNATI, OH 45215

Utility: DUKE

Account Number: [REDACTED]

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Dear [REDACTED] [REDACTED]

CenStar Energy Corp. ("CenStar") has appreciated the opportunity to serve as the Competitive Retail Natural Gas Supplier (CRNGS) for your DUKE account. However, in accordance with your terms and conditions, we are writing to let you know that CenStar will assign your natural gas service to Verde Energy USA Ohio, LLC ("Verde"), another CRNGS licensed by the Public Utilities Commission of Ohio, effective with your first meter read date after the assignment transaction, on approximately July 31, 2018. After such date, you should contact Verde directly regarding your natural gas supply service.

Verde is run by an experienced team of energy experts with decades of retail energy supply and utility experience. The Verde team's experience in deregulated energy markets enables them to offer competitive prices and friendly customer service.

**No action is required on your part when this transfer occurs. Verde will honor your current agreement in place with CenStar and there will be no changes to the terms or conditions through the life of your current contract. This transfer will not cause an interruption of your natural gas services and you should continue to pay your DUKE bill as normal and call DUKE in case of an outage or emergency just as you do today. The same quality support and service that you are used to with CenStar will continue with Verde.**

If you have a fixed rate plan with CenStar, your service will continue with the same fixed rate until the end of your contract term or upon cancellation of service (early termination fees may apply if your current contract provides for them). If you are currently served under a variable rate with CenStar, your service will continue under the same variable natural gas rate. You may also contact Verde directly to see what other options are available to you, including new options with Verde when your contract expires.

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Kind Regards,

Nathan Kroeker  
Chief Executive Officer and President  
CenStar Energy Corp.  
12140 Wickchester Ln., Ste. 100  
Houston, TX 77079  
Phone: 877-529-6701  
Email: [customerservice@censtarenergy.com](mailto:customerservice@censtarenergy.com)  
Call Center: Mon-Fri: 9:00AM-5:00PM EST

Verde Energy USA Ohio, LLC  
12140 Wickchester Ln., Ste. 100  
Houston, TX 77079  
Phone: 800-388-3862  
Email: [service@verdeenergyusa.com](mailto:service@verdeenergyusa.com)  
Call Center: 8:00 AM-6:00 PM Monday-Friday EST

## Frequently Asked Questions

### **Will my electric service be cut off?**

No, this transfer will not cause an interruption of your electric services and you should continue to pay your OHIOPOWER bill as normal.

### **Who do I call in case of a power outage or emergency?**

Your Utility has not changed; you should call OHIOPOWER for any outage or emergency just as you do today.

### **Will my current rate change?**

If you have a fixed rate plan with CenStar, your service will continue with the same fixed rate until the end of your contract term or upon cancellation of service (early termination fees may apply). If you are currently served under a variable rate with CenStar, your service will continue under the same variable electric rate. After July 30, 2018 you may also contact Verde directly to see what other options are available when your contract expires.

### **Will my meter read cycle or utility charges change?**

No, you will continue to receive your bill from OHIOPOWER as you always have. The only change is that Verde will now be listed as the CRES.

### **What will happen to my contract/agreement with CenStar?**

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You can only opt out of the switch to Verde by requesting to drop to OHIOPOWER or switch to another CRES while active with CenStar. Early Termination Fees will apply if set forth in your current contract with CenStar and only if you cancel your agreement with CenStar prior to the end of your contract term. Your Early Termination Fee would be \$0.

### **Who do I contact should I have questions?**

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Email: [customerservice@censtarenergy.com](mailto:customerservice@censtarenergy.com)

Call Center: Mon-Fri: 9:00AM-5:00PM EST

### **How can I learn more about Verde as my new CRES?**

Please visit Verde online at [www.verdeenergy.com](http://www.verdeenergy.com).



# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

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

## Case Detail

Case Number: 00232233

Account Name: [REDACTED]

Type:

Status: Closed

Preferred Contact Method: No Preference

Owner: Michael Coady

Account in Question: Verde Energy USA  
Ohio LLC

Account Holder:

Priority: Standard

Service Type: Residential

### CASE DATES:

Date Opened: 10-15-2018

Date Closed: 10-22-2018

Case Age in Business Days: 6

## Contact Information

Contact: [REDACTED]

Preferred Contact Method: No Preference

Phone: [REDACTED]

Preferred Contact Time:

Mobile:

Email:

## Service Address Information

Service Account Number:

Service Address County: Franklin

Service Address Street: [REDACTED]

Service Address State: Ohio

Service Address City: Columbus

Service Address Zip:

Service Address Country: United States

Service Address Phone:

## Industry Information

AIQ Industry: Electric

Territory Account: 001t0000008OFZLAA4

AIQ Sub-Industry: Competitive Retail Electric Service  
Provider

General Code: Marketing -- Electric

AIQ Sub-Sub-Industry:

Specific Code: Enrollment Dispute

Non-Jurisdictional Case: ☐

## Additional Information

PUCO ID: 345478

Case Formal Complaint Specialist Approved:

Docketing Case Number:

Case Formal Complaint Supervisor Approved:

Legacy Case ID:



## Transportation Information

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Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

---

**Description:**

**Resolution:**

Called the customer to discuss the electric case and close. Explained the she did not take flow with Verde at AEP. Explained that the company has problems which we will be looking into. Advised that I would close the electric case and try to get a refund for the gas case. Advised that I would contact her in a bout a month once her next gas bill comes out. Invited a call back.

## Case Comments

---

Created Date	Comment
10/15/2018 12:00:10 PM	Customer is calling about Verde. She disputes her enrollment with them as her supplier with AEP and CGO. She has no idea how she was enrolled. Advised that I would open an investigation, provided a case id and invited a call back.
10/15/2018 12:42:48 PM	Called ea at AEP, Carmine. Customer has Xoom Energy. She rescinded the Verde Energy switch.
10/15/2018 1:04:24 PM	Called the customer to update. Advised that the rescission for AEP was effective but too late for CGO. Advised that I had just sent Verde an e-mail to get proof of enrollment and that I would be back in touch once I had a response.
10/16/2018 1:53:47 PM	See case 00232237
10/22/2018 1:40:41 PM	Called the customer to discuss the electric case and close. Explained the she did not take flow with Verde at AEP. Explained that the company has problems which we will be looking into. Advised that I would close the electric case and try to get a refund for the gas case. Advised that I would contact her in a bout a month once her next gas bill comes out. Invited a call back.

## Web Information

---

Web Name:  
Web Home Phone:  
Web Email:  
Web Company:  
Web Zip Code:

Web Account in Question:  
Web US Dot #:

## System Information

---

Created by: Michael Coady  
# Tasks Correspondence Review: 0  
# Tasks Correspondence Review:0

Last Modified by: Sara Macey  
Next Activity Date:  
Case Grade Created: ☐  
Case Grade Target: ☐

## Case Emails

---

## Case Images

---

Created Date	Images
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# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

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

## Case Detail

Case Number: 00232541	Owner: Andrea Smith
Account Name: [REDACTED]	Account in Question: Verde Energy USA Ohio LLC
Type:	Account Holder:
Status: Closed	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

### CASE DATES:

Date Opened: 10-16-2018  
Case Age in Business Days: 18

Date Closed: 11-08-2018

## Contact Information

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

## Service Address Information

Service Account Number: [REDACTED]	Service Address County: Hamilton
Service Address Street: [REDACTED]	Service Address State: Ohio
Service Address City: Cincinnati	Service Address Zip:
Service Address Country: United States	Service Address Phone: [REDACTED]

## Industry Information

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

## Additional Information

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

## Transportation Information

---

Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

---

**Description:**

**Resolution:**

t:

I called the customer and left detailed message. I explained I received a message from Verde and he agreed to their services on 1/16/16. he agreed to a 12 month contract at 0.0649 cents per kwh. when the 12 months was up he was then billed at variable rate. He did cancel with the company on 9/17/18. I explained any time signing up or cancelling with a supplier it can take one to two billing cycles and not immediate. I explained the co sent me a copy of the TPV, recording of him agreeing to the terms and conditions. Because he agreed to the terms and conditions I am not able to make the company credit him money back. Left call back info if he has any other questions. close case.

## Case Comments

---

Created Date	Comment
10/16/2018 12:38:06 PM	Verde- Electric- he states that he called them about 10/1/18 he called to cancel them. He states he did not sign up with them. He states he called Duke and they told him he was slammed. He asked me if I know what that was. I told him that I would contact the co and find out how and when he was signed up. I explained there are a couple different ways he could have been signed up but I will send for investigation and find out. He states that Duke told him that the company has been re-signing him up every couple of months and that is slamming. He wants to know how to get his money back. I told him I can not tell him that at this point. We have to contact the co first and he told me to ask them for a signed contract and I told him there are things the company is required to provide and we will get that information. Once I get the info I will be able to contact him back. I explained the co has 3 business days to respond but it could take longer, depending if I have to follow up with the company. He wanted my ID # and I told him we do not have ID #'s here and he wanted my extension and I explained we do not have extensions. then he wanted my last name. I gave him that. he states he can not call and follow up and i told him he can , he can call here and ask for me. thanked for help.
11/8/2018 1:19:36 PM	I called the customer and left detailed message. I explained I received a message from Verde and he agreed to their services on 1/16/16. he agreed to a 12 month contract at 0.0649 cents per kwh. when the 12 months was up he was then billed at variable rate. He did cancel with the company on 9/17/18. I explained any time signing up or cancelling with a supplier it can take one to two billing cycles and not immediate. I explained the co sent me a copy of the TPV, recording of him agreeing to the terms and conditions. Because he agreed to the terms and conditions I am not able to make the company credit him money back. Left call back info if he has any other questions. close case.

2/20/2019 5:05:57 AM	t: I called the customer and left detailed message. I explained I received a message from Verde and he agreed to their services on 1/16/16. he agreed to a 12 month contract at 0.0649 cents per kwh. when the 12 months was up he was then billed at variable rate. He did cancel with the company on 9/17/18. I explained any time signing up or cancelling with a supplier it can take one to two billing cycles and not immediate. I explained the co sent me a copy of the TPV, recording of him agreeing to the terms and conditions. Because he agreed to the terms and conditions I am not able to make the company credit him money back. Left call back info if he has any other questions. close case.
----------------------	--

## Web Information

Web Name:  
Web Home Phone:  
Web Email:  
Web Company:  
Web Zip Code:

Web Account in Question:  
Web US Dot #:

## System Information

Created by: Andrea Smith  
# Tasks Correspondence Review: 0  
# Tasks Correspondence Review: 0

Last Modified by: Sara Macey  
Next Activity Date:  
Case Grade Created: ☐  
Case Grade Target: ☐

## Case Emails

**Email Created Date: 10/17/2018 8:12:23 AM**

### Email Text Version:

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

CASE ID: 00232541  
COMPANY:  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Cincinnati, Ohio 45240  
SERVICE ADDRESS: [REDACTED]  
Cincinnati, Ohio 45240  
AIQ: Duke Energy Ohio  
SERVICE ACCOUNT NUMBER: [REDACTED]  
NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Sincerely,

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

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

**Email Created Date: 10/23/2018 7:40:58 PM**

**Email Text Version:**

Good Evening,

Attached is the TPV as requested for PUCO Complaint No. 00232541.

Best regards,

Louise Bourgeois

From: Andrea Smith [mailto:contactthepuco@puc.state.oh.us]  
Sent: Wednesday, October 17, 2018 7:12 AM  
To: Regulatory  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00232541 [ref:\_00Dt0GzXt.\_500t0CmE8m:ref ]

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

Initial Submission of a Consumer Complaint

Case Number: 00232541

Provider of Electric  
Please Respond Within 3 Business Days

CASE ID: 00232541

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Cincinnati, Ohio 45240

SERVICE ADDRESS: [REDACTED] Cincinnati, Ohio 45240

AIQ: Duke Energy Ohio

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE: Mr. [REDACTED] states that he called the company on 10/1/18 and cancelled them. He states he did not sign up with them and wants his money back. He also states he called Duke and they told him that the company keeps signing him up every couple of months and this is considered slamming.

1. Do you have record of customer?
2. If so, when and how was the customer signed up?
3. Please provide copy of signed contract, TPV and sales call.
4. Are you submitting a new enrollment for this customer every two month?
5. If so, why?
6. Do you have record of customer calling on 10/1/18 to cancel?
7. Has the account been cancelled?
8. If not, why?
9. Any additional information you could provide would be greatly appreciated.

Sincerely,  
Andrea Smith  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)

[www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Ca1aa9a5eed414539d0ad08d63940e67b%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636759348280619219&sdata=ENIF4kyBEihuM1D5fS%2B4GvYZh70FE5llqSXYnPZb7GQ%3D&reserved=0>](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Ca1aa9a5eed414539d0ad08d63940e67b%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636759348280619219&sdata=ENIF4kyBEihuM1D5fS%2B4GvYZh70FE5llqSXYnPZb7GQ%3D&reserved=0)

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**Email Created Date: 10/24/2018 12:12:52 PM**

**Email Text Version:**

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00232541.

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

[REDACTED] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") because he is disputing the Verde enrollment. Mr. [REDACTED] states that he contacted Verde to cancel his account on 10/1/2018 and also states that he was told by Duke that Verde continues to sign him up for service every couple of months. Mr. [REDACTED] is requesting to be reimbursed for the payments he has made to Verde.

Investigative Results:

- On 1/13/2016, [REDACTED] authorized his electric account to Verde onto Verde's 100% Green, which includes the fixed rate of \$0.0649 cents/kWh, with no Monthly Service Fee ("MSF") and No Early Termination Fee ("ETF"). (TPV Attached)
- On 1/18/2016, the Welcome Letter was sent to the mailing address on file. (Letter Attached)
- On 2/3/2016, the electric account became active.
- On 2/4/2017, Mr. [REDACTED] account defaulted to a Month to Month variable.
- On 9/13/2018, Mr. [REDACTED] contacted Verde stating he did not sign up for services and requested to cancel.



- On 9/17/2018, Verde received an inbound cancellation confirmation with a date of 9/30/2018.
- On 9/30/2018, the Verde account terminated.
- On 10/17/2018, Verde's TPV department reviewed the enrollment verification and contacted Mr. [REDACTED] with their findings. The agent informed Mr. [REDACTED] that the enrollment was valid as the phone number used to enroll belonged to the customer and it was his voice responding to the questions on the call. The agent played the recording for Mr. [REDACTED] and he stated that he does remember speaking to a broker; however it was not for Verde. He also stated that does sound like him on the TPV recording.

o That same day, Verde received PUCO Complaint No. 00232541.  
Outcome:

We'd like to confirm that Mr. [REDACTED] authorized his electric account to Verde on 1/13/2016. Mr. [REDACTED] has listened to the TPV and acknowledged that it was him on there. For this reason, we have deemed the enrollment as valid with no adjustments warranted.

In regards, to signing Mr. [REDACTED] up multiple times, Verde records reflects that Mr. [REDACTED] electric account has only been enrolled one time which was in 2016. Please let me know if you have any additional questions or concerns regarding this matter.

Kindest Regards,

Louise Bourgeois

From: Andrea Smith [mailto:contactthepuco@puc.state.oh.us]  
Sent: Wednesday, October 17, 2018 7:12 AM  
To: Regulatory  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00232541 [ref:\_00Dt0GzXt.\_500t0CmE8m:ref ]

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

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

CASE ID: 00232541

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Cincinnati, Ohio 45240

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45240

AIQ: Duke Energy Ohio

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE: Mr. [REDACTED] states that he called the company on 10/1/18 and cancelled them. He states he did not sign up with them and wants his money back. He also states he called Duke and they told him that the company keeps signing him up every couple of months and this is considered slamming.

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2. If so, when and how was the customer signed up?
3. Please provide copy of signed contract, TPV and sales call.
4. Are you submitting a new enrollment for this customer every two month?
5. If so, why?
6. Do you have record of customer calling on 10/1/18 to cancel?
7. Has the account been cancelled?
8. If not, why?
9. Any additional information you could provide would be greatly appreciated.

Sincerely,

Andrea Smith

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C93615becc75a4330b1d608d639cb4ee0%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636759943292036302&sdata=tnpTIm3dZLZ9axPwulJpSnVFkf4l8501OC6%2FX2NVBQA%3D&reserved=0>](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C93615becc75a4330b1d608d639cb4ee0%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636759943292036302&sdata=tnpTIm3dZLZ9axPwulJpSnVFkf4l8501OC6%2FX2NVBQA%3D&reserved=0)

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**Email Created Date: 10/30/2018 8:39:50 AM**

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00232541

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Cincinnati, Ohio 45240

SERVICE ADDRESS: [REDACTED], !Case.Service\_Address\_City\_\_c}, Ohio 45240

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Sincerely,

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

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

**Email Created Date: 10/31/2018 9:02:24 AM**

**Email Text Version:**

Good Morning,

Attached is the TPV as requested.

Thank you,

Louise Bourgeois

From: Andrea Smith [mailto:contactthepuco@puc.state.oh.us]

Sent: Tuesday, October 30, 2018 7:40 AM

To: Regulatory

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00232541 [

ref:\_00Dt0GzXt.\_500t0CmE8m:ref ]

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

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00232541

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Cincinnati, Ohio 45240

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45240

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: (513) 742-4333

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

DESCRIPTION OF ISSUE: The TPV was not included with the response. Please send the TPV. Thank you.

Sincerely,  
Andrea Smith  
Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov<<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cb859566f4822410f69e108d63f3112fb%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636765877342421745&sdata=bf6GECL7JG9re5f9S0xhx9mmFEql80N4mg6S%2FKAWu3Y%3D&reserved=0>>

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## Case Images

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Created Date	Images
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CINCINNATI OH 45214-2520

January 18, 2016

Dear 

Thank you for selecting Verde Energy USA for the supply portion of your electric service. We look forward to providing you with 100% renewable energy at a very competitive rate and immediate cash-back savings. Your local utility company will continue to fully service your account and you will continue to receive one monthly bill which will include Verde's **100% Green** electric supply rate. We are processing your enrollment with your local utility. You should start to receive Verde's **100% Green** 12-month fixed supply rate after your next 1 to 2 monthly bills depending on your meter reading date.

Enclosed are the following materials:

- A copy of your Terms and Conditions of Service
- A copy of your Renewable Energy Certificate which details Verde's 100% renewable energy offer
- A copy of the standard electric generation disclosure label (this is for the standard electricity supply in OH and does not reflect the 100% Renewable Energy Certificates incorporated in Verde's offer)
- A copy of a brochure for a new special benefit for Verde customers! Join the Fuel Rewards™ program and save 5 cents/gallon on Shell fuel for every \$50 you spend on the Verde electric supply charges on your monthly utility bill!
- A copy of the \$100 cash-back savings form. Please follow the instructions on the form carefully in order to receive your cash-back savings.

**Energy Savings Solutions:** In addition to receiving our **100% Green** energy rate and \$100 in cash-back savings, you can learn how to save even money on your monthly utility bills by taking advantage of the free Energy Savings Solutions feature on our website [www.lowcostpower.com](http://www.lowcostpower.com) (click on the tab on the top navigation bar). You can monitor and analyze your monthly energy usage over time, find valuable recommendations on how you can reduce your overall energy usage, and purchase energy savings products at a 10% discount. This is a great tool so please take advantage of all it has to offer!

Thank you again for selecting Verde Energy USA

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

Verde Energy USA Ohio, LLC, OH License 12-489 E (1), with a business address of 101 Merritt Seven Corporate Park, Second Floor, Norwalk, CT 06851 (“Verde”), will supply you (“Customer”) with electricity in the service territory of your local distribution company (“Utility”), subject to these Terms and Conditions of Service (“Agreement”):

**1. Price:** During the first twelve (12) billing cycles of service, Verde will supply electricity to Customer at a 100% renewable fixed generation rate of \$0.064900 per kWh. After the first twelve (12) billing cycles of service, Verde will supply electricity to Customer at a 100% renewable variable generation rate that may change monthly with market conditions. Verde will purchase and retire renewable energy certificates (“RECs”) or attributes to ensure that an amount equal to 100% of Customer’s electricity usage is generated by renewable sources. Customer shall also pay and be responsible for all other amounts related to the purchase and delivery of electricity, including applicable taxes and service and delivery charges from the Utility. Verde will serve only the supply portion of Customer’s electricity bill. All other services currently supplied by the Utility will continue to be supplied by the Utility. No deposit is required by Verde for service.

**2. Term:** Verde is authorized to switch Customer’s utility supplier for the generation service charge. This Agreement will start when the Utility completes Customer’s enrollment with Verde. Service with Verde will begin with the next available meter reading after processing of the request by the Utility and Verde. The Utility may charge switching fees to Customer. Customer will be responsible for the termination of any existing supplier agreement. This Agreement will continue until terminated by either Customer or Verde in accordance with this Agreement. If Customer switches back to the Utility, Customer may or may not be served under the same rates, terms, and conditions that apply to other customers served by the Utility.

**3. Right of Rescission & Termination:** Residential and small commercial customers shall have the right to rescind this Agreement within 7 calendar days following the postmark date on the Utility’s confirmation notice by calling the Utility at the designated local or toll-free number or by written notice to the Utility, which is effective as of the date of the postmark. Either Verde or Customer may terminate this Agreement at any time, for any reason and without an early termination fee. Verde may terminate this Agreement on at least 14 calendar days written notice should Customer fail to pay the bill or fail to meet any agreed-upon payment arrangements. The termination will become effective when the Utility switches Customer’s account from Verde to the new supplier selected by Customer, to the Utility or to such other default provider established for Customer’s account. Termination will not relieve Customer of any payment obligations for electricity provided to Customer by Verde prior to termination.

**4. Billing:** Customer will continue to receive one monthly electric bill from the Utility. Payment is due to the Utility in accordance with its standard billing practices. Failure to pay electric utility charges may result in Customer being disconnected in accordance with the electric utility tariff. Customer has the right to request from Verde, twice within a twelve month period, up to twenty-four months of Customer’s payment history without charge. Verde will support budget billing for the generation portion of the Customer’s to the extent that CRES budget billing is supported by the Utility.

**5. Emergency:** For any service question or in the event of an emergency, such as a power failure or a downed power line, Customer should contact Duke Energy Corporation at 800-544-6900.

**6. Customer Relocation:** If Customer moves to a new address within Verde’s service territory, Customer should contact Verde in order to re-enroll at the new location.

**7. Changes to Agreement:** Verde may change, modify or amend this Agreement at any time (each a “Change”). Each Change will be made by Verde in the manner required by applicable law. Each Change will be posted on Verde’s website ([www.lowcostpower.com](http://www.lowcostpower.com)), and Customer will receive individual notice of the Change if required by applicable law. Customer should review the website periodically for applicable Changes. Customer’s continued use of Verde’s products and services following a Change constitutes Customer’s acceptance of this Agreement as so Changed.

**8. Assignment:** Customer may not assign this Agreement without Verde’s written consent. Verde may assign this Agreement or the revenues or proceeds due it hereunder: (a) in connection with any financing; (b) to any of its affiliates; (c) to anyone succeeding to all or substantially all of Verde’s assets or business in the State of Ohio; or (d) to another supplier licensed by the Public Utilities Commission of Ohio. This Agreement is binding upon Customer and Verde, and each party’s heirs, successors and permitted assigns. Verde is prohibited from disclosing Customer’s social security number and/or account number(s) without Customer’s consent except for Verde’s own collections and credit reporting, participation in programs funded by the universal service fund, pursuant to section 4928.52 of the Ohio Revised Code, or assigning a customer contract to another CRES provider.

**9. Notice:** Subject to Paragraph 7 above, any notice will be considered to have been made if mailed or emailed to the address for Customer in Verde’s records.

**10. Disputes:** Customer may contact Verde regarding this Agreement or any dispute related to this Agreement at 1-800-388-3862 24 hours a day, 7 days a week. Verde will attempt to resolve the dispute in an efficient, fair and timely manner. Verde will report the results of its investigation to Customer. If your complaint is not resolved after you have called Verde and/or your Utility, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (“PUCO”) for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov). Hearing or speech impaired customers may contact PUCO via 7-1-1 (Ohio relay service). Residential customers may also contact the Ohio Consumers’ Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.pickoc.org](http://www.pickoc.org).

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

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

**13. Force Majeure:** Neither party shall be liable to the other for any delay or failure to perform caused by an event of Force Majeure. “Force Majeure” means events beyond a party’s reasonable control, including, without limitation, acts of God, strikes, terrorism, wars, lightning, hurricanes, blizzards, floods, civil disturbances, shortages, unavailability of transmission facilities, and actions of any governmental authority or the Utility that materially impair a party’s ability to perform.

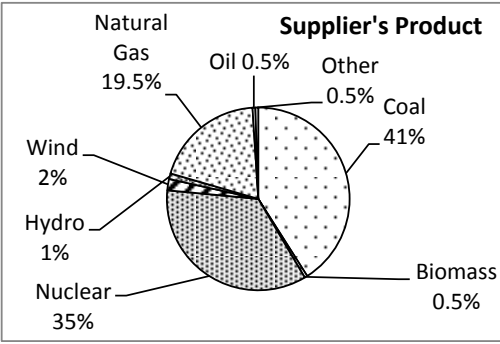
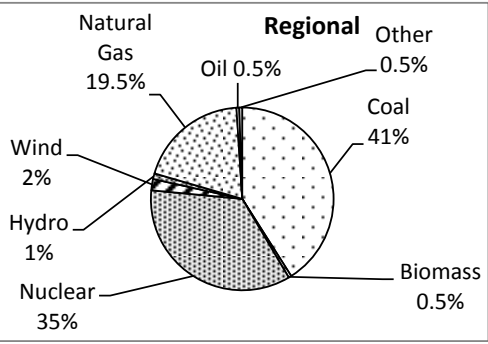
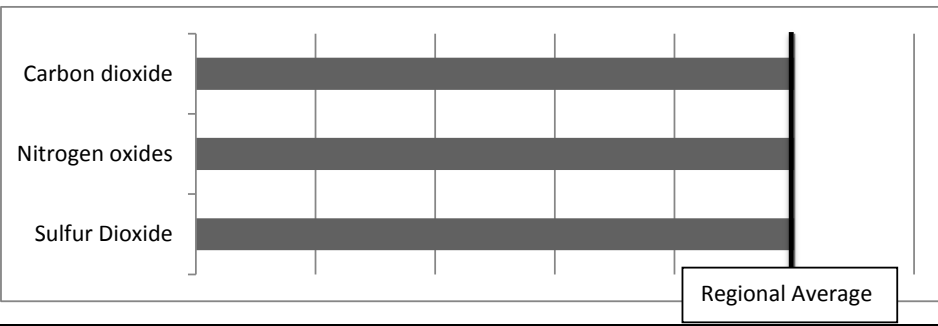
**14. Cash-Back Savings:** In order to redeem the cash-back savings offered to Customer at the time of enrollment, Customer must comply with the terms, conditions and limitations applicable to the offer, which can be found on the enclosed cash-back savings form (if applicable), the cash-back savings form provided at the time of enrollment or on Verde’s website. To be eligible, Customer must have enrolled with Verde directly (not any other supplier) and have an active account when the cash-back savings form is processed. Limit one cash-back savings offer per enrollment. Converting, renewing or switching from one Verde product to another is not considered a new enrollment, and those customers are not eligible for any additional cash-back savings.

**15. Entire Agreement:** This Agreement sets forth the entire agreement between Customer and Verde and supersedes any oral or written statements made in connection with this Agreement. This Agreement is governed by the laws of the State of Ohio.

**16. Governing Law and Arbitration:** This Agreement is governed by the laws of the State of Ohio, without regard to its choice of law principles. Any dispute arising between Customer and Verde will be submitted to binding arbitration in the State of Ohio administered by the American Arbitration Association under its Consumer Arbitration Rules then in effect. Verde will pay all AAA filing, administration, and arbitrator fees in connection with the arbitration, provided that the arbitrator does not determine that Customer’s claim is frivolous or brought for an improper purpose. THE ONLY PARTIES TO SUCH ARBITRATION WILL BE CUSTOMER (INDIVIDUALLY AND NOT ON A REPRESENTATIVE OR CLASS BASIS) AND VERDE, AND NO OTHER PARTY (INCLUDING OTHER CUSTOMERS) MAY BE JOINED IN SUCH ARBITRATION. As the only exception to arbitration, Verde and Customer retain the right to pursue in a small claims court located in the State of Ohio any claim that is within the court’s jurisdiction and which proceeds on an individual basis and not on a representative or class basis. This paragraph shall survive the termination, cancellation or expiration of this Agreement.

**17. Privacy:** Verde’s Privacy Policy governs the way Verde uses Customer’s personal information. To review or obtain the current version of the Privacy Policy, or to obtain the contact information for Verde’s Privacy Policy Coordinator, please visit Verde’s website at [www.verdeenergy.com](http://www.verdeenergy.com); email us at [privacy@verdeenergyusa.com](mailto:privacy@verdeenergyusa.com); or write to us at Privacy Policy Coordinator, Verde Energy USA, Inc., 101 Merritt Seven Corporate Park, Second Floor, Norwalk, CT 06851. In general, Verde uses Customer’s personal information to allow Verde to provide the products and services that Customer has chosen and to manage and develop Verde’s business and operations, including informing Customer of products and services that carefully-selected third parties offer that may be of interest to Customer. Unless Customer contacts Verde and notifies Verde otherwise, by accepting electric service from Verde Customer consents to Verde collecting, retaining, using and disclosing Customer’s personal information in accordance with the Privacy Policy.



Environmental Disclosure Information												
Verde Energy USA Ohio, LLC												
Projected Data for the 2016 Calendar Year												
<b>Generation Resource Mix -</b> A comparison between the sources of generation used to produce this product and the historic regional average supply mix.	<b>Supplier's Product</b> 		<b>Regional</b> 									
<b>Environmental Characteristics--</b> A description of the characteristics associated with each possible generation resource.	Biomass Power	Air Emissions and Solid Waste										
	Coal Power	Air Emissions and Solid Waste										
	Hydro Power	Wildlife Impacts										
	Natural Gas Power	Air Emissions and Solid Waste										
	Nuclear Power	Radioactive Waste										
	Oil Power	Air Emissions and Solid Waste										
	Other Sources	Unknown Impacts										
	Solar Power	No Significant Impacts										
	Unknown Purchased Resources	Unknown Impacts										
	Wind Power	Wildlife Impacts										
	<b>Air Emissions –</b> A comparison between the air emissions related to this product and the regional average air emissions.											
<b>Radioactive Waste –</b> Radioactive waste associated with the product.	<table><tr><th>Type:</th><th colspan="2">Quantity:</th></tr><tr><td>High-Level Radioactive Waste</td><td>Unknown</td><td>Lbs./1,000 kWh</td></tr><tr><td>Low-Level Radioactive Waste</td><td>Unknown</td><td>Ft³/1,000 kWh</td></tr></table>			Type:	Quantity:		High-Level Radioactive Waste	Unknown	Lbs./1,000 kWh	Low-Level Radioactive Waste	Unknown	Ft³/1,000 kWh
	Type:	Quantity:										
	High-Level Radioactive Waste	Unknown	Lbs./1,000 kWh									
Low-Level Radioactive Waste	Unknown	Ft³/1,000 kWh										
With in-depth analysis, the environmental characteristics of any form of electric generation will reveal benefits as well as costs. For further information, contact Verde Energy USA Ohio by phone at 1-800-388-3862. Verde Energy USA Ohio customers will be updated quarterly via the <a href="http://lowcostpower.com">lowcostpower.com</a> website.												



**THIS PAGE  
LEFT INTENTIONALLY  
BLANK.**

The logo features the text "verdeenergyusa" in a lowercase, sans-serif font. A green swoosh underline is positioned beneath the text, starting under "verde" and ending under "usa".

verdeenergyusa

**VERDE ENERGY USA**

## **100% RENEWABLE ENERGY OFFER**

- **VERDE ENERGY** PROVIDES ITS CUSTOMERS WITH 100% RENEWABLE ENERGY BY PURCHASING RENEWABLE ENERGY CERTIFICATES (RECS)
- RECS ARE CREATED WHEN ELECTRICITY IS GENERATED BY RENEWABLE ENERGY RESOURCES. THESE RENEWABLE ENERGY RESOURCES CAN INCLUDE POWER SOURCES SUCH AS SOLAR, WIND, HYDRO, BIOMASS, LANDFILL GAS AND OTHER RENEWABLE POWER SOURCES
- WHEN **VERDE ENERGY** PURCHASES THESE RECS THE RELATED FUNDS DIRECTLY SUPPORT THE OPERATION AND EXPANSION OF RENEWABLE ENERGY RESOURCES
- **VERDE ENERGY** COMPLETES A PERIODIC AUDIT TO ENSURE THAT IT PURCHASES ENOUGH RECS TO PROVIDE 100% RENEWABLE ENERGY TO ITS CUSTOMERS UNDER THIS OFFER

verdeenergyusa

1-800-388-3862

low**cost**power.com

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Month

1

Mail this coupon after your **1st month** of active Verde Energy service.

Customer Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_ Verde ID: \_\_\_\_\_

Mail completed form and **copy of utility bill** to: (Do not mail this form to your utility company)

**Verde Energy \$100 Cash-Back Savings**

**101 Merritt Seven — 2nd Floor**

**Norwalk, CT 06851**

**OFFICE USE ONLY**

VERDE ID: \_\_\_\_\_

STATUS: \_\_\_\_\_

DATE RCVD: \_\_\_\_\_



# \$100 CASH-BACK SAVINGS FORM

Thank you for enrolling with Verde Energy USA. Please follow these directions carefully to avoid delay in processing. 1st coupon should be mailed in after 1st month and 2nd coupon should be mailed in after 6th month.

- ☒ Attach a copy of your utility bill **showing Verde Energy USA as your electric supplier.**
- ☒ Must be an **active customer with Verde** in order to be eligible for the Cash-Back Savings.
- ☒ Must redeem forms within the first 12 months of being a Verde customer.
- ☒ Limit one \$100 Cash-Back Savings per account.  
(For multiple accounts, please make a copy of this form or download this form from [www.VerdeEnergyUSA.com](http://www.VerdeEnergyUSA.com).)
- ☒ Cash-Back Savings check payable to name on account.

**Kindly allow 4 – 6 weeks for processing.**



## Refer A Friend

## Get \$50!

Go to [VerdeEnergyUSA.com](http://VerdeEnergyUSA.com) click on the **Refer-A-Friend button** and send referrals to as many friends as you like. We will pay you **\$50 for every referral** that becomes a customer!\*

\*\$50 RAF offer valid 12/1/2015 through 2/29/2016. Referrals must be done during this promotional period to receive the \$50 Refer-a-friend bonus check.

Month

6

Mail this coupon after your **6th month** of active Verde Energy service.

Customer Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_ Verde ID: \_\_\_\_\_

Mail completed form and **copy of utility bill** to: (Do not mail this form to your utility company)

**Verde Energy \$100 Cash-Back Savings**

**101 Merritt Seven — 2nd Floor**

**Norwalk, CT 06851**

**OFFICE USE ONLY**

VERDE ID: \_\_\_\_\_

STATUS: \_\_\_\_\_

DATE RCVD: \_\_\_\_\_

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# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

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

## Case Detail

---

Case Number: 00232753

Account Name: [REDACTED]

Type:

Status: Closed

Preferred Contact Method: No Preference

Owner: Christina Cassady

Account in Question: Verde Energy USA  
Ohio LLC

Account Holder:

Priority: Standard

Service Type: Residential

### CASE DATES:

Date Opened: 10-17-2018

Case Age in Business Days: 67

Date Closed: 01-22-2019

## Contact Information

---

Contact: [REDACTED]

Preferred Contact Method: No Preference

Phone:

Mobile: [REDACTED]

Preferred Contact Time:

Email:

## Service Address Information

---

Service Account Number: [REDACTED]

Service Address County: Franklin

Service Address Street: [REDACTED]

Service Address State: Ohio

Service Address City: Columbus

Service Address Zip:

Service Address Country: United States

Service Address Phone: [REDACTED]

## Industry Information

---

AIQ Industry: Gas

Territory Account:

AIQ Sub-Industry: Competitive Retail Natural Gas Service  
Provider

General Code: Marketing -- Gas

AIQ Sub-Sub-Industry:

Specific Code: Delayed Enrollment

Non-Jurisdictional Case: ☐

## Additional Information

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PUCO ID: 345478

Case Formal Complaint Specialist Approved:

Docketing Case Number:

Case Formal Complaint Supervisor Approved:

Legacy Case ID:

## Transportation Information

---

Crossing ID:

Railroad:

Railroad Street Name:

## Description Information

---

Description:

Resolution:

Letter mailed to consumer from case #00225459 January 14, 2019. Called consumer January 22, 2019 and left detailed message with Verde response to request for compensation and reason for the enrollment delay.

## Case Comments

---

Created Date	Comment
10/17/2018 8:52:24 AM	<p>Customer call about supply listed on CGO bill. Customer states she does not recall signing up with Alpha. Customer states she called CGO and Alpha has been the supplier since Feb. Customer is stating that Alpha signed her up without her permission. Customer doesn't recall anyone coming to her door or calling her from Alpha. Customer also stated that Verde tried to switch gas two months ago and said it was the wrong account number and she needed to call CGO and get a code in addition to the account number. She called CGO and they gave her a code. She then called Verde back with the code and Verde would be the supplier in 1 or 2 billing cycles. CGO of Ohio told her to call Alpha to release her account.</p> <p>Betsy at CGO confirmed she is with Alpha. On 8/20 somebody tried to enroll with Vista. She's been with Alpha since 3/2017. 8/16 [REDACTED] called to cancel enrollment with Vista. No record of enrollment with Vista. Advised customer to contact Verde if that's who she wants to have Verde as supplier. Gave Verde# Invited call back.</p>
10/18/2018 10:47:15 AM	<p>customer called back while she's at work. she says that she called Verde and they told her the switch is still pending because the code she gave them is still incorrect. she doesn't understand.</p> <p>she also says that CGO told her she's being charged \$30/mo for the cost of replacing gas lines, and says she was informed that all Columbus citizens pay this charge.</p> <p>customer had to get back to work. will call back.</p>

10/18/2018 11:47:20 AM	<p>CALL BACK &gt;</p> <p>-caller says this is 4th time calling the PUCO about her situation, and she has yet to heard back from the PUCO</p> <p>-caller says back in August, a rep from Vista Energy stopped by her door telling her she would recv \$200 if she enrolled with them</p> <p>-caller says she was 'coached' by the rep while on the phone, but the rep hung up the phone during the call</p> <p>-caller says at the time, she was already signed with Verde Energy and wanted to stay with them, but somehow Alpha ended up on her bill</p> <p>-caller later found out that she has been with Alpha since February 2018</p> <p>-caller says she never heard of Alpha before &gt;&gt; she never agreed to sign up with Alpha</p> <p>-caller says something is going on that isn't right</p> <p>-caller says she don't understand why the PUCO won't investigate this</p> <p>-case # provided</p>
11/1/2018 5:54:01 PM	Reviewed response. This does appear to be a duplicate response. See case #00225459.
11/5/2018 3:34:34 PM	Caller calling for T.J. Transferred to T.j
12/3/2018 1:41:17 PM	IF CUST CALLS BACK, PLS REFER TO CASE #: 225459
1/4/2019 8:54:57 AM	Caller calling in on case -Per notes case referred to 22549 Closed out
1/4/2019 9:10:32 AM	Pls note: the case number is 225459
1/18/2019 8:50:28 AM	Caller states that LC had contacted her on 1/17 advising that there was no information on her case. Caller gave three different case numbers (00225459, 00247062 and 00232753) regarding her issue of wanting to be off of Alpha as a gas supplier and switch to Verde. Transferred call to CC's vm for further info.
1/18/2019 9:36:41 AM	<p>Escalation line call notes from AW in case 00225459:</p> <p>Customer calling to get update on case. Advised that I show confirmation that she will start service with Verde as of 1/28. Customer would like to know if she will get any kind of adjustment for the time period where she was trying to get enrolled but couldn't. Customer also wants verification of what her 12 digit enrollment number is (although I provided her the same number as the number in your letter to her.) Please call customer with information.</p>
1/18/2019 9:39:14 AM	Customer's complaint is now with Verde Energy, not the original enrollment dispute with Alpha. Moved January 18, 2019 escalation notes by AW to correct case for Verde Energy. Pending case to call consumer.
1/18/2019 1:21:18 PM	Reviewed Verde response, pending to contact Ms. [REDACTED]



1/22/2019 1:25:03 PM	<p>Attempted to reach Ms. [REDACTED] reached voicemail box.  Left message that Verde has responded to her January 19, 2019 request for a rerate and has denied the request. Both CGO and Verde state the supplier was using account number [REDACTED] to request the account and Verde states they obtained the number from [REDACTED]. The correct account number is [REDACTED] and when that was provided by the PUCO to Verde then the supplier submitted the enrollment to CGO and it was accepted effective January 28, 2019.</p> <p>Left name and toll free number for call back if she has any questions.</p>
2/23/2019 6:32:28 AM	<p>Letter mailed to consumer from case #00225459 January 14, 2019. Called consumer January 22, 2019 and left detailed message with Verde response to request for compensation and reason for the enrollment delay.</p>

## Web Information

Web Name:  
Web Home Phone:  
Web Email:  
Web Company:  
Web Zip Code:

Web Account in Question:  
Web US Dot #:

## System Information

Created by: Leslie Carter  
# Tasks Correspondence Review: 0  
# Tasks Correspondence Review:0

Last Modified by: Sara Macey  
Next Activity Date:  
Case Grade Created: ☐  
Case Grade Target: ☐

## Case Emails

**Email Created Date: 10/19/2018 11:52:14 AM**

### Email Text Version:

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

CASE ID: 00232753  
COMPANY:  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Columbus, Ohio 43219  
SERVICE ADDRESS: [REDACTED]  
Columbus, Ohio 43219  
AIQ: Alpha Gas And Electric LLC

SERVICE ACCOUNT NUMBER: [REDACTED]  
NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Sincerely,

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

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

**Email Created Date: 10/25/2018 4:58:06 PM**

**Email Text Version:**

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

CASE ID: 00232753  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Columbus, Ohio 43219  
SERVICE ADDRESS: [REDACTED] Columbus, Ohio 43219  
AIQ: Alpha Gas And Electric LLC  
SERVICE ACCOUNT NUMBER: [REDACTED]  
NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

This customer contacted our office and spoke to one of our intake workers regarding her complaint. The customer stated that she did not authorize an enrollment with Alpha. She does not know how the authorization was obtained to enroll her account.

Please investigate. When did this account enroll? Please provide a copy of the contract, welcome letter, TPV, and any other correspondence that has been mailed to the customer. What were the initial contract terms? Did the account renew at any time? What were the renewal terms? What are the options for cancellation?

Sincerely,

Tara Jones  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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

From: Tara Jones [contactthepuco@puc.state.oh.us]  
Sent: 10/19/2018 11:52 AM  
To: david@alphagne.com  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00232753 [ref:\_00Dt0GzXt.\_500t0Cmlau:ref ]

Initial Submission of a Consumer Complaint

Marketer of Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00232753

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Columbus, Ohio 43219

SERVICE ADDRESS: [REDACTED] Columbus, Ohio 43219

AIQ: Alpha Gas And Electric LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

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Please investigate. When did this account enroll? Please provide a copy of the contract, welcome letter, TPV, and any other correspondence that has been mailed to the customer. What were the initial contract terms? Did the account renew at any time? What were the renewal terms? What are the options for cancellation?

Sincerely,

Tara Jones

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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

ref:\_00Dt0GzXt.\_500t0Cmlau:ref

**Email Created Date: 10/26/2018 11:23:08 AM**

**Email Text Version:**

Good Morning,

We have already been sent the complaint for The below Customer that we are in the process of address under case number 00225459.

This seem to be a duplicate.

Kindly advise.

Thank you!

Dina Freedman  
Alpha Gas and Electric, LLC  
845-810-0088 x200  
[dina@alphagne.com](mailto:dina@alphagne.com)<<mailto:dina@alphagne.com>>

From: PUCO Consumer Call Center  
<[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)<<mailto:contactthepuco@puc.state.oh.us>>>  
Sent: Thursday, October 25, 2018 4:58 PM  
To: David Wanounou <[david@alphagne.com](mailto:david@alphagne.com)<<mailto:david@alphagne.com>>>  
Subject: [DAVID]RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00232753 [  
ref:\_00Dt0GzXt.\_500t0Cmlau:ref ]

Second Submission of a Consumer Complaint

Marketer of Natural Gas  
Please Respond Within 3 Business Days

CASE ID: 00232753

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Columbus, Ohio 43219

SERVICE ADDRESS: [REDACTED] Columbus, Ohio 43219

AIQ: Alpha Gas And Electric LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

#### DESCRIPTION OF ISSUE:

This customer contacted our office and spoke to one of our intake workers regarding her complaint. The customer stated that she did not authorize an enrollment with Alpha. She does not know how the authorization was obtained to enroll her account.

Please investigate. When did this account enroll? Please provide a copy of the contract, welcome letter, TPV, and any other correspondence that has been mailed to the customer. What were the initial contract terms? Did the account renew at any time? What were the renewal terms? What are the options for cancellation?

Sincerely,

Tara Jones

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C242cfddeb8854e25af2c08d63b56ebf0%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636761641852906248&sdata=qj%2B%2Bquebj6fy03PNY95cxAqoo9DSnUFs02Ky0hF2Qos%3D&reserved=0](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C242cfddeb8854e25af2c08d63b56ebf0%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636761641852906248&sdata=qj%2B%2Bquebj6fy03PNY95cxAqoo9DSnUFs02Ky0hF2Qos%3D&reserved=0)

>

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

From: Tara Jones [contactthepuco@puc.state.oh.us]

Sent: 10/19/2018 11:52 AM

To: david@alphagne.com<mailto:david@alphagne.com>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00232753 [ref:\_00Dt0GzXt.\_500t0Cmlau:ref ]

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

Initial Submission of a Consumer Complaint

Marketer of Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00232753

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Columbus, Ohio 43219

SERVICE ADDRESS: [REDACTED] Columbus, Ohio 43219

AIQ: Alpha Gas And Electric LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

#### DESCRIPTION OF ISSUE:

This customer contacted our office and spoke to one of our intake workers regarding her complaint. The customer stated that she did not authorize an enrollment with Alpha. She does not know how the authorization was obtained to enroll her account.

Please investigate. When did this account enroll? Please provide a copy of the contract, welcome letter, TPV, and any other correspondence that has been mailed to the customer. What were the initial contract terms? Did the account renew at any time? What were the renewal terms? What are the options for cancellation?

Sincerely,

Tara Jones  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
www.PUCO.ohio.gov<<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C242cfddeb8854e25af2c08d63b56ebf0%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636761641852916249&sdata=%2FDvs8ek%2BNYFCb30PoXJIH5JdryyNYslh6StioWmjIY%3D&reserved=0>>

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

[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003ba4w>]

ref:\_00Dt0GzXt.\_500t0Cmlau:ref[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003bjWp>]

**Email Created Date: 1/18/2019 10:46:21 AM**

**Email Text Version:**

Initial Submission of a Consumer Complaint

Marketer of Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00232753

CUSTOMER: [REDACTED]

Case Number: 00232753



ADDRESS: [REDACTED] Columbus, Ohio 43219

SERVICE ADDRESS: [REDACTED] Columbus, Ohio 43219

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Good morning.

On January 18, 2019, Ms. [REDACTED] recontacted the PUCO regarding the delayed enrollment with Verde Energy. Ms. [REDACTED] would like to know if Verde Energy is going to issue her a refund or credit for the months that she was not provided service by Verde Energy. That would be the December 2018, January 2019, and possibly the February 2019 billing periods as the effective start date for Verde Energy is January 28, 2019.

Please review this issue again and advise if any credit will be issued to the customer. If not, please advise why not.

Thank you.

Sincerely,

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

www.PUCO.ohio.gov

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Sincerely,

Christina Cassady

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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ref:\_00Dt0GzXt.\_500t0Cmlau:ref

**Email Created Date: 1/18/2019 11:52:33 AM**

**Email Text Version:**

Good Morning,

Thank you for your inquiry. Per the attached recording (start at 0:30 seconds), Ms. [REDACTED] confirms that her enrollments since 8/2018 were failing due to Columbia Gas providing her with the wrong account number and that she had to contact the PUC to get it resolved. Additionally, the account number [REDACTED] Ms. [REDACTED] provided on 12/13/2018 was not the correct account and the enrollment rejected again. Verde received the PUCO Complaint that provided the correct account number of [REDACTED] however we could not submit a new enrollment until the enrollment from 12/13/2018 reflected in our system as rejected. For this reason, unfortunately, Ms. [REDACTED] account does not warrant any credits or adjustments.

Best regards,

Louise Bourgeois

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

Louise Bourgeois | Regulatory Specialist

12140 Wickchester Ln, Ste 100 | Houston, TX 77079

[lbougeois@verdeenergy.com](mailto:lbougeois@verdeenergy.com)<<mailto:lbougeois@verdeenergy.com>>

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

Sent: Friday, January 18, 2019 9:47 AM

To: Regulatory

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00232753 [ref:\_00Dt0GzXt.\_500t0Cmlau:ref ]

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

Initial Submission of a Consumer Complaint

Marketer of Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00232753

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Columbus, Ohio 43219

SERVICE ADDRESS: [REDACTED] Columbus, Ohio 43219

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Case Number: 00232753

14

Good morning.

On January 18, 2019, Ms. [REDACTED] recontacted the PUCO regarding the delayed enrollment with Verde Energy. Ms. [REDACTED] would like to know if Verde Energy is going to issue her a refund or credit for the months that she was not provided service by Verde Energy. That would be the December 2018, January 2019, and possibly the February 2019 billing periods as the effective start date for Verde Energy is January 28, 2019.

Please review this issue again and advise if any credit will be issued to the customer. If not, please advise why not.

Thank you.

Sincerely,

Christina Cassady  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Lead Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cd109bfb8e0664f2e432308d67d6481ed%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C636834268021785224&sdata=b1s4Lw9vgYGbILlzt42RULpVsCRhnNlypMUepLYeG7w%3D&reserved=0>](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cd109bfb8e0664f2e432308d67d6481ed%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C636834268021785224&sdata=b1s4Lw9vgYGbILlzt42RULpVsCRhnNlypMUepLYeG7w%3D&reserved=0)

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

Sincerely,

Christina Cassady  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Lead Customer Service Investigator  
(800) 686-PUCO (7826)  
www.PUCO.ohio.gov<<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cd109bfb8e0664f2e432308d67d6481ed%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636834268021785224&sdata=b1s4Lw9vgYGbILlzt42RULpVsCRhnNlypMUepLYeG7w%3D&reserved=0>>

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

[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003haQS>]

ref:\_00Dt0GzXt.\_500t0Cmlau:ref

## Case Images

---

Created Date	Images
1/18/2019 11:52:34 AM	



# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

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

## Case Detail

Case Number: 00232896	Owner: Leslie Carter
Account Name: [REDACTED]	Account in Question: Verde Energy USA Ohio LLC
Type:	Account Holder:
Status: Closed	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

### CASE DATES:

Date Opened: 10-17-2018  
Case Age in Business Days: 1

Date Closed: 10-17-2018

## Contact Information

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

## Service Address Information

Service Account Number: [REDACTED]	Service Address County: Mahoning
Service Address Street: [REDACTED]	Service Address State: Ohio
Service Address City: Youngstown	Service Address Zip:
Service Address Country: United States	Service Address Phone: [REDACTED]

## Industry Information

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

## Additional Information

PUCO ID: 345478	Case Formal Complaint Specialist Approved:
-----------------	--

Docketing Case Number:	Case Formal Complaint Supervisor Approved:
Legacy Case ID:	

## Transportation Information

---

Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

---

**Description:**

**Resolution:**

Customer calling about OE. Customer calling about Verde Energy. Customer is getting calls stating that he owes them money. Customer told Verde to mail him a bill. Customer stated he called OE and tried to see why he owed Verde.

Spoke with Jakara at OE. Bill is current with OE. He enrolled in 2014, she doubts he owes. She advises that he call Verde directly.

Did 3 way call with Verde, spoke with Cynthia last payment was received 95.32. She stated there is no balance on the account. Couldn't explain why customer was getting calls. Invited call back.

## Case Comments

---

Created Date	Comment
10/17/2018 2:17:04 PM	Customer calling about OE. Customer calling about Verde Energy. Customer is getting calls stating that he owes them money. Customer told Verde to mail him a bill. Customer stated he called OE and tried to see why he owed Verde. Spoke with Jakara at OE. Bill is current with OE. He enrolled in 2014, she doubts he owes. She advises that he call Verde directly. Did 3 way call with Verde, spoke with Cynthia last payment was received 95.32. She stated there is no balance on the account. Couldn't explain why customer was getting calls. Invited call back.

## Web Information

---

Web Name:  
Web Home Phone:  
Web Email:  
Web Company:  
Web Zip Code:

Web Account in Question:  
Web US Dot #:

## System Information

---

Created by: Leslie Carter  
# Tasks Correspondence Review: 0  
# Tasks Correspondence Review:0

Last Modified by: Sara Macey  
Next Activity Date:  
Case Grade Created: ☐  
Case Grade Target: ☐

**Case Emails**

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**Case Images**

---

Created Date	Images
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# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

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

## Case Detail

Case Number: 00233011	Owner: Leslie Carter
Account Name: [REDACTED]	Account in Question: Verde Energy USA Ohio LLC
Type:	Account Holder:
Status: Closed	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

### CASE DATES:

Date Opened: 10-18-2018

Date Closed: 10-18-2018

Case Age in Business Days: 1

## Contact Information

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

## Service Address Information

Service Account Number:	Service Address County: Geauga
Service Address Street: [REDACTED]	Service Address State: Ohio
Service Address City: Chagrin Falls	Service Address Zip:
Service Address Country: United States	Service Address Phone: [REDACTED]

## Industry Information

AIQ Industry: Gas	Territory Account:
AIQ Sub-Industry: Competitive Retail Natural Gas Service Provider	General Code: Marketing -- Gas
AIQ Sub-Sub-Industry:	Specific Code: Cancellation Issues
Non-Jurisdictional Case: <input type="checkbox"/>	

## Additional Information

PUCO ID: 345478	Case Formal Complaint Specialist Approved:
-----------------	--

Docketing Case Number:	Case Formal Complaint Supervisor Approved:
Legacy Case ID:	

## Transportation Information

---

Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

---

**Description:**

**Resolution:**

Customer calling about Verde. Customer wants to cancel with Verde. Customer hasn't got enrollment letter from Dominion or Verde. Gave Verde # for cancellation and instructions to cancel. Advised of possible early term fee. Invited call back.

## Case Comments

---

Created Date	Comment
10/18/2018 8:50:00 AM	Customer calling about Verde. Customer wants to cancel with Verde. Customer hasn't got enrollment letter from Dominion or Verde. Gave Verde # for cancellation and instructions to cancel. Also gave EA# because cust count get through to regular customer#. Advised of possible early term fee. Gave PUCO direct# Invited call back.
2/20/2019 5:09:38 AM	Customer calling about Verde. Customer wants to cancel with Verde. Customer hasn't got enrollment letter from Dominion or Verde. Gave Verde # for cancellation and instructions to cancel. Advised of possible early term fee. Invited call back.

## Web Information

---

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

## System Information

---

Created by: Leslie Carter	Last Modified by: Sara Macey
# Tasks Correspondence Review: 0	Next Activity Date:
# Tasks Correspondence Review:0	Case Grade Created: <input type="checkbox"/>
	Case Grade Target: <input type="checkbox"/>

## Case Emails

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## Case Images

---

Created Date	Images
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# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

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

## Case Detail

Case Number: 00251078

Account Name: [REDACTED]

Type:

Status: Comment Added

Preferred Contact Method: No Preference

Owner: Michael Coady

Account in Question: Verde Energy USA  
Ohio LLC

Account Holder:

Priority: Standard

Service Type: Residential

### CASE DATES:

Date Opened: 02-04-2019

Case Age in Business Days: 65

Date Closed:

## Contact Information

Contact: [REDACTED]

Preferred Contact Method: No Preference

Phone: [REDACTED]

Mobile:

Preferred Contact Time:

Email: [REDACTED]

## Service Address Information

Service Account Number: [REDACTED]

Service Address County: Lucas

Service Address Street: [REDACTED]

Service Address State: Ohio

Service Address City: Oregon

Service Address Country: United States

Service Address Zip:

Service Address Phone: [REDACTED]

## Industry Information

AIQ Industry: Electric

Territory Account: 001t0000008OFZyAAO

AIQ Sub-Industry: Competitive Retail Electric Service  
Provider

General Code: Marketing -- Electric

AIQ Sub-Sub-Industry:

Non-Jurisdictional Case: ☐

Specific Code: Enrollment Dispute

## Additional Information

PUCO ID: 345478

Case Formal Complaint Specialist Approved:

Docketing Case Number:

Legacy Case ID:

Case Formal Complaint Supervisor Approved:

## Transportation Information

---

Crossing ID:

Railroad:

Railroad Street Name:

## Description Information

---

**Description:**

**Resolution:**

Called the customer to go over the company response and close. Reached voice mail. Left message advising that Verde would be sending her refund directly to Toledo Edison to be applied o her account within the next 21 days. Explained that Verde also put her address and phone number on its internal Do Not Solicit list so the company should not be contacting her further. 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.

Received a voice message from the customer who asked for a return call. Called the customer back. She had not listened to my voice mail. Advised that Verde would send her refund to TE to be applied to her account sometime within the next 21 business days, which realistically means that it should show up on her statement within the next 1-2 billing cycles. Invited a call back.

## Case Comments

---

Created Date	Comment
2/4/2019 12:25:44 PM	cust stating she has 2 suppliers on her account and she never agreed to go with them and didnt even know you can have 2 suppliers on the account cust stating smart energy contacted her te summer but she told them no and verde just last month and she told them no also cust wants this looked into to see how they are on her account without authorization adv cust of investigation process icb
2/14/2019 12:42:35 PM	Called Mary at Verde end date for Verde will be will be 3/22/19.
2/25/2019 12:53:21 PM	Called the customer to update her on the cases with Verde and SmartEnergy. Reached voice mail. Left message asking for a return call. Left hotline number and Smart Energy case ID.

2/25/2019 2:35:15 PM	<p>Received a call from the customer. Started to discuss her cases and also receiving some escalation calls. Confirmed that she would be there this afternoon and advised that I would call her back.</p> <p>Called the customer back. Explained that she had called to enroll with SmartEnergy. She then remembered doing so. She says that she never got her free month of electricity. Advised that she wasn't with the company for the required 6-7 months because the Verde enrollment automatically cancelled SmartEnergy. Advised that I listened to the sales call but there was no part where she told the company "no." Explained that there were other problems with the Verde call, so Verde would be reimbursing her the difference between what it charged and what TE would have charged. Explained that she will not cease flow with Verde until 3/23/19. Explained that I would get copies of her bills at that time and calculate the refund and get back to her. Invited a call back.</p>
4/5/2019 8:59:56 AM	Called the customer back. Discussed the amount of the refund. She does not care whether Verde sends her a check directly or sends it to TE. She says that she would also like Verde to stop calling her. Advised that I would get back with her, once I received Verde's response.
4/12/2019 2:27:34 PM	Reviewed company e-mail
4/18/2019 11:51:42 AM	Called the customer to go over the company response and close. Reached voice mail. Left message advising that Verde would be sending her refund directly to Toledo Edison to be applied o her account within the next 21 days. Explained that Verde also put her address and phone number on its internal Do Not Solicit list so the company should not be contacting her further. 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.
4/18/2019 11:53:08 AM	Calling back to follow up regarding response. Read MC notes, caller would like to speak with MC, IT to vm.
4/18/2019 11:59:07 AM	Received a voice message from the customer who asked for a return call. Called the customer back. She had not listened to my voice mail. Advised that Verde would send her refund to TE to be applied to her account sometime within the next 21 business days, which realistically means that it should show up on her statement within the next 1-2 billing cycles. Invited a call back.
4/18/2019 11:59:28 AM	<p>Called the customer to go over the company response and close. Reached voice mail. Left message advising that Verde would be sending her refund directly to Toledo Edison to be applied o her account within the next 21 days. Explained that Verde also put her address and phone number on its internal Do Not Solicit list so the company should not be contacting her further. 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.</p> <p>Received a voice message from the customer who asked for a return call. Called the customer back. She had not listened to my voice mail. Advised that Verde would send her refund to TE to be applied to her account sometime within the next 21 business days, which realistically means that it should show up on her statement within the next 1-2 billing cycles. Invited a call back.</p>
5/2/2019 12:26:34 PM	Calling to speak with Mike C. regarding her invest. Unavail, transferred to vm
5/6/2019 10:03:57 AM	Cust called back in. Transferred to M.C. vm.

## Web Information

---

Web Name:  
Web Home Phone:  
Web Email:  
Web Company:  
Web Zip Code:

Web Account in Question:  
Web US Dot #:

## System Information

---

Created by: Courtney Fleming  
# Tasks Correspondence Review: 0  
# Tasks Correspondence Review:0

Last Modified by: Sara Macey  
Next Activity Date:  
Case Grade Created: ☐  
Case Grade Target: ☐

## Case Emails

---

**Email Created Date: 2/4/2019 1:24:18 PM**

**Email Text Version:**

96

Normal  
0

false  
false  
false

EN-US  
X-NONE  
X-NONE























Initial Submission of a Consumer Complaint

Provider of ElectricPlease Respond Within 3 Business Days

CASE ID:

00251078COMPANY: CUSTOMER: [REDACTED] ADDRESS: [REDACTED]

[REDACTED] Oregon, Ohio

43616SERVICE ADDRESS: [REDACTED] Oregon,

Ohio 43616AIQ:

Verde Energy USA Ohio LLCSERVICE ACCOUNT NUMBER: [REDACTED]

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

DESCRIPTION OF ISSUE:

This customer contacted the PUCO to dispute enrollment with the company. She stated that she told the company that she did not wish to be enrolled.

1. What was the method of enrollment?
2. Please provide all proof of enrollment consistent with the method of enrollment including, but not limited to, copies of any sales calls, copies of any welcome letters, copies of any TPVs, I.P. addresses used, e-mail addresses used to enroll, copies of any signed enrollment

documents, and the terms and conditions of the enrollment. Sincerely, Michael Coady Public  
Utilities Commission of  
OhioService Monitoring and  
Enforcement DepartmentLead Customer Service Investigator (800) 686-PUCO  
(7826)www.PUCO.ohio.gov

96

Normal  
0

false  
false  
false

EN-US  
X-NONE  
X-NONE























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publicly available to anyone who requests it.

ref:\_00Dt0GzXt.\_500t0EiDPN:ref

**Email Created Date: 2/8/2019 11:05:47 AM**

**Email Text Version:**

96

Normal

0

false

false

false

EN-US  
X-NONE  
X-NONE



















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

Normal  
0

false  
false  
false

EN-US  
X-NONE  
X-NONE























Please Respond Within 3 Days

CASE ID:

00251078COMPANY: CUSTOMER: ADDRESS:

Oregon, Ohio

43616SERVICE ADDRESS: Oregon,

Ohio 43616AIQ:

Verde Energy USA Ohio LLCSERVICE ACCOUNT NUMBER: NIQ:

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

DESCRIPTION OF ISSUE:

96

Normal

0

false

false

false

EN-US  
X-NONE  
X-NONE



















This customer contacted the PUCO to dispute enrollment with the company. She stated that she told the company that she did not wish to be enrolled.

1. What was the method of enrollment?

2. Please provide all proof of enrollment consistent with the method of enrollment including, but not limited to, copies of any sales calls, copies of any welcome letters, copies of any TPVs, I.P. addresses used, e-mail addresses used to enroll, copies of any signed enrollment documents, and the terms and conditions of the enrollment. Sincerely, Michael Coady Public

Utilities Commission of

OhioService Monitoring and

Enforcement DepartmentLead Customer Service Investigator (800) 686-PUCO

(7826)www.PUCO.ohio.gov

96

Normal  
0

false  
false  
false

EN-US  
X-NONE  
X-NONE























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ref:\_00Dt0GzXt.\_500t0EiDPN:ref

**Email Created Date: 2/14/2019 8:58:08 AM**

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO

Third Request for Information

Please Respond Within 48 Hours

CASE ID: 00251078

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Oregon, Ohio 43616

SERVICE ADDRESS: [REDACTED]

Oregon, Ohio 43616

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

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



Sincerely,

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

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

**Email Created Date: 2/14/2019 10:38:03 AM**

**Email Text Version:**

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00251078.

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

[REDACTED] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") because she states that she told the representative she was not interested in Verde and did not want to enroll.

Investigative Results:

- On 12/19/2018, Verde's internal sales department contacted [REDACTED] regarding her previous account. [REDACTED] was offered the option to enroll her services, to which she agreed. A new enrollment was processed for [REDACTED]. She was enrolled on the fixed rate of \$0.0799 cents/kWh for 24 months with a \$0 Monthly Service Fee and a \$0 Early Termination Fee. (Call Attached)
- On 12/20/2018, Verde received an inbound enrollment acceptance with a date of 1/23/2019 from the utility.
- On 1/22/2019, the Welcome Letter was sent to the mailing address on file. (Letter Attached)

- On 1/23/2019, the account became active with Verde.
- On 2/4/2019, Verde received PUCO Complaint No. 00251078.
  - o Verde submitted an outbound cancellation request to the utility.
  - o Verde received an inbound cancellation rejection from the utility.
- On 2/13/2019, Verde submitted an outbound cancellation request to the utility due to the first one being rejected.  
Outcome:

We'd like to confirm that per the attached call on 12/19/2018, [REDACTED] agreed to reinstate her account to Verde. However, Verde would like to state that throughout the call there were some areas of opportunity where the agent should have confirmed that Verde is her supplier and not her utility. This sales agent is no longer with the company and is not eligible for rehire. For this reason, Verde will process a Cost Analysis for the service period from 1/23/2019- to the termination date provided by the utility. Please note that the cost analysis will not be completed until the account is final billed and final payment has been received.

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

Kindest Regards,

Louise Bourgeois

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

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

From: Michael Coady [mailto:contactthepuco@puc.state.oh.us]  
Sent: Monday, February 04, 2019 12:24 PM  
To: Regulatory  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00251078 [ref:\_00Dt0GzXt.\_500t0EiDPN:ref ]

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

Initial Submission of a Consumer Complaint

Provider of Electric  
Please Respond Within 3 Business Days

CASE ID: 00251078

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Oregon, Ohio 43616

SERVICE ADDRESS: [REDACTED] Oregon, Ohio 43616

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

This customer contacted the PUCO to dispute enrollment with the company. She stated that she told the company that she did not wish to be enrolled.

1. What was the method of enrollment?
2. Please provide all proof of enrollment consistent with the method of enrollment including, but not limited to, copies of any sales calls, copies of any welcome letters, copies of any TPVs, I.P. addresses used, e-mail addresses used to enroll, copies of any signed enrollment documents, and the terms and conditions of the enrollment.

Sincerely,

Michael Coady  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Lead Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.puco.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cf76f752acd](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cf76f752acd)

104e77a9b708d692922b3f%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636857554564702298&sdata=yTPhFWQ2l24RCDz%2B3sUELjhiPjpaGJL09UkeL4nUn0w%3D&reserved=0>

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[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003hpgV>]

ref:\_00Dt0GzXt.\_500t0EiDPN:ref

**Email Created Date: 2/14/2019 12:49:08 PM**

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00251078

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Oregon, Ohio 43616

SERVICE ADDRESS: [REDACTED] !Case.Service\_Address\_City\_\_c}, Ohio 43616

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Sincerely,

Michael Coady

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

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

**Email Created Date: 2/21/2019 2:33:59 PM**

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00251078

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Oregon, Ohio 43616

SERVICE ADDRESS: [REDACTED] !Case.Service\_Address\_City\_\_c}, Ohio 43616

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Sincerely,

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

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

**Email Created Date: 2/21/2019 3:31:16 PM**

**Email Text Version:**

Good afternoon,

The sales agent Maria Mena was employed with Verde on our internal sales team. As stated in the initial response, we identified some areas of opportunity with the agent throughout the call which was escalated to the proper department for further investigation. Unfortunately, this agent is no longer with the company and is not eligible for rehire.

Thank you,

Louise Bourgeois

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

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

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

From: Michael Coady [mailto:contactthepuco@puc.state.oh.us]

Sent: Thursday, February 21, 2019 1:34 PM

To: Regulatory

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00251078 [ref:\_00Dt0GzXt.\_500t0EiDPN:ref ]

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

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00251078

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Oregon, Ohio 43616

SERVICE ADDRESS: [REDACTED] Oregon, Ohio 43616

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Not only do there appear to have been problems with the sales call, but there appear to have been several violations of the requirements for a valid TPV, including O.A.C. 4901:1-21-06(D)(2)(a)(iii), O.A.C. 4901:1-21-06(D)(2)(a)(v), O.A.C. 4901:1-21-06(D)(2)(a)(vi)(c), O.A.C. 4901:1-21-06(D)(2)(a)(vi)(c), O.A.C. 4901:1-21-06(D)(2)(a)(vi)(d), O.A.C. 4901:1-21-06(D)(2)(a)(vi)(h), O.A.C. 4901:1-21-06(D)(2)(a)(vi)(j), O.A.C. 4901:1-21-06(D)(2)(a)(vii), O.A.C. 4901:1-21-06(D)(2)(a)(viii), and O.A.C. 4901:1-21-06(D)(2)(a)(xii).

Please advise the name of the vendor for whom this salesperson was employed.

Sincerely,

Michael Coady  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Lead Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Ce945d6d4c15c41184f9c08d6983b8474%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636863778730117811&sdata=mdlCL%2F%2FMXuy7n%2FgYDH0uD8854J3sUPQ%2F09Gj0I1Pu00%3D&reserved=0>](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Ce945d6d4c15c41184f9c08d6983b8474%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636863778730117811&sdata=mdlCL%2F%2FMXuy7n%2FgYDH0uD8854J3sUPQ%2F09Gj0I1Pu00%3D&reserved=0)

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[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003iAul>]

ref: \_00Dt0GzXt.\_500t0EiDPN:ref

**Email Created Date: 3/26/2019 2:38:56 PM**

**Email Text Version:**

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

CASE ID: 00251078

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Oregon, Ohio 43616

SERVICE ADDRESS: [REDACTED]

Oregon, Ohio 43616

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Sincerely,

Michael Coady  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Lead Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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

**Email Created Date: 3/26/2019 3:08:26 PM**

**Email Text Version:**

Good afternoon,

Please see the attached copies of the bill. The supplier was on the account from 01/24/19 to 03/21/19.



Thank you,

Max Webb  
Compliance  
681-753-5524  
Mwebb@FirstEnergyCorp.com

From: Michael Coady <contactthepuco@puc.state.oh.us>  
Sent: Tuesday, March 26, 2019 2:39 PM  
To: Ohio Commission <ohcommission@firstenergycorp.com>  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00251078 [ref:\_00Dt0GzXt.\_500t0EiDPN:ref ]

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

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

CASE ID: 00251078  
COMPANY:  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Oregon, Ohio 43616  
SERVICE ADDRESS: [REDACTED] Oregon, Ohio 43616  
AIQ: Verde Energy USA Ohio LLC  
SERVICE ACCOUNT NUMBER: [REDACTED]  
NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

This customer contacted the OPUCO for assistance in resolving a billing dispute she has with Verde Energy.

Please provide copies of this customer's bills from the meter read date January 24, 2019 to the meter read date on or about March 23, 2019.

Sincerely,

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

[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C92181b24b02a49e5fae508d6b21e496b%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636892241022076080&sdata=fWEv%2BEd%2F6N1V1iJT2OvyfpGo1DZ1h%2Fm4p%2F8t4Gaj1Dg%3D&reserved=0>](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C92181b24b02a49e5fae508d6b21e496b%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636892241022076080&sdata=fWEv%2BEd%2F6N1V1iJT2OvyfpGo1DZ1h%2Fm4p%2F8t4Gaj1Dg%3D&reserved=0)

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

[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004Mwza>]

ref:\_00Dt0GzXt.\_500t0EiDPN:ref

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The information contained in this message is intended only for the personal and confidential use of the recipient(s) named above. If the reader of this message is not the intended recipient or an agent responsible for delivering it to the intended recipient, you are hereby notified that you have received this document in error and that any review, dissemination, distribution, or copying of this message is strictly prohibited. If you have received this communication in error, please notify us immediately, and delete the original message.

**Email Created Date: 3/26/2019 3:31:05 PM**

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00251078

COMPANY:

Case Number: 00251078

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Oregon, Ohio 43616  
SERVICE ADDRESS: [REDACTED] !Case.Service\_Address\_City\_\_c}, Ohio 43616  
AIQ: Verde Energy USA Ohio LLC  
SERVICE ACCOUNT NUMBER: [REDACTED]  
NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Sincerely,

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

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

**Email Created Date: 4/1/2019 8:21:51 AM**

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00251078  
COMPANY:  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Oregon, Ohio 43616  
SERVICE ADDRESS: [REDACTED] !Case.Service\_Address\_City\_\_c}, Ohio 43616  
AIQ: Verde Energy USA Ohio LLC  
SERVICE ACCOUNT NUMBER: [REDACTED]  
NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Sincerely,

Michael Coady  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Lead Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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

**Email Created Date: 4/1/2019 4:56:51 PM**

**Email Text Version:**

Good afternoon,

Please be advised that per the initial response, Verde stated that the cost analysis would not be completed until the account is final billed and the final payment has been received. At this time, the final invoice generated on 3/21/2019; however, Verde has not received payment for the service period from 1/24/2019-3/21/2019. Once the calculations are complete it will be forwarded to you, but no refund will be issued until payment is received.

Thank you,

Louise Bourgeois

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

[lbougeois@verdeenergy.com](mailto:lbougeois@verdeenergy.com)<<mailto:lbougeois@verdeenergy.com>>  
From: Michael Coady [<mailto:contactthepuco@puc.state.oh.us>]  
Sent: Monday, April 01, 2019 7:22 AM  
To: Regulatory

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00251078 [ref:\_00Dt0GzXt.\_500t0EiDPN:ref ]

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

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00251078

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Oregon, Ohio 43616

SERVICE ADDRESS: [REDACTED] Oregon, Ohio 43616

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Please advise when this customer can expect to receive her refund check.

Sincerely,

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

www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cb7ddbc2e66f549ce024008d6b6e48dd1%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636897490084138228&sdata=HflW6a%2BRnqFKWT0XI5YvjxLKRd8YbWFFyKWZdFlvFSE%3D&reserved=0>

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ref:\_00Dt0GzXt.\_500t0EiDPN:ref

**Email Created Date: 4/1/2019 5:03:39 PM**

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00251078

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Oregon, Ohio 43616

SERVICE ADDRESS: [REDACTED] !Case.Service\_Address\_City\_\_c}, Ohio 43616

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Sincerely,

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

www.PUCO.ohio.gov

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

**Email Created Date: 4/5/2019 9:03:13 AM**

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00251078

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Oregon, Ohio 43616

SERVICE ADDRESS: [REDACTED] !Case.Service\_Address\_City\_\_c}, Ohio 43616

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Sincerely,

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

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

**Email Created Date: 4/11/2019 7:04:59 AM**

**Email Text Version:**

Case Number: 00251078

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00251078

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Oregon, Ohio 43616

SERVICE ADDRESS: [REDACTED] !Case.Service\_Address\_City\_\_c}, Ohio 43616

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Sincerely,

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

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

**Email Created Date: 4/12/2019 1:52:12 PM**

**Email Text Version:**

Good afternoon,

Thank you for your feedback; however, because the account is inactive with Verde we have contacted Toledo Edison to confirm that they will accept the credit to the customer's account. We will notify you of their response once received.

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



From: Michael Coady [mailto:contactthepuco@puc.state.oh.us]  
Sent: Thursday, April 11, 2019 6:05 AM  
To: Regulatory  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00251078 [ref:\_00Dt0GzXt.\_500t0EiDPN:ref ]

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

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00251078

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Oregon, Ohio 43616

SERVICE ADDRESS: [REDACTED] Oregon, Ohio 43616

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

If full payment has not been received, then please credit her account with Toledo Edison and advise when that credit has been received by Toledo Edison for the customer's account.

Please be advised that you will need to use the account number listed above and not the customer number which was used to enroll the customer.

Also, the customer advised that she would like the company to stop calling her to solicit her business for electric or gas.

1. Please place this customer on the company's Do Not Call, Do Not Knock and Do Not Mail lists.

2. Please assure that all company vendors do the same.
3. Please advise the effective date of this change.

Sincerely,

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

[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C62fe890716a3445875a308d6bf6f94ee%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636906883297882095&sdata=c02tw3elnBmtayYkslAYB%2BQzyxLIYsaQYYpexep%2BNXQ%3D&reserved=0](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C62fe890716a3445875a308d6bf6f94ee%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636906883297882095&sdata=c02tw3elnBmtayYkslAYB%2BQzyxLIYsaQYYpexep%2BNXQ%3D&reserved=0)

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[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004NK0E>]

ref:\_00Dt0GzXt.\_500t0EiDPN:ref

**Email Created Date: 4/17/2019 12:00:57 PM**

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00251078

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Oregon, Ohio 43616  
SERVICE ADDRESS: [REDACTED] !Case.Service\_Address\_City\_\_c}, Ohio 43616  
AIQ: Verde Energy USA Ohio LLC  
SERVICE ACCOUNT NUMBER: [REDACTED]  
NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Sincerely,

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

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

**Email Created Date: 4/17/2019 7:09:47 PM**

**Email Text Version:**

Good Afternoon,

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

Verde has agreed to mail [REDACTED] refund check directly to the utility via US Mail within the next 21 business days. As such, Verde will make sure the customer's name and account number ([REDACTED]) is listed on the check to ensure the credit is applied to the correct account. Please be advised the check will be mailed to 76 S Main St, Supplier Service ATTN: Janee Rue A-GO10, Akron OH 44308. Furthermore, Verde will provide an update as soon as the check has been mailed to the utility.

In addition, Verde has added [REDACTED] service address of [REDACTED] [REDACTED] Oregon, Ohio 43616 to our internal "Do Not Solicit" list and has added telephone number [REDACTED] to our internal "Do Not Solicit" list.

Kindest Regards,

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

Brandi Williams | Regulatory Specialist

12140 Wickchester Ln, Ste 100 | Houston, TX 77079

Tel: 281-833-4103

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

From: Michael Coady <contactthepuco@puc.state.oh.us>

Sent: Wednesday, April 17, 2019 11:01 AM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00251078 [

ref:\_00Dt0GzXt.\_500t0EiDPN:ref ]

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

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00251078

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Oregon, Ohio 43616

SERVICE ADDRESS: [REDACTED] Oregon, Ohio 43616

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Please provide an update on how and when this customer will receive her refund.

Also, the customer advised that she would like the company to stop calling her to solicit her business for electric or gas.

Case Number: 00251078

89

1. Please place this customer on the company's Do Not Call, Do Not Knock and Do Not Mail lists.
2. Please assure that all company vendors do the same.
3. Please advise the effective date of this change.

Sincerely,

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

[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cc78ffe7d592b491e7f0a08d6c389c4bb%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636911393816231848&sdata=2ALN3cRS1PJLiJyDnuR9bhYRaIMr1MRwc%2F5v9HFDiPU%3D&reserved=0>](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cc78ffe7d592b491e7f0a08d6c389c4bb%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636911393816231848&sdata=2ALN3cRS1PJLiJyDnuR9bhYRaIMr1MRwc%2F5v9HFDiPU%3D&reserved=0)

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

[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004NTFI>]

ref: \_00Dt0GzXt.\_500t0EiDPN:ref

## Case Images

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Created Date	Images
2/14/2019 10:38:05 AM	 The logo for Verde Energy USA, featuring the text "verdeenergyusa" in a green sans-serif font, with a green swoosh underline that starts under "verde" and ends under "usa".
2/21/2019 3:31:19 PM	 The logo for Verde Energy USA, featuring the text "verdeenergyusa" in a green sans-serif font, with a green swoosh underline that starts under "verde" and ends under "usa".
4/1/2019 4:56:52 PM	 The logo for Verde Energy USA, featuring the text "verdeenergyusa" in a green sans-serif font, with a green swoosh underline that starts under "verde" and ends under "usa".



P.O. Box 421289  
Houston, TX 77242

## Welcome to the Verde Energy Family

>004452 00859 023 P51121



Oregon, OH 43616-3328



1/23/2019

Dear [REDACTED]

Thank you for signing up with Verde Energy. We look forward to providing you with 100% renewable energy at a very competitive rate.

We've received your request to start service; you will officially be switched to Verde Energy on your next meter reading. This can take your existing utility 1-2 billing cycles to complete, depending on the date you enrolled and on your next meter read date.

Once a customer, you'll enjoy the many benefits of being part of the Verde Energy family, including:

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

If you need assistance, please feel free to call our dedicated Customer Care team at 1-800-388-3862 or by email at [customercare@Verdeenergy.com](mailto:customercare@Verdeenergy.com).

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

Warm Regards,

Nathan Kroeker  
CEO & President

## My Plan Details

### Account Number

[REDACTED]

### Plan

Guaranteed Choice 24

### Rate

7.99 Cents/KWH

### Term

24 Months

### Monthly Fee

\$0

### Early Termination Fee

\$0

## Start Earning Money Today!

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

Use your refer-a-friend ID JMARS20181219172822



VE\_WELCOME\_10.17.18\_English







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

Verde Energy USA Ohio, LLC, OH License 12-489 E (1), with a business address of 12140 Wickchester Ln, Ste 100, Houston TX 77079 (“Verde”), will supply you (“Customer”) with electricity in the service territory of your local distribution company (“Utility”), subject to these Terms and Conditions of Service (“Agreement”), which includes an agreement to ARBITRATION for any and all disputes between Customer and Verde:

1. **Price:** During the first 24 Months. of service, Verde will supply electricity to Customer at a 100% renewable fixed generation rate of 7.99 Cents/KWH Plus \$0 per month. After the first 24 Months of service, Verde will supply electricity to Customer at a 100% renewable variable generation rate that may change monthly with market conditions. Verde will purchase and retire renewable energy certificates (“RECs”) or attributes to ensure that an amount equal to 100% of Customer’s electricity usage is generated by renewable sources. Customer shall also pay and be responsible for all other amounts related to the purchase and delivery of electricity, including applicable taxes and service and delivery charges from the Utility. Verde will serve only the supply portion of Customer’s electricity bill. All other services currently supplied by the Utility will continue to be supplied by the Utility. No deposit is required by Verde for service.
2. **Term:** Verde is authorized to switch Customer’s utility supplier for the generation service charge. This Agreement will start when the Utility completes Customer’s enrollment with Verde. Service with Verde will begin with the next available meter reading after processing of the request by the Utility and Verde. The Utility may charge switching fees to Customer. Customer will be responsible for the termination of any existing supplier agreement. This Agreement will continue until terminated by either Customer or Verde in accordance with this Agreement. If Customer switches back to the Utility, Customer may or may not be served under the same rates, terms, and conditions that apply to other customers served by the Utility.
3. **Right of Rescission & Termination:** Residential and small commercial customers shall have the right to rescind this Agreement within 7 calendar days following the postmark date on the Utility’s confirmation notice by calling the Utility at the designated local or toll-free number or by written notice to the Utility, which is effective as of the date of the postmark. Either Verde or Customer may terminate this Agreement at any time, for any reason and without an early termination fee. Verde may terminate this Agreement on at least 14 calendar days written notice should Customer fail to pay the bill or fail to meet any agreed-upon payment arrangements. The termination will become effective when the Utility switches Customer’s account from Verde to the new supplier selected by Customer, to the Utility or to such other default provider established for Customer’s account. Termination will not relieve Customer of any payment obligations for electricity provided to Customer by Verde prior to termination.
4. **Billing:** Customer will continue to receive one monthly electric bill from the Utility. Payment is due to the Utility in accordance with its standard billing practices. Failure to pay electric utility charges may result in Customer being disconnected in accordance with the electric utility tariff. Customer has the right to request from Verde, twice within a twelve month period, up to twenty-four months of Customer’s payment history without charge. Verde will support budget billing for the generation portion of the Customer’s to the extent that CRES budget billing is supported by the Utility.
5. **Emergency:** For any service question or in the event of an emergency, such as a power failure or a downed power line, Customer should contact:

Duke Energy Corporation	800-544-6900
The Dayton Power and Light Company	800-433-8500
Ohio Power Company	800-672-2231
Columbus Southern Power Company	800-672-2231
The Cleveland Electric Illuminating Company	800-589-3101
Ohio Edison	800-633-4766
Toledo Edison	800-447-3333
6. **Customer Relocation:** If Customer moves to a new address within Verde’s service territory, Customer should contact Verde in order to re-enroll at the new location.
7. **Changes to Agreement:** Verde may change, modify or amend this Agreement at any time (each a “Change”). Each Change will be made by Verde in the manner required by applicable law. Each Change will be posted on Verde’s website ([www.verdeenergy.com](http://www.verdeenergy.com)), and Customer will receive individual notice of the Change if required by applicable law. Customer should review the website periodically for applicable Changes. Customer’s continued use of Verde’s products and services following a Change constitutes Customer’s acceptance of this Agreement as so Changed.



8. **Assignment:** Customer may not assign this Agreement without Verde's written consent. Verde may assign this Agreement or the revenues or proceeds due it hereunder: (a) in connection with any financing; (b) to any of its affiliates; (c) to anyone succeeding to all or substantially all of Verde's assets or business in the State of Ohio; or (d) to another supplier licensed by the Public Utilities Commission of Ohio. This Agreement is binding upon Customer and Verde, and each party's heirs, successors and permitted assigns. Verde is prohibited from disclosing Customer's social security number and/or account number(s) without Customer's consent except for Verde's own collections and credit reporting, participation in programs funded by the universal service fund, pursuant to section 4928.52 of the Ohio Revised Code, or assigning a customer contract to another CRES provider.

9. **Notice:** Subject to Paragraph 7 above, any notice will be considered to have been made if mailed or emailed to the address for Customer in Verde's records.

10. **Disputes:** Customer may contact Verde regarding this Agreement or any dispute related to this Agreement at 1-800-388

11. -3862 Monday – Friday 8AM to 6PM EST. Verde will attempt to resolve the dispute in an efficient, fair and timely manner. Verde will report the results of its investigation to Customer. If your complaint is not resolved after you have called Verde and/or your Utility, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio ("PUCO") for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov). Hearing or speech impaired customers may contact PUCO via 7-1-1 (Ohio relay service). Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.pickocc.org](http://www.pickocc.org).

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

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

14. **Force Majeure:** Neither party shall be liable to the other for any delay or failure to perform caused by an event of Force Majeure. "Force Majeure" means events beyond a party's reasonable control, including, without limitation, acts of God, strikes, terrorism, wars, lightning, hurricanes, blizzards, floods, civil disturbances, shortages, unavailability of transmission facilities, and actions of any governmental authority or the Utility that materially impair a party's ability to perform.

15. **Rebate:** In order to redeem the rebate offered to Customer at the time of enrollment, Customer must comply with the terms, conditions and limitations applicable to the offer, which can be found on the enclosed rebate form (if applicable), the rebate form provided at the time of enrollment or on [www.verdeenergy.com/energy-rebate](http://www.verdeenergy.com/energy-rebate). To be eligible, Customer must have enrolled with Verde directly (not any other supplier) and have an active account when the form is processed. Limit one rebate offer per enrollment, and lifetime limit of three rebate offers per account per household. Converting, renewing or switching from one Verde product to another is not considered a new enrollment, and those customers are not eligible for any additional rebates.

16. **Entire Agreement:** This Agreement sets forth the entire agreement between Customer and Verde and supersedes any oral or written statements made in connection with this Agreement. This Agreement is governed by the laws of the State of Ohio.

17. **Governing Law:** Except as provided in Paragraph 17 below, this Agreement is governed by the laws of the State of Ohio, without regard to its choice of law principles.

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

Scope of the Arbitration Agreement. Any legal dispute between the parties concerning or arising out of Customer's enrollment, purchase, this Agreement, or the relationship between the parties ("Dispute") shall be resolved by one arbitrator through binding arbitration using the process explained below. The parties understand and agree that they are waiving their rights to sue or go to court to assert or defend their rights. However, either party may bring an individual claim in small claims court consistent with the jurisdictional and dollar amount limitations that may apply, so long as maintained as an individual claim. The term "Dispute" refers to any dispute, action, claim, or other controversy between the parties, whether in contract, warranty, tort, statute, regulation, ordinance, or any other legal or equitable basis.

Informal Dispute Resolution. Either party asserting a Dispute shall first try in good faith to resolve it by providing written notice as specified below to the other party describing the facts and circumstances (including any relevant documentation) and allowing the receiving party 30 days in which to respond. Notice shall be made by first class or registered mail (1) to Verde at 12140 Wickchester Ln, Ste 100, Houston TX 77079 or (2) to Customer at the postal address on file with Verde. Both Customer



and Verde agree that this dispute resolution procedure is a condition precedent which must be satisfied before initiating any arbitration against the other party.

Right to Opt Out of this Arbitration Agreement. Customer may opt out of this Arbitration Agreement within the first 30 days after the earlier of the first time Customer (a) enrolls and begins purchasing services from Verde; or (b) signs up for any further program or service provided by Verde. Customer may also opt out of this Arbitration Agreement within 30 days after Verde notifies Customer regarding a material change to this Arbitration Agreement. Customer may opt out by sending an email to Verde at [service@verdeenergy.com](mailto:service@verdeenergy.com) or by sending a letter to 12140 Wickchester Ln, Ste 100, Houston TX 77079. Customer should include Customer's printed name, mailing address, and the words "Reject Arbitration."

How Arbitration Works. Either party may initiate arbitration, which shall be conducted by the American Arbitration Association ("AAA") under the AAA Commercial or Consumer rules, as applicable, in effect at the time the claim is filed ("AAA Rules"). For information on how to file a claim, copies of the AAA Rules and forms can be located at [www.adr.org](http://www.adr.org), or by calling 1-800-778-7879. Arbitration shall take place in the county of Customer's residence, as determined by Customer's mailing address on file with Verde. Verde agrees to pay or reimburse all costs associated with any arbitration between the parties, including filing fees and arbitrator fees, and agrees to waive any right to recover an award of attorneys' fees and costs against Customer. The arbitrator's decision shall be final, binding, and non-appealable. Judgment upon the award may be entered and enforced in any court having jurisdiction.

Waiver of Right to Bring Class Action & Representative Claims. All Disputes, whether resolved informally, in small claims court, or through arbitration, shall be brought on an individual basis. Disputes must be brought in the party's individual capacity, and not as a plaintiff or class member in any purported class, collective, representative, multiple plaintiff, or similar proceeding ("Class Action"). The parties expressly waive any ability to maintain any Class Action in any forum, and the arbitrator shall not have authority to combine or aggregate similar claims or conduct any Class Action nor make an award to any entity or person not a party to the arbitration. Any claim that all or part of this Class Action waiver is unenforceable, unconscionable, void, or voidable may be determined only by a court of competent jurisdiction and not by an arbitrator. THE PARTIES UNDERSTAND THAT THEY WOULD HAVE HAD A RIGHT TO LITIGATE THROUGH A COURT, TO HAVE A JUDGE OR JURY DECIDE THEIR CASE AND TO BE PARTY TO A CLASS OR REPRESENTATIVE ACTION, HOWEVER, THEY UNDERSTAND AND CHOOSE TO HAVE ANY CLAIMS DECIDED INDIVIDUALLY, THROUGH ARBITRATION.

Governing Law. This Arbitration Agreement shall be governed by the Federal Arbitration Act and interpreting federal law. To the extent state law applies to any aspect of this provision or the claim, the laws of the State of Ohio, without regard to its choice of law principles, shall apply. Neither party shall sue the other party other than as provided herein or for enforcement of this Paragraph 17 or of the arbitrator's award; any such suit may be brought only in the federal court encompassing the county where the arbitration took place, or if any such court lacks jurisdiction, in any state court that has jurisdiction. The arbitrator, and not any federal, state or local court, shall have exclusive authority to resolve any dispute relating to the interpretation, applicability, unconscionability, arbitrability, enforceability or formation of this Arbitration Agreement including any claim that all or any part of the Arbitration Agreement is void or voidable. However, the preceding sentence shall not apply to the clause above entitled "Waiver of Right to Bring Class Action & Representative Claims."

19. **Privacy:** Verde's Privacy Policy governs the way Verde uses Customer's personal information. To review or obtain the current version of the Privacy Policy, please visit Verde's website at [www.verdeenergy.com](http://www.verdeenergy.com); email us at [privacy@verdeenergyusa.com](mailto:privacy@verdeenergyusa.com); or write to us at Privacy Policy Coordinator, Verde Energy USA, Inc., 12140 Wickchester Ln, Ste 100, Houston TX 77079. In general, Verde uses Customer's personal information to allow Verde to provide the products and services that Customer has chosen and to manage and develop Verde's business and operations, including informing Customer of products and services that carefully-selected third parties offer that may be of interest to Customer. Unless Customer contacts Verde and notifies Verde otherwise, by accepting electric service from Verde Customer consents to Verde collecting, retaining, using and disclosing Customer's personal information in accordance with the Privacy Policy.







Bill Based On: Actual Meter Reading, Equal  
Payment Plan, Budget Review

Page 1 of 2  
T18

March 26, 2019

Account Number: [REDACTED]

Amount Due: \$250.03

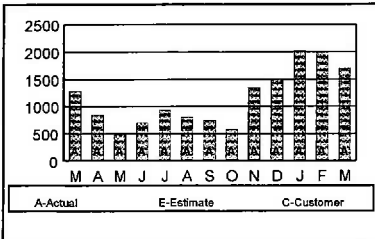
Due Date: April 09, 2019

Billing Period: Feb 23 to Mar 21, 2019 for 27 days  
Bill For: [REDACTED]

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-447-3333. For Payment Options, call 1-800-895-0095. Pay your bill online at [www.firstenergycorp.com](http://www.firstenergycorp.com)  
Bill Issued by: Toledo Edison, PO Box 3637, Akron OH 44309-3687

Messages	Account Summary	Amount Due
To avoid a 1.50% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date.	Previous Balance	505.69
Your current PRICE TO COMPARE for generation and transmission from Toledo Edison is listed below. In order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than Toledo Edison's price of 5.21 cents per KWH for the same usage that appears on the bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at <a href="http://www.energychoice.ohio.gov">www.energychoice.ohio.gov</a> .	Payments/Adjustments	-505.69
<b>Residential Service - [REDACTED] 5.21 cents per KWH</b>	<b>Balance at Billing on Mar 26, 2019</b>	<b>0.00</b>
The information below shows specific charges for the costs of energy efficiency, peak demand reduction, and renewable energy. These charges are not new, but are and previously were consolidated with other charges on your bill.	Toledo Edison - Payment Plan Amount	65.00
Energy Efficiency 1,690 KWH x 0.003281 \$5.54	Consumption Inst. Plan Amount	50.00
Peak Demand Reduction 1,690 KWH x 0.000820 \$1.39	Verde Energy USA - Consumption	135.03
Renewable Energy 1,690 KWH x 0.001167 \$2.01	<b>Total Current Charges</b>	<b>250.03</b>
Your next meter reading is scheduled to occur on or about Apr 23, 2019.	<b>Amount Due by Apr 09, 2019</b>	<b>\$250.03</b>
The Earned Income Tax Credit (EITC) is a tax credit for certain lower-income families and individuals. For information and to determine if you qualify, simply dial 1-800-828-1040, or visit <a href="http://www.irs.gov/individuals">www.irs.gov/individuals</a> .	Your actual account balance is \$679.10.	
Thank you for setting up a payment arrangement with Toledo Edison on 02/27/2019. The terms of the installment plan require a monthly installment amount of \$50.00 in addition to a budget payment plan for the projected monthly bills. If you receive your electric generation from an alternative supplier, you will need to pay the monthly installment amount, the utility's budget amount and your supplier's charges. The budget portion of the payments may be adjusted periodically. The amount you must pay will be shown on your bill each month. Please see Additional messages, if any, can be found on back.	Usage Information for Meter Number [REDACTED]	

Usage History			
Mar 18	1,276	Sep 18	741
Apr 18	845	Oct 18	573
May 18	483	Nov 18	1,343
Jun 18	701	Dec 18	1,485
Jul 18	929	Jan 19	2,012
Aug 18	805	Feb 19	2,006
		Mar 19	1,890



Comparisons	Last Year	This Year
Average Daily Use (KWH)	40	63
Average Daily Temperature	36	32
Days in Billing Period	32	27
Last 12 Months Use (KWH)		13,613
Average Monthly Use (KWH)		1,134

Account Balances by Company			
Previous Balance	Payments/ Adjustments	Current Charges	Amount Due
Toledo Edison	205.58	-205.58	115.00
Verde Energy USA	160.28	-160.28	135.03
SmartEnergy	139.83	-139.83	0.00
<b>Total</b>	<b>505.69</b>	<b>-505.69</b>	<b>250.03</b>

101 Merritt 7, 3rd Fl., Norwalk, CT 06851  
Customer Service: 1-800-388-3862  
Account Number: [REDACTED] Rate: BILL-READY

Billing Period: Feb 23, 2019 to Mar 21, 2019  
Energy Charge: 1690.00 Kwh @ 0.078900000  
Total Verde Energy USA Current Charges 135.03

Detail Payment and Adjustment Information	
02/26/19 Payment	-51.76
02/27/19 Installment plan created	-453.91
<b>Total Payments and Adjustments</b>	<b>-505.69</b>

Equal Payment Plan (EPP) Summary			
Actual Charges Billed During 1 EPP Month	90.16		
EPP Amount During 1 EPP Month	65.00		
<b>Difference Between Actual Charges and EPP Amount</b>	<b>25.16</b>		

Consumption Installment Plan	
Installment Date	04/09/2019
Installment Amount	453.91
Paid to date	0.00
<b>Balance Mar 26, 2019</b>	<b>453.91</b>

Return this part with a check or money order payable to Toledo Edison



76 South Main Street  
Akron, OH 44308-1890

Account Number: [REDACTED]

Amount Paid	[REDACTED]
Amount Due	\$250.03
Due Date	Apr 09, 2019

TOLEDO EDISON  
PO BOX 3687  
AKRON OH 44309-3687



Bill Based On: Actual Meter Reading, Equal  
Payment Plan

Page 1 of 2  
T18

Billing Period: Jan 24 to Feb 22, 2019 for 30 days  
Bill For:

February 27, 2019

Account Number:

Amount Due: \$470.70

Due Date: March 13, 2019

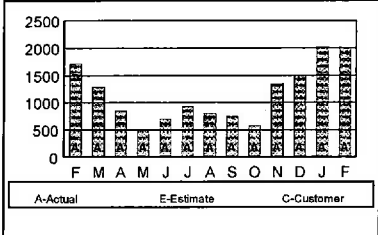
To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-447-3333. For Payment Options, call 1-800-995-0095. Pay your bill online at [www.firstenergycorp.com](http://www.firstenergycorp.com)  
Bill Issued by: Toledo Edison, PO Box 3687, Akron OH 44309-3687

Messages	Account Summary	Amount Due
*** DISCONNECTION NOTICE ***	Previous Balance	394.64
Your electric bill payment is past due. Your service may be disconnected unless payment of \$241.83 is made by 03/13/2019. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 and may be required to pay a security deposit of \$85.00 to have power restored. You may be eligible for the Percentage of Income Payment Plan Plus or other extended payment plan. See enclosed information. Failure to pay charges for competitive retail electric service may also result in the cancellation of your contract with the competitive retail electric service provider and return you to Toledo Edison's standard offer generation service. The amount due does not include charges for nonratified products or services but may include charges for competitive retail electric service. Failure to pay charges for other nonratified products or services may result in loss of those products or services. This provision is applicable only on accounts issued a consolidated bill for electric service. The due date on this notice does not change the due date of any previous notice sent to you for a past due amount. If you have questions, or if you want a list of our authorized payment agent locations, please call us at 1-800-995-0095. You may also call this number for information about our medical certification program if the disconnection of service would be especially dangerous to the health of a permanent resident.	Payments/Adjustments	-152.81
To avoid a 1.50% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date.	Balance at Billing on Feb 27, 2019	241.83
Your current PRICE TO COMPARE for generation and transmission from Toledo Edison is listed below. In order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than Toledo Edison's price of 5.21 cents per KWH for the same usage that appears on the bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at <a href="http://www.energychoice.ohio.gov">www.energychoice.ohio.gov</a> .	Toledo Edison - Payment Plan Amount	65.00
Residential Service - 5.21 cents per KWH	Verde Energy USA - Consumption	160.28
	Late Payment Charges	3.69
	Total Current Charges	228.87
	Amount Due by Mar 13, 2019	\$470.70

Your actual account balance is \$605.89.	
Usage Information for Meter Number	
Feb 22, 2019 KWH Reading (Actual)	22,071
Jan 24, 2019 KWH Reading (Actual)	20,065
KWH used	2,006
Charges From Toledo Edison	
Customer Number:	
Rate: Residential Service TE-RSD	
Customer Charge	4.00
Distribution Related Component	119.56
Cost Recovery Charges	31.55
Residential Distribution Credit	-26.51
Residential Non-Standard Credit	
Current Consumption Bill Charges	99.99
Late payment charge	3.69
Total Charges	\$ 163.58

Billing Information for Verde Energy USA	
101 Merritt 7, 3rd Fl., Norwalk, CT 06851	
Customer Service: 1-800-388-3862	
Account Number: Rate: BILL-READY	
Billing Period: Jan 24, 2019 to Feb 22, 2019	
Energy Charge: 2008.00 KWh @ 0.079900000	160.28
Total Verde Energy USA Current Charges	160.28
Detail Payment and Adjustment Information	
01/28/19 Payment	-152.81

Additional messages, if any, can be found on back.				Detail Payment and Adjustment Information				
				01/28/19	Payment		-152.81	
Usage History				Account Balances by Company				
Feb 18	1,713	Aug 18	805	Previous Balance	Payments/ Adjustments	Current Charges	Amount Due	
Mar 18	1,276	Sep 18	741	Toledo Edison	151.60	-49.60	68.59	170.59
Apr 18	845	Oct 18	573	Verde Energy USA	0.00	0.00	160.28	160.28
May 18	483	Nov 18	1,343	SmartEnergy	243.04	-103.21	0.00	139.83
Jun 18	701	Dec 18	1,485	Total	394.64	-152.81	228.87	470.70
Jul 18	929	Jan 19	2,012	Equal Payment Plan (EPP) Summary				
		Feb 19	2,006	Actual Charges Billed During 1 EPP Month	99.99			
				EPP Amount During 1 EPP Month	65.00			
				Difference Between Actual Charges and EPP Amount	34.99			



Comparisons	Last Year	This Year
Average Daily Use (KWH)	61	67
Average Daily Temperature	30	28
Days in Billing Period	28	30
Last 12 Months Use (KWH)		13,199
Average Monthly Use (KWH)		1,100

Return this part with a check or money order payable to Toledo Edison



76 South Main Street  
Akron, OH 44308-1890

Account Number:

Amount Paid	
Amount Due	\$470.70
Due Date	Mar 13, 2019

TOLEDO EDISON  
PO BOX 3687  
AKRON OH 44309-3687



Bill Based On: Actual Meter Reading, Rebill

Page 1 of 2  
T18Billing Period: Jan 24 to Feb 22, 2019 for 30 days  
Bill For:

February 26, 2019

Account Number:

Amount Due: \$505.69

Due Date: March 12, 2019

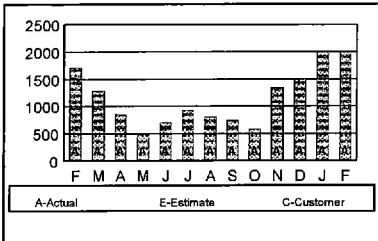
To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-447-3333. For Payment Options, call 1-800-995-0095. Pay your bill online at [www.firstenergycorp.com](http://www.firstenergycorp.com)  
Bill Issued by: Toledo Edison, PO Box 3687, Akron OH 44309-3687

Messages	Account Summary	Amount Due
<b>*** DISCONNECTION NOTICE ***</b> Your electric bill payment is past due. Your service may be disconnected unless payment of \$190.05 is made by 03/12/2019. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 and may be required to pay a security deposit of \$85.00 to have power restored. You may be eligible for the Percentage of Income Payment Plan Plus or other extended payment plan. See enclosed information. Failure to pay charges for competitive retail electric service may also result in the cancellation of your contract with the competitive retail electric service provider and return you to Toledo Edison's standard-offer generation service. The amount due does not include charges for nonratified products or services but may include charges for competitive retail electric service. Failure to pay charges for other nonratified products or services may result in loss of those products or services. This provision is applicable only on accounts issued a consolidated bill for electric service. The due date on this notice does not change the due date of any previous notice sent to you for a past due amount. If you have questions, or if you want a list of our authorized payment agent locations, please call us at 1-800-995-0095. You may also call this number for information about our medical certification program if the disconnection of service would be especially dangerous to the health of a permanent resident. To avoid a 1.50% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date. Your current PRICE TO COMPARE for generation and transmission from Toledo Edison is listed below. In order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than Toledo Edison's price of 5.21 cents per KWH for the same usage that appears on the bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at <a href="http://www.energychoice.ohio.gov">www.energychoice.ohio.gov</a> . Residential Service - 5.21 cents per KWH	Previous Balance 394.64 Payments/Adjustments -152.81 Balance at Billing on Feb 26, 2019 241.83 Toledo Edison 99.99 Verde Energy USA - Consumption 160.28 Late Payment Charges 3.59 Total Current Charges 263.86 Amount Due by Mar 12, 2019 \$505.69 Usage Information for Meter Number Feb 22, 2019 KWH Reading (Actual) 22,071 Jan 24, 2019 KWH Reading (Actual) 20,065 KWH used 2,006 Charges From Toledo Edison Customer Number: Rate: Residential Service TE-RSD Customer Charge 4.00 Distribution Related Component 119.56 Cost Recovery Charges 31.55 Residential Distribution Credit -26.51 Residential Non-Standard Credit -28.81 Current Consumption Bill Charges 99.99 Late payment charge 3.59 Total Charges \$ 103.58 Billing Information for Verde Energy USA 101 Merritt 7, 3rd Fl, Norwalk, CT 06851 Customer Service: 1-800-388-3862 Account Number: Rate: BILL-READY Billing Period: Jan 24, 2019 to Feb 22, 2019 Energy Charge: 2006.00 Kwh @ 0.079900000 160.28 Total Verde Energy USA Current Charges 160.28 Detail Payment and Adjustment Information 01/28/19 Payment -152.81 Account Balances by Company:	

Additional messages, if any, can be found on back.

## Usage History

Feb 18	1,713	Aug 18	805
Mar 18	1,276	Sep 18	741
Apr 18	845	Oct 18	573
May 18	483	Nov 18	1,343
Jun 18	701	Dec 18	1,485
Jul 18	929	Jan 19	2,012
		Feb 19	2,006



Comparisons	Last Year	This Year
Average Daily Use (KWH)	61	67
Average Daily Temperature	30	26
Days in Billing Period	28	30
Last 12 Months Use (KWH)		13,199
Average Monthly Use (KWH)		1,100

Return this part with a check or money order  
payable to Toledo Edison76 South Main Street  
Akron, OH 44308-1890

Account Number:

Amount	Paid	
Amount	Due	\$505.69
Due Date		Mar 12, 2019

TOLEDO EDISON  
PO BOX 3687  
AKRON OH 44309-3687

Billing Period	Usage	Verde Price	TE PTC
1/24/19 to 2/22/19	2,006	0.0799000000	0.0521000000
2/23/19 to 3/21/19	1,690	0.0799000000	0.0521000000

**Total**



Difference	Refund before monthly fee	Monthly Fee	Refund Amount
0.0278	55.7668000000	0.0000000000	55.7668000000
0.0278	46.9820000000	0.0000000000	46.9820000000

102.7488000000



Bill Based On: Actual Meter Reading, Equal  
Payment Plan, Budget Review

Page 1 of 2  
T18

March 26, 2019

Account Number: [REDACTED]

Amount Due: \$250.03

Due Date: April 09, 2019

Billing Period: Feb 23 to Mar 21, 2019 for 27 days  
Bill For: [REDACTED]

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-447-3333. For Payment Options, call 1-800-895-0095. Pay your bill online at [www.firstenergycorp.com](http://www.firstenergycorp.com)  
Bill Issued by: Toledo Edison, PO Box 3637, Akron OH 44309-3687

Messages	Account Summary	Amount Due
To avoid a 1.50% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date.	Previous Balance	505.69
Your current PRICE TO COMPARE for generation and transmission from Toledo Edison is listed below. In order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than Toledo Edison's price of 5.21 cents per KWH for the same usage that appears on the bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at <a href="http://www.energychoice.ohio.gov">www.energychoice.ohio.gov</a> .	Payments/Adjustments	-505.69
<b>Residential Service - [REDACTED] 5.21 cents per KWH</b>	<b>Balance at Billing on Mar 26, 2019</b>	<b>0.00</b>
The information below shows specific charges for the costs of energy efficiency, peak demand reduction, and renewable energy. These charges are not new, but are and previously were consolidated with other charges on your bill.	Toledo Edison - Payment Plan Amount	65.00
Energy Efficiency 1,690 KWH x 0.003281 \$5.54	Consumption Inst. Plan Amount	50.00
Peak Demand Reduction 1,690 KWH x 0.000820 \$1.39	Verde Energy USA - Consumption	135.03
Renewable Energy 1,690 KWH x 0.001167 \$2.01	<b>Total Current Charges</b>	<b>250.03</b>
Your next meter reading is scheduled to occur on or about Apr 23, 2019.	<b>Amount Due by Apr 09, 2019</b>	<b>\$250.03</b>
The Earned Income Tax Credit (EITC) is a tax credit for certain lower-income families and individuals. For information and to determine if you qualify, simply dial 1-800-828-1040, or visit <a href="http://www.irs.gov/individuals">www.irs.gov/individuals</a> .	Your actual account balance is \$679.10.	

Thank you for setting up a payment arrangement with Toledo Edison on 02/27/2019. The terms of the installment plan require a monthly installment amount of \$50.00 in addition to a budget payment plan for the projected monthly bills. If you receive your electric generation from an alternative supplier, you will need to pay the monthly installment amount, the utility's budget amount and your supplier's charges. The budget portion of the payments may be adjusted periodically. The amount you must pay will be shown on your bill each month. Please read additional messages, if any, can be found on back.

Usage History

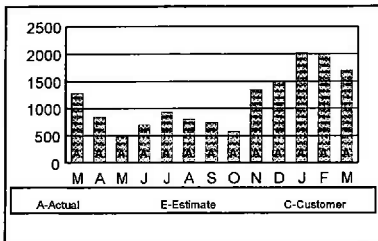
Month	Usage	Month	Usage
Mar 18	1,276	Sep 18	741
Apr 18	845	Oct 18	573
May 18	483	Nov 18	1,343
Jun 18	701	Dec 18	1,485
Jul 18	929	Jan 19	2,012
Aug 18	805	Feb 19	2,006
		Mar 19	1,890

Usage History

Usage History

Usage History

Month	Usage	Month	Usage
Mar 18	1,276	Sep 18	741
Apr 18	845	Oct 18	573
May 18	483	Nov 18	1,343
Jun 18	701	Dec 18	1,485
Jul 18	929	Jan 19	2,012
Aug 18	805	Feb 19	2,006
		Mar 19	1,890



Comparisons	Last Year	This Year
Average Daily Use (KWH)	40	63
Average Daily Temperature	36	32
Days in Billing Period	32	27
Last 12 Months Use (KWH)		13,613
Average Monthly Use (KWH)		1,134

Account Summary	Amount Due
Previous Balance	505.69
Payments/Adjustments	-505.69
<b>Balance at Billing on Mar 26, 2019</b>	<b>0.00</b>
Toledo Edison - Payment Plan Amount	65.00
Consumption Inst. Plan Amount	50.00
Verde Energy USA - Consumption	135.03
<b>Total Current Charges</b>	<b>250.03</b>
<b>Amount Due by Apr 09, 2019</b>	<b>\$250.03</b>

Billing Information for Verde Energy USA	
101 Merritt 7, 3rd Fl., Norwalk, CT 06851	
Customer Service: 1-800-388-3862	
Account Number: [REDACTED]	Rate: BILL-READY
Billing Period: Feb 23, 2019 to Mar 21, 2019	
Energy Charge: 1690.00 Kwh @ 0.079900000	135.03
<b>Total Verde Energy USA Current Charges</b>	<b>135.03</b>

Detail Payment and Adjustment Information	
02/26/19 Payment	-51.78
02/27/19 Installment plan created	-453.91
<b>Total Payments and Adjustments</b>	<b>\$505.69</b>

Account Balances by Company				
	Previous Balance	Payments/ Adjustments	Current Charges	Amount Due
Toledo Edison	205.58	-205.58	115.00	115.00
Verde Energy USA	160.28	-160.28	135.03	135.03
SmartEnergy	139.83	-139.83	0.00	0.00
<b>Total</b>	<b>505.69</b>	<b>-505.69</b>	<b>250.03</b>	<b>250.03</b>

Equal Payment Plan (EPP) Summary	
Actual Charges Billed During 1 EPP Months	90.16
EPP Amount During 1 EPP Months	65.00
Difference Between Actual Charges and EPP Amount	25.16

Consumption Installment Plan	
Installment Date	04/09/2019
Installment Amount	453.91
Paid to date	0.00
Balance Mar 26, 2019	453.91

Return this part with a check or money order payable to Toledo Edison



76 South Main Street  
Akron, OH 44308-1890

Account Number: [REDACTED]

Amount Paid	[REDACTED]
Amount Due	\$250.03
Due Date	Apr 09, 2019

TOLEDO EDISON  
PO BOX 3687  
AKRON OH 44309-3687



Bill Based On: Actual Meter Reading, Equal  
Payment Plan

Page 1 of 2  
T18

Billing Period: Jan 24 to Feb 22, 2019 for 30 days  
Bill For:

February 27, 2019

Account Number:

Amount Due: \$470.70

Due Date: March 13, 2019

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-447-3333. For Payment Options, call 1-800-995-0095. Pay your bill online at [www.firstenergycorp.com](http://www.firstenergycorp.com)  
Bill Issued by: Toledo Edison, PO Box 3687, Akron OH 44309-3687

Messages		Account Summary		Amount Due																																
*** DISCONNECTION NOTICE ***																																				
Your electric bill payment is past due. Your service may be disconnected unless payment of \$241.83 is made by 03/13/2019. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 and may be required to pay a security deposit of \$85.00 to have power restored. You may be eligible for the Percentage of Income Payment Plan Plus or other extended payment plan. See enclosed information. Failure to pay charges for competitive retail electric service may also result in the cancellation of your contract with the competitive retail electric service provider and return you to Toledo Edison's standard offer generation service. The amount due does not include charges for nonratified products or services but may include charges for competitive retail electric service. Failure to pay charges for other nonratified products or services may result in loss of those products or services. This provision is applicable only on accounts issued a consolidated bill for electric service. The due date on this notice does not change the due date of any previous notice sent to you for a past due amount. If you have questions, or if you want a list of our authorized payment agent locations, please call us at 1-800-995-0095. You may also call this number for information about our medical certification program if the disconnection of service would be especially dangerous to the health of a permanent resident.																																				
To avoid a 1.50% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date.																																				
Your current PRICE TO COMPARE for generation and transmission from Toledo Edison is listed below. In order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than Toledo Edison's price of 5.21 cents per KWH for the same usage that appears on the bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at <a href="http://www.energychoice.ohio.gov">www.energychoice.ohio.gov</a> .																																				
Residential Service - 5.21 cents per KWH																																				
Additional messages, if any, can be found on back.																																				
Usage History																																				
<table border="1"><thead><tr><th>Month</th><th>Usage (KWH)</th><th>Month</th><th>Usage (KWH)</th></tr></thead><tbody><tr><td>Feb 18</td><td>1,713</td><td>Aug 18</td><td>805</td></tr><tr><td>Mar 18</td><td>1,276</td><td>Sep 18</td><td>741</td></tr><tr><td>Apr 18</td><td>845</td><td>Oct 18</td><td>573</td></tr><tr><td>May 18</td><td>483</td><td>Nov 18</td><td>1,343</td></tr><tr><td>Jun 18</td><td>701</td><td>Dec 18</td><td>1,485</td></tr><tr><td>Jul 18</td><td>929</td><td>Jan 19</td><td>2,012</td></tr><tr><td></td><td></td><td>Feb 19</td><td>2,006</td></tr></tbody></table>					Month	Usage (KWH)	Month	Usage (KWH)	Feb 18	1,713	Aug 18	805	Mar 18	1,276	Sep 18	741	Apr 18	845	Oct 18	573	May 18	483	Nov 18	1,343	Jun 18	701	Dec 18	1,485	Jul 18	929	Jan 19	2,012			Feb 19	2,006
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Return this part with a check or money order payable to Toledo Edison																																				



76 South Main Street  
Akron, OH 44308-1890

Account Number:

Amount	Paid	
Amount	Due	\$470.70
Due Date		Mar 13, 2019

TOLEDO EDISON  
PO BOX 3687  
AKRON OH 44309-3687



Bill Based On: Actual Meter Reading, Rebill

Page 1 of 2  
T18Billing Period: Jan 24 to Feb 22, 2019 for 30 days  
Bill For:

February 26, 2019

Account Number:

Amount Due: \$505.69

Due Date: March 12, 2019

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-447-3333. For Payment Options, call 1-800-995-0095. Pay your bill online at [www.firstenergycorp.com](http://www.firstenergycorp.com)  
Bill Issued by: Toledo Edison, PO Box 3687, Akron OH 44309-3687

Messages		Account Summary		Amount Due
*** DISCONNECTION NOTICE ***		Previous Balance		394.64
Your electric bill payment is past due. Your service may be disconnected unless payment of \$190.05 is made by 03/12/2019. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 and may be required to pay a security deposit of \$85.00 to have power restored. You may be eligible for the Percentage of Income Payment Plan Plus or other extended payment plan. See enclosed information. Failure to pay charges for competitive retail electric service may also result in the cancellation of your contract with the competitive retail electric service provider and return you to Toledo Edison's standard-offer generation service. The amount due does not include charges for nonratified products or services but may include charges for competitive retail electric service. Failure to pay charges for other nonratified products or services may result in loss of those products or services. This provision is applicable only on accounts issued a consolidated bill for electric service. The due date on this notice does not change the due date of any previous notice sent to you for a past due amount. If you have questions, or if you want a list of our authorized payment agent locations, please call us at 1-800-995-0095. You may also call this number for information about our medical certification program if the disconnection of service would be especially dangerous to the health of a permanent resident.		Payments/Adjustments		-152.81
To avoid a 1.50% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date.		Balance at Billing on Feb 26, 2019		241.83
Your current PRICE TO COMPARE for generation and transmission from Toledo Edison is listed below. In order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than Toledo Edison's price of 5.21 cents per KWH for the same usage that appears on the bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at <a href="http://www.energychoice.ohio.gov">www.energychoice.ohio.gov</a> .		Toledo Edison		99.99
Residential Service - 5.21 cents per KWH		Verde Energy USA - Consumption		160.28
Additional messages, if any, can be found on back.		Late Payment Charges		3.59
Usage History		Total Current Charges		263.86
Feb 18 1,713 Aug 18 805		Amount Due by Mar 12, 2019		\$505.69
Mar 18 1,276 Sep 18 741		Usage Information for Meter Number		
Apr 18 845 Oct 18 573		Feb 22, 2019 KWH Reading (Actual)		22,071
May 18 483 Nov 18 1,343		Jan 24, 2019 KWH Reading (Actual)		20,065
Jun 18 701 Dec 18 1,485		KWH used		2,006
Jul 18 929 Jan 19 2,012		Charges From Toledo Edison		
Feb 19 2,006		Customer Number:		
		Rate: Residential Service TE-RSD		
		Customer Charge		4.00
		Distribution Related Component		119.56
		Cost Recovery Charges		31.55
		Residential Distribution Credit		-26.51
		Residential Non-Standard Credit		-28.81
		Current Consumption Bill Charges		99.99
		Late payment charge		3.59
		Total Charges		\$ 103.58
		Billing Information for Verde Energy USA		
		101 Merritt 7, 3rd Fl, Norwalk, CT 06851		
		Customer Service: 1-800-388-3862		
		Account Number:		
		Rate: BILL-READY		
		Billing Period: Jan 24, 2019 to Feb 22, 2019		
		Energy Charge: 2006.00 Kwh @ 0.079900000		160.28
		Total Verde Energy USA Current Charges		160.28
		Detail Payment and Adjustment Information		
		01/28/19 Payment		-152.81
		Account Balances by Company		
		Previous Balance		151.60
		Payments/Adjustments		-48.60
		Current Charges		103.58
		Amount Due		206.58
		Toledo Edison		151.60
		Verde Energy USA		0.00
		SmartEnergy		243.04
		Total		394.64
		Total		505.69

Comparisons		
	Last Year	This Year
Average Daily Use (KWH)	61	67
Average Daily Temperature	30	26
Days in Billing Period	28	30
Last 12 Months Use (KWH)		13,199
Average Monthly Use (KWH)		1,100

Return this part with a check or money order payable to Toledo Edison

76 South Main Street  
Akron, OH 44308-1890

Account Number:

Amount	Paid	
Amount	Due	\$505.69
Due Date	Mar 12, 2019	

TOLEDO EDISON  
PO BOX 3687  
AKRON OH 44309-3687



# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

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

## Case Detail

Case Number: 00251635	Owner: Leslie Carter
Account Name: [REDACTED]	Account in Question: Verde Energy USA Ohio LLC
Type:	Account Holder:
Status: Closed	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

### CASE DATES:

Date Opened: 02-06-2019  
Case Age in Business Days: 1

Date Closed: 02-06-2019

## Contact Information

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

## Service Address Information

Service Account Number:	Service Address County: Lucas
Service Address Street: [REDACTED]	Service Address State: Ohio
Service Address City: Toledo	Service Address Zip:
Service Address Country: United States	Service Address Phone: 4192147230

## Industry Information

AIQ Industry: Electric	Territory Account: 001t0000008OFZyAAO
AIQ Sub-Industry: Competitive Retail Electric Service Provider	General Code: General -- Electric
AIQ Sub-Sub-Industry:	Specific Code: Do Not Call List
Non-Jurisdictional Case: <input type="checkbox"/>	

## Additional Information

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

## Transportation Information

---

Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

---

**Description:**

**Resolution:**

ICB

## Case Comments

---

Created Date	Comment
2/6/2019 1:15:00 PM	Customer calling about Verde. Customer is getting calls from a representative named James. Customer states he keeps calling. Spoke with husband. He states that he made a request for the customer to stop calling and James called him back again after he made the request. James is calling from phone# 1-800-388-3862. Gave case# to investigate why Verde is not honoring request to stop calls. Advised customer to get on utility company's Do not market list. Customer had questions regarding ETF and supplier options. Advised to check rate of current contract with Direct energy. Compare it to TE and make decision on switching. Invited call back.
2/20/2019 4:00:55 AM	ICB

## Web Information

---

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

## System Information

---

Created by: Leslie Carter	Last Modified by: Sara Macey
# Tasks Correspondence Review: 0	Next Activity Date:
# Tasks Correspondence Review: 0	Case Grade Created: <input type="checkbox"/>
	Case Grade Target: <input type="checkbox"/>

## Case Emails

---

## Case Images

---

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



# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

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

## Case Detail

Case Number: 00251636	Owner: Courtney Fleming
Account Name: [REDACTED]	Account in Question: Verde Energy USA Ohio LLC
Type:	Account Holder:
Status: Closed	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

### CASE DATES:

Date Opened: 02-06-2019  
Case Age in Business Days: 1

Date Closed: 02-06-2019

## Contact Information

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

## Service Address Information

Service Account Number:	Service Address County: Franklin
Service Address Street: [REDACTED]	Service Address State: Ohio
Service Address City: Whitehall	Service Address Zip:
Service Address Country: United States	Service Address Phone:

## Industry Information

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

## Additional Information

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



## Transportation Information

---

Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

---

Description:

Resolution:

icb

## Case Comments

---

Created Date	Comment
2/6/2019 1:05:44 PM	cust got a letter stating verde will be his supplier cust not sure why or how this happened asked cust if anyone has called or came to his door he doesnt recall referred to company icb if he has any concerns
2/20/2019 4:00:55 AM	icb

## Web Information

---

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

## System Information

---

Created by: Courtney Fleming	Last Modified by: Sara Macey
# Tasks Correspondence Review: 0	Next Activity Date:
# Tasks Correspondence Review:0	Case Grade Created: <input type="checkbox"/>
	Case Grade Target: <input type="checkbox"/>

## Case Emails

---

Case Images

---

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



# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

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

## Case Detail

Case Number: 00251705	Owner: Leslie Carter
Account Name: ANONYMOUS CONSUMER ACCOUNT	Account in Question: Verde Energy USA Ohio LLC
Type:	Account Holder:
Status: Closed	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

### CASE DATES:

Date Opened: 02-06-2019  
Case Age in Business Days: 1

Date Closed: 02-06-2019

## Contact Information

Contact: ANONYMOUS CONSUMER ACCOUNT	Preferred Contact Method: No Preference
Phone:	Preferred Contact Time:
Mobile:	Email:

## Service Address Information

Service Account Number:	Service Address County:
Service Address Street: Refused	Service Address State: Ohio
Service Address City:	Service Address Zip:
Service Address Country: United States	Service Address Phone:

## Industry Information

AIQ Industry: Electric	Territory Account:
AIQ Sub-Industry: Competitive Retail Electric Service Provider	General Code: General -- Electric
AIQ Sub-Sub-Industry:	Specific Code: Call Company First
Non-Jurisdictional Case: <input type="checkbox"/>	

## Additional Information

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

## Transportation Information

---

Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

---

Description:

Resolution:

ICB

## Case Comments

---

Created Date	Comment
2/6/2019 3:28:29 PM	cust called in regarding verde enrollment. TWWC. Gave# to Verde. Invited call back.
2/19/2019 4:29:10 PM	ICB

## Web Information

---

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

## System Information

---

Created by: Leslie Carter	Last Modified by: Sara Macey
# Tasks Correspondence Review: 0	Next Activity Date:
# Tasks Correspondence Review:0	Case Grade Created: <input type="checkbox"/>
	Case Grade Target: <input type="checkbox"/>

## Case Emails

---

## Case Images

---

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

**This foregoing document was electronically filed with the Public Utilities**

**Commission of Ohio Docketing Information System on**

**11/1/2019 2:20:55 PM**

**in**

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

Summary: Exhibit Exhibit 7 - Part 1 on behalf of The Office of The Ohio Consumers' Counsel electronically filed by Mrs. Tracy J Greene on behalf of O'Brien, Angela D