



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: 00257246

Account Name: [REDACTED]

Type:

Status: Closed

Preferred Contact Method: No Preference

Owner: Maureen Harbolt

Account in Question: Verde Energy USA
Ohio LLC

Account Holder:

Priority: Standard

Service Type: Residential

CASE DATES:

Date Opened: 03-06-2019

Date Closed: 03-29-2019

Case Age in Business Days: 17

Contact Information

Contact: [REDACTED]

Preferred Contact Method: No Preference

Phone: [REDACTED]

Preferred Contact Time:

Mobile:

Email:

Service Address Information

Service Account Number: [REDACTED]

Service Address County: 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: Billing -- Electric

AIQ Sub-Sub-Industry:

Specific Code: Contract Inquiry

Non-Jurisdictional Case: ☐

Additional Information

PUCO ID: 345478

Case Formal Complaint Specialist Approved:

Docketing Case Number:

Case Formal Complaint Supervisor Approved:

Legacy Case ID:

Transportation Information

Crossing ID:
Railroad:
Railroad Street Name:

Description Information

Description:

Resolution:

LVM to close, advised enrollment invalid. co will send re-rate check.

Case Comments

Created Date	Comment
3/6/2019 3:43:48 PM	Caller wanted to know how Verde became supplier. caller contacted duke, and they sent a request to cancel to verde, but caller was told to call puco. Caller has not contacted supplier. advised caller would open investigation to see how the account was enrolled. caller states Verde has been supplier she thinks since nov. provided case number and time frame.

3/26/2019 10:10:38 AM	<p>CO response:</p> <ul style="list-style-type: none"> On 9/20/2018, [REDACTED] enrolled the electric and gas account with Verde via door-to-door representative, Antione Rowe with Energy Group Consultants LLC. (TPV Attached) The electric account was enrolled onto a 12-month plan, which offered the fixed-rate of \$0.0759 cents/kWh. The electric account was enrolled onto a 12-month plan, which offered the fixed-rate of \$0.5046 cents/CCF. On 10/1/2018, Verde generated and sent the Welcome Letter for Gas and Electric services. (Letters Attached) On 10/12/2018, the electric and gas accounts became active with Verde. On 12/8/2018, Verde received an incoming cancellation request from the utility for the gas account with the termination date of 1/16/2018. On 12/10/2018, Verde received an incoming cancellation request from the utility for the electric account with the termination date of 1/16/2018. On 3/6/2019, Verde received PUCO Complaint No. 00257246. <p>Outcome:</p> <p>Verde would like to confirm that per the attached TPV, [REDACTED] enrolled the accounts with Verde. However, due to apparent discrepancies within the TPV, the enrollment should have been deemed as a "No Sale". For this reason, we have submitted a request to adjust the accounts from 10/12/2018 (Date of Inception) to 1/16/2018 (Date of Termination) back to the utility's rate. If a refund is deemed as due, [REDACTED] will be refunded accordingly.</p> <p>Lastly, please note that the termination dates of 1/16/2018 was solely determined by the utility and not Verde.</p> <p>Please let me know if you have any additional questions or concerns regarding this matter.</p> <p>Thank you for the information provided. We have as well completed the cost-analysis calculations for the electric account and a request to have the amount of \$38.39 issued in form of a refund check was also submitted.</p> <p>[REDACTED] is to receive two refund checks. One for \$70.14 for the Gas account and the second for \$38.39 for the Electric account.</p> <p>-----</p> <p>Called to close, daughter answered, LM to have customer call back.</p>
3/29/2019 11:41:15 AM	LVM to close, advised enrollment invalid. co will send re-rate check.

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: Maureen Harbolt
Tasks Correspondence Review: 0
Tasks Correspondence Review:0

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

Case Emails

Email Created Date: 3/6/2019 3:44:10 PM

Email Text Version:

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00257246

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Cincinnati, Ohio 45204

SERVICE ADDRESS: [REDACTED] Cincinnati, Ohio 45204

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Good afternoon,

██████████ contacted the PUCO regarding Verde. The customer states Verde has been supplier since November, but does not know how.

When was this account enrolled, and how?

Please provide copies of:

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

Please provide any additional information that may assist in investigation.

Sincerely,

Maureen Harbolt

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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

ref:_00Dt0GzXt._500t0FNwL:ref

Email Created Date: 3/8/2019 5:14:33 PM

Email Text Version:

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00257246.

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") disputing the enrollment with Verde. [REDACTED] wants to know how her services were enrolled.

Investigative Results:

- * On 9/20/2018, [REDACTED] enrolled the electric and gas account with Verde via door-to-door representative, Antione Rowe with Energy Group Consultants LLC. (TPV Attached)
- * The electric account was enrolled onto a 12-month plan, which offered the fixed-rate of \$0.0759 cents/kWh.
- * The electric account was enrolled onto a 12-month plan, which offered the fixed-rate of \$0.5046 cents/CCF.
- * On 10/1/2018, Verde generated and sent the Welcome Letter for Gas and Electric services. (Letters Attached)
- * On 10/12/2018, the electric and gas accounts became active with Verde.
- * On 12/8/2018, Verde received an incoming cancellation request from the utility for the gas account with the termination date of 1/16/2018.
- * On 12/10/2018, Verde received an incoming cancellation request from the utility for the electric account with the termination date of 1/16/2018.
- * On 3/6/2019, Verde received PUCO Complaint No. 00257246.

Outcome:

Verde would like to confirm that per the attached TPV, [REDACTED] enrolled the accounts with Verde. However, due to apparent discrepancies within the TPV, the enrollment should have been deemed as a "No Sale". For this reason, we have submitted a request to adjust the accounts from 10/12/2018 (Date of Inception) to 1/16/2018 (Date of Termination) back to the utility's rate. If a refund is deemed as due, [REDACTED] will be refunded accordingly. Lastly, please note that the termination dates of 1/16/2018 was 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,

Xiomara Mendoza

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

Sent: Wednesday, March 06, 2019 2:46 PM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257246 [ref:_00Dt0GzXt._500t0FNEwL: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: 00257246

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Cincinnati, Ohio 45204

SERVICE ADDRESS: [REDACTED] Cincinnati, Ohio 45204

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Good afternoon,

[REDACTED] contacted the PUCO regarding Verde. The customer states Verde has been supplier since November, but does not know how.
When was this account enrolled, and how?

Please provide copies of:

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

Please provide any additional information that may assist in investigation.

Sincerely,

Maureen Harbolt

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

www.PUCO.ohio.gov<<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C58ad652554624619e92c08d6a4133f22%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636876800533434129&sdata=izQhucKCje8eUdjuAYU0l%2B2P65w2cep0UqUsDB8HPoA%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=018t0000003iaTN>]

ref:_00Dt0GzXt._500t0FNEwL:ref

Email Created Date: 3/12/2019 12:22:14 PM

Email Text Version:

Initial Submission of a Consumer Complaint

Please Respond Within 10 Business Days

CASE ID: 00257246

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Cincinnati, Ohio 45204

SERVICE ADDRESS: [REDACTED] Cincinnati, Ohio 45204

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

Case Number: 00257246

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,

The PUCO is investigating the [REDACTED] enrollment and service with her supplier Verde. Can you verify the account no longer has Verde as the supplier?
Can you please provide any bill copies that show Verde as the supplier?

Sincerely,

Maureen Harbolt

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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

ref:_00Dt0GzXt._500t0FNEL:ref

Email Created Date: 3/15/2019 9:19:57 AM

Email Text Version:

Maureen,

I reviewed the account for [REDACTED] at 1037 Fairbanks.

[REDACTED] was enrolled with Verde Energy as her gas and electric supplier from 10/12/18 to 1/16/19. She was then enrolled with Kiwi Energy from 1/16/19 to 2/14/19 and is now enrolled with Median Energy as of 2/14/19.

I have attached a copy of the bills from November to current. Please let me know if you have any questions.

Laura Reynolds
Consumer Affairs Specialist
317-838 -2851

[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: Tuesday, March 12, 2019 12:24 PM
To: Commission-AGT@duke-energy.com
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257246 [ref:_00Dt0GzXt._500t0FNwL: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: 00257246
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Cincinnati, Ohio 45204
SERVICE ADDRESS: [REDACTED] Cincinnati, Ohio 45204

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,

The PUCO is investigating the [REDACTED] enrollment and service with her supplier Verde. Can you verify the account no longer has Verde as the supplier?
Can you please provide any bill copies that show Verde as the supplier?

Sincerely,

Maureen Harbolt

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C7048c3e152f242f6ff1608d6a948b913%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636882527824570623&sdata=by2JPBv7pCNPUQoomgYNs5w6uKfw40zXqgDKAQSSsXk%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%7C7048c3e152f242f6ff1608d6a948b913%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636882527824570623&sdata=by2JPBv7pCNPUQoomgYNs5w6uKfw40zXqgDKAQSSsXk%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=018t0000004Magt>]

ref:_00Dt0GzXt._500t0FNwL:ref

Email Created Date: 3/15/2019 2:46:43 PM

Email Text Version:

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00257246

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Cincinnati, Ohio 45204

SERVICE ADDRESS: [REDACTED] Cincinnati, Ohio 45204

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!

Thank you for the information provided. Please provide an update when it is determined if a refund is due, how much it will be for and when it is to be processed.

Sincerely,

Maureen Harbolt

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 3/8/2019 5:12 PM

To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257246 [ref:_00Dt0GzXt._500t0FNEL:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00257246.

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") disputing the enrollment with Verde. [REDACTED] wants to know how her services were enrolled.

Investigative Results:

On 9/20/2018, [REDACTED] enrolled the electric and gas account with Verde via door-to-door representative, Antione Rowe with Energy Group Consultants LLC. (TPV Attached)

The electric account was enrolled onto a 12-month plan, which offered the fixed-rate of \$0.0759 cents/kWh.

The electric account was enrolled onto a 12-month plan, which offered the fixed-rate of \$0.5046 cents/CCF.

On 10/1/2018, Verde generated and sent the Welcome Letter for Gas and Electric services. (Letters Attached)

On 10/12/2018, the electric and gas accounts became active with Verde.

On 12/8/2018, Verde received an incoming cancellation request from the utility for the gas account with the termination date of 1/16/2018.

On 12/10/2018, Verde received an incoming cancellation request from the utility for the electric account with the termination date of 1/16/2018.

On 3/6/2019, Verde received PUCO Complaint No. 00257246.

Outcome:

Verde would like to confirm that per the attached TPV, [REDACTED] enrolled the accounts with Verde. However, due to apparent discrepancies within the TPV, the enrollment should have been deemed as a "No Sale". For this reason, we have submitted a request to adjust the accounts from 10/12/2018 (Date of Inception) to 1/16/2018 (Date of Termination) back to the utility's rate. If a refund is deemed as due, [REDACTED] will be refunded accordingly.

Lastly, please note that the termination dates of 1/16/2018 was 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,

Xiomara Mendoza

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

Sent: Wednesday, March 06, 2019 2:46 PM
To: Regulatory <regulatory@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257246 [ref:_00Dt0GzXt._500t0FNwL:ref]

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

CASE ID: 00257246
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Cincinnati, Ohio 45204
SERVICE ADDRESS: [REDACTED] Cincinnati, Ohio 45204
AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER: [REDACTED]
NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Good afternoon,

[REDACTED] contacted the PUCO regarding Verde. The customer states Verde has been supplier since November, but does not know how.
When was this account enrolled, and how?

Please provide copies of:

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

Please provide any additional information that may assist in investigation.

Sincerely,

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

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

ref:_00Dt0GzXt._500t0FNEL:ref
Email Created Date: 3/22/2019 12:06:27 PM

Email Text Version:

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

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
Sent: 3/15/2019 2:46 PM
To: customerconcerns@sparkenergy.com
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257246 [ref:_00Dt0GzXt._500t0FNEL:ref]

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00257246
COMPANY:
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Cincinnati, Ohio 45204
SERVICE ADDRESS: [REDACTED] Cincinnati, Ohio 45204
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!

Thank you for the information provided. Please provide an update when it is determined if a refund is due, how much it will be for and when it is to be processed.

Sincerely,

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

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

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 3/8/2019 5:12 PM

To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257246 [ref:_00Dt0GzXt._500t0FNEL:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00257246.

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") disputing the enrollment with Verde. [REDACTED] wants to know how her services were enrolled.

Investigative Results:

On 9/20/2018, [REDACTED] enrolled the electric and gas account with Verde via door-to-door representative, Antione Rowe with Energy Group Consultants LLC. (TPV Attached)

The electric account was enrolled onto a 12-month plan, which offered the fixed-rate of \$0.0759 cents/kWh.

The electric account was enrolled onto a 12-month plan, which offered the fixed-rate of \$0.5046 cents/CCF.

On 10/1/2018, Verde generated and sent the Welcome Letter for Gas and Electric services. (Letters Attached)

On 10/12/2018, the electric and gas accounts became active with Verde.

On 12/8/2018, Verde received an incoming cancellation request from the utility for the gas account with the termination date of 1/16/2018.

On 12/10/2018, Verde received an incoming cancellation request from the utility for the electric account with the termination date of 1/16/2018.

On 3/6/2019, Verde received PUCO Complaint No. 00257246.

Outcome:

Verde would like to confirm that per the attached TPV, [REDACTED] enrolled the accounts with Verde. However, due to apparent discrepancies within the TPV, the enrollment should have been deemed as a "No Sale". For this reason, we have submitted a request to adjust the accounts from 10/12/2018 (Date of Inception) to 1/16/2018 (Date of Termination) back to the utility's rate. If a refund is deemed as due, [REDACTED] will be refunded accordingly. Lastly, please note that the termination dates of 1/16/2018 was 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,

Xiomara Mendoza

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

Sent: Wednesday, March 06, 2019 2:46 PM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257246 [ref:_00Dt0GzXt._500t0FNEwL:ref]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00257246

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Cincinnati, Ohio 45204

SERVICE ADDRESS: [REDACTED] Cincinnati, Ohio 45204

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Good afternoon,

██████████ contacted the PUCO regarding Verde. The customer states Verde has been supplier since November, but does not know how.
When was this account enrolled, and how?

Please provide copies of:

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

Please provide any additional information that may assist in investigation.

Sincerely,

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

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

ref:_00Dt0GzXt._500t0FNEL:ref
Email Created Date: 3/22/2019 12:50:02 PM

Email Text Version:

Good morning,

Attached you will find the cost-analysis calculations for [REDACTED] The adjustment was for \$70.14 and it will be sent in form of a refund check within 21 business days from today.

Thank you,

Xiomara Mendoza

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

Sent: Friday, March 22, 2019 11:06 AM

To: Customer Concerns <customerconcerns@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257246 [ref:_00Dt0GzXt._500t0FNEL:ref]

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

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00257246

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Cincinnati, Ohio 45204

SERVICE ADDRESS: [REDACTED] Cincinnati, Ohio 45204

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!

Good afternoon,

Is there an update regarding this case?

Sincerely,

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

[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cfb368c94acc34ef1db5f08d6aee5d90d%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636888701970664416&sdata=Zax7dQ%2FHq%2FCPnG0KzBfDS5tit2%2Bepbr2EDTvEud5uAU%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%7Cfb368c94acc34ef1db5f08d6aee5d90d%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636888701970664416&sdata=Zax7dQ%2FHq%2FCPnG0KzBfDS5tit2%2Bepbr2EDTvEud5uAU%3D&reserved=0)

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

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

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

Sent: 3/15/2019 2:46 PM

To: customerconcerns@sparkenergy.com<mailto:customerconcerns@sparkenergy.com>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257246 [

ref:_00Dt0GzXt._500t0FNEL:ref]

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

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00257246

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Cincinnati, Ohio 45204

SERVICE ADDRESS: [REDACTED] Cincinnati, Ohio 45204

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!

Thank you for the information provided. Please provide an update when it is determined if a refund is due, how much it will be for and when it is to be processed.

Sincerely,

Maureen Harbolt

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cfb368c94ac34ef1db5f08d6aee5d90d%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636888701970674423&sdata=ar78OBkU35F3pg216sR%2FC4QOtL%2BTafCPDXfv0px7oFs%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%7Cfb368c94ac34ef1db5f08d6aee5d90d%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636888701970674423&sdata=ar78OBkU35F3pg216sR%2FC4QOtL%2BTafCPDXfv0px7oFs%3D&reserved=0)

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

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 3/8/2019 5:12 PM

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

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257246 [ref:_00Dt0GzXt._500t0FNwL:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00257246.

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") disputing the enrollment with Verde. [REDACTED] wants to know how her services were enrolled.

Investigative Results:

- * On 9/20/2018, [REDACTED] enrolled the electric and gas account with Verde via door-to-door representative, Antione Rowe with Energy Group Consultants LLC. (TPV Attached)

- * The electric account was enrolled onto a 12-month plan, which offered the fixed-rate of \$0.0759 cents/kWh.

- * The electric account was enrolled onto a 12-month plan, which offered the fixed-rate of \$0.5046 cents/CCF.

- * On 10/1/2018, Verde generated and sent the Welcome Letter for Gas and Electric services. (Letters Attached)

- * On 10/12/2018, the electric and gas accounts became active with Verde.

- * On 12/8/2018, Verde received an incoming cancellation request from the utility for the gas account with the termination date of 1/16/2018.

- * On 12/10/2018, Verde received an incoming cancellation request from the utility for the electric account with the termination date of 1/16/2018.

- * On 3/6/2019, Verde received PUCO Complaint No. 00257246.

Outcome:

Verde would like to confirm that per the attached TPV, [REDACTED] enrolled the accounts with Verde. However, due to apparent discrepancies within the TPV, the enrollment should have been deemed as a "No Sale". For this reason, we have submitted a request to adjust the accounts from 10/12/2018 (Date of Inception) to 1/16/2018 (Date of Termination) back to the utility's rate. If a refund is deemed as due, [REDACTED] will be refunded accordingly. Lastly, please note that the termination dates of 1/16/2018 was 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,
Xiomara Mendoza

From: PUCO Consumer Call Center
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>
Sent: Wednesday, March 06, 2019 2:46 PM
To: Regulatory <regulatory@sparkenergy.com<mailto:regulatory@sparkenergy.com>>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257246 [
ref:_00Dt0GzXt._500t0FNwL: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: 00257246
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Cincinnati, Ohio 45204
SERVICE ADDRESS: [REDACTED] Cincinnati, Ohio 45204
AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER: [REDACTED]
NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Good afternoon,

[REDACTED] contacted the PUCO regarding Verde. The customer states Verde has been supplier since November, but does not know how.
When was this account enrolled, and how?

Please provide copies of:

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

Please provide any additional information that may assist in investigation.

Sincerely,

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

[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cfb368c94acc34ef1db5f08d6aee5d90d%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636888701970694444&sdata=k8ZiDxMWDmhOr%2FGKXIXEEjkpaNx49SAdDrroXPSkt2I%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%7Cfb368c94acc34ef1db5f08d6aee5d90d%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636888701970694444&sdata=k8ZiDxMWDmhOr%2FGKXIXEEjkpaNx49SAdDrroXPSkt2I%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=018t0000003iaTN>]

ref:_00Dt0GzXt._500t0FNEwL:ref

[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004Migf>][<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004Ms00>]

Email Created Date: 3/22/2019 2:03:56 PM

Email Text Version:

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

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 3/22/2019 12:45 PM
To: contactthepuco@puco.ohio.gov
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257246 [ref:_00Dt0GzXt._500t0FNwL:ref]

Good morning,

Attached you will find the cost-analysis calculations for [REDACTED] The adjustment was for \$70.14 and it will be sent in form of a refund check within 21 business days from today.

Thank you,

Xiomara Mendoza

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Friday, March 22, 2019 11:06 AM
To: Customer Concerns <customerconcerns@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257246 [ref:_00Dt0GzXt._500t0FNwL:ref]

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

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00257246
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Cincinnati, Ohio 45204
SERVICE ADDRESS: [REDACTED] Cincinnati, Ohio 45204
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!

Good afternoon,

Is there an update regarding this case?

Sincerely,

Maureen Harbolt

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cfb368c94acc34ef1db5f08d6aee5d90d%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C636888701970664416&sdata=Zax7dQ%2FHq%2FCpnG0KzBfDS5tit2%2Bepbr2EDTvEud5uAU%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%7Cfb368c94acc34ef1db5f08d6aee5d90d%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C636888701970664416&sdata=Zax7dQ%2FHq%2FCpnG0KzBfDS5tit2%2Bepbr2EDTvEud5uAU%3D&reserved=0)

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

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

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

Sent: 3/15/2019 2:46 PM

To: customerconcerns@sparkenergy.com<mailto:customerconcerns@sparkenergy.com>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257246 [

ref:_00Dt0GzXt._500t0FNwL:ref]

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

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00257246

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Cincinnati, Ohio 45204

SERVICE ADDRESS: [REDACTED] Cincinnati, Ohio 45204

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!

Thank you for the information provided. Please provide an update when it is determined if a refund is due, how much it will be for and when it is to be processed.

Sincerely,

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

www.PUCO.ohio.gov<<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cfb368c94acc34ef1db5f08d6aee5d90d%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636888701970674423&sdata=ar78OBkU35F3pg216sR%2FC4QOtL%2BTafCPDXfv0px7oFs%3D&reserved=0>>
>

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

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 3/8/2019 5:12 PM

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

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257246 [ref:_00Dt0GzXt._500t0FNEL:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00257246.

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") disputing the enrollment with Verde. [REDACTED] wants to know how her services were enrolled.

Investigative Results:

- * On 9/20/2018, [REDACTED] enrolled the electric and gas account with Verde via door-to-door representative, Antione Rowe with Energy Group Consultants LLC. (TPV Attached)

- * The electric account was enrolled onto a 12-month plan, which offered the fixed-rate of \$0.0759 cents/kWh.

- * The electric account was enrolled onto a 12-month plan, which offered the fixed-rate of \$0.5046 cents/CCF.

- * On 10/1/2018, Verde generated and sent the Welcome Letter for Gas and Electric services. (Letters Attached)

- * On 10/12/2018, the electric and gas accounts became active with Verde.

- * On 12/8/2018, Verde received an incoming cancellation request from the utility for the gas account with the termination date of 1/16/2018.

* On 12/10/2018, Verde received an incoming cancellation request from the utility for the electric account with the termination date of 1/16/2018.

* On 3/6/2019, Verde received PUCO Complaint No. 00257246.

Outcome:

Verde would like to confirm that per the attached TPV, [REDACTED] enrolled the accounts with Verde. However, due to apparent discrepancies within the TPV, the enrollment should have been deemed as a "No Sale". For this reason, we have submitted a request to adjust the accounts from 10/12/2018 (Date of Inception) to 1/16/2018 (Date of Termination) back to the utility's rate. If a refund is deemed as due, [REDACTED] will be refunded accordingly.

Lastly, please note that the termination dates of 1/16/2018 was 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,

Xiomara Mendoza

From: PUCO Consumer Call Center

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

Sent: Wednesday, March 06, 2019 2:46 PM

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

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257246 [

ref:_00Dt0GzXt._500t0FNwL: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: 00257246

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Cincinnati, Ohio 45204

SERVICE ADDRESS: [REDACTED] Cincinnati, Ohio 45204

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

***Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business

days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)***

DESCRIPTION OF ISSUE:

Good afternoon,

██████████ contacted the PUCO regarding Verde. The customer states Verde has been supplier since November, but does not know how.
When was this account enrolled, and how?

Please provide copies of:

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

Please provide any additional information that may assist in investigation.

Sincerely,

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

[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cfb368c94acc34ef1db5f08d6aee5d90d%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636888701970694444&sdata=k8ZiDxMWDmhOr%2FGKXIXEEjkpaNx49SAdDrroXPSkt2I%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%7Cfb368c94acc34ef1db5f08d6aee5d90d%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636888701970694444&sdata=k8ZiDxMWDmhOr%2FGKXIXEEjkpaNx49SAdDrroXPSkt2I%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=018t0000003iaTN]

ref:_00Dt0GzXt._500t0FNEwL:ref

[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004Migf][http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004Ms0O]

Email Created Date: 3/22/2019 2:30:52 PM

Email Text Version:

Hello there,

At this time we are awaiting for [REDACTED] to send us copies of her invoices from her utility. We are in need of the Price To Compare rate on her electric invoices to complete the adjustment for service periods of 10/12/2018 – 1/16/2019. We have spoken to [REDACTED] and she informed us that she will get that over to us as soon as possible.

Once the invoices are received, the calculations will be completed and an update will be provided to this complaint.

Thank you,

Xiomara Mendoza

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Friday, March 22, 2019 1:04 PM
To: Customer Concerns <customerconcerns@sparkenergy.com>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257246 [ref:_00Dt0GzXt._500t0FNEwL:ref]

Xiomara,

Thank you for the information provided, do you have the re-rate for the electric as well?

Maureen

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

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 3/22/2019 12:45 PM

To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257246 [ref:_00Dt0GzXt._500t0FNwL:ref]

Good morning,

Attached you will find the cost-analysis calculations for [REDACTED] The adjustment was for \$70.14 and it will be sent in form of a refund check within 21 business days from today.

Thank you,

Xiomara Mendoza

From: PUCO Consumer Call Center
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>
Sent: Friday, March 22, 2019 11:06 AM
To: Customer Concerns
<customerconcerns@sparkenergy.com<mailto:customerconcerns@sparkenergy.com>>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257246 [ref:_00Dt0GzXt._500t0FNwL:ref]

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

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00257246
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Cincinnati, Ohio 45204
SERVICE ADDRESS: [REDACTED] Cincinnati, Ohio 45204
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!

Good afternoon,

Case Number: 00257246

Is there an update regarding this case?

Sincerely,

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

[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cbb07f3134c93499ee8b208d6aef480d3%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636888762492310452&sdata=OSePWG7wfsyFIB%2BPmjUW0wuljTMcxhvcqN0Xhraf9v8%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%7Cbb07f3134c93499ee8b208d6aef480d3%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636888762492310452&sdata=OSePWG7wfsyFIB%2BPmjUW0wuljTMcxhvcqN0Xhraf9v8%3D&reserved=0)

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

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

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

Sent: 3/15/2019 2:46 PM

To: customerconcerns@sparkenergy.com<mailto:customerconcerns@sparkenergy.com>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257246 [ref:_00Dt0GzXt._500t0FNEwL:ref]

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

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00257246

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Cincinnati, Ohio 45204

SERVICE ADDRESS: [REDACTED] Cincinnati, Ohio 45204

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!

Thank you for the information provided. Please provide an update when it is determined if a refund is due, how much it will be for and when it is to be processed.

Sincerely,

Maureen Harbolt

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cbb07f3134c93499ee8b208d6aef480d3%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636888762492320460&sdata=n2rwoAv2PwvkWHchd015B5naP2klz%2FJtZ7IkI5X4VAs%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%7Cbb07f3134c93499ee8b208d6aef480d3%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636888762492320460&sdata=n2rwoAv2PwvkWHchd015B5naP2klz%2FJtZ7IkI5X4VAs%3D&reserved=0)

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

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 3/8/2019 5:12 PM

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

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257246 [ref:_00Dt0GzXt._500t0FNEwL:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00257246.

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") disputing the enrollment with Verde. [REDACTED] wants to know how her services were enrolled.

Investigative Results:

- * On 9/20/2018, [REDACTED] enrolled the electric and gas account with Verde via door-to-door representative, Antione Rowe with Energy Group Consultants LLC. (TPV Attached)

- * The electric account was enrolled onto a 12-month plan, which offered the fixed-rate of \$0.0759 cents/kWh.

- * The electric account was enrolled onto a 12-month plan, which offered the fixed-rate of \$0.5046 cents/CCF.

- * On 10/1/2018, Verde generated and sent the Welcome Letter for Gas and Electric services. (Letters Attached)

- * On 10/12/2018, the electric and gas accounts became active with Verde.

- * On 12/8/2018, Verde received an incoming cancellation request from the utility for the gas account with the termination date of 1/16/2018.

- * On 12/10/2018, Verde received an incoming cancellation request from the utility for the electric account with the termination date of 1/16/2018.

- * On 3/6/2019, Verde received PUCO Complaint No. 00257246.

Outcome:

Verde would like to confirm that per the attached TPV, [REDACTED] enrolled the accounts with Verde. However, due to apparent discrepancies within the TPV, the enrollment should have been deemed as a "No Sale". For this reason, we have submitted a request to adjust the

accounts from 10/12/2018 (Date of Inception) to 1/16/2018 (Date of Termination) back to the utility's rate. If a refund is deemed as due, [REDACTED] will be refunded accordingly. Lastly, please note that the termination dates of 1/16/2018 was 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,
Xiomara Mendoza

From: PUCO Consumer Call Center
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>
Sent: Wednesday, March 06, 2019 2:46 PM
To: Regulatory <regulatory@sparkenergy.com<mailto:regulatory@sparkenergy.com>>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257246 [ref:_00Dt0GzXt._500t0FNEL: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: 00257246
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Cincinnati, Ohio 45204
SERVICE ADDRESS: [REDACTED] Cincinnati, Ohio 45204
AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER: [REDACTED]
NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Good afternoon,

██████████ contacted the PUCO regarding Verde. The customer states Verde has been supplier since November, but does not know how.
When was this account enrolled, and how?

Please provide copies of:

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

Please provide any additional information that may assist in investigation.

Sincerely,

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

www.PUCO.ohio.gov<<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cbb07f3134c93499ee8b208d6aef480d3%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636888762492340476&sdata=BnUyizAcLCmmaCwBbO9z6c1u9%2FU7uQ0wi2BZGY4dn8%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=018t0000003iaTN>]

ref:_00Dt0GzXt._500t0FNEL:ref

[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004Migf][http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004Ms00]

[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004Ms9C]

Email Created Date: 3/22/2019 3:02:04 PM

Email Text Version:

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 3/22/2019 2:30 PM

To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257246 [

ref:_00Dt0GzXt._500t0FNEL:ref]

Hello there,

At this time we are awaiting for [REDACTED] to send us copies of her invoices from her utility. We are in need of the Price To Compare rate on her electric invoices to complete the adjustment for service periods of 10/12/2018 – 1/16/2019. We have spoken to [REDACTED] and she informed us that she will get that over to us as soon as possible.

Once the invoices are received, the calculations will be completed and an update will be provided to this complaint.

Thank you,

Xiomara Mendoza

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

Sent: Friday, March 22, 2019 1:04 PM

To: Customer Concerns <customerconcerns@sparkenergy.com>

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257246 [

ref:_00Dt0GzXt._500t0FNEL:ref]

Xiomara,

Thank you for the information provided, do you have the re-rate for the electric as well?

Maureen

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 3/22/2019 12:45 PM

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

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257246 [ref:_00Dt0GzXt._500t0FNwL:ref]

Good morning,

Attached you will find the cost-analysis calculations for [REDACTED] The adjustment was for \$70.14 and it will be sent in form of a refund check within 21 business days from today.

Thank you,

Xiomara Mendoza

From: PUCO Consumer Call Center

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

Sent: Friday, March 22, 2019 11:06 AM

To: Customer Concerns

<customerconcerns@sparkenergy.com<mailto:customerconcerns@sparkenergy.com>>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257246 [ref:_00Dt0GzXt._500t0FNwL:ref]

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

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00257246

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Cincinnati, Ohio 45204

SERVICE ADDRESS: [REDACTED] Cincinnati, Ohio 45204

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

Case Number: 00257246

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

Good afternoon,

Is there an update regarding this case?

Sincerely,

Maureen Harbolt

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cbb07f3134c93499ee8b208d6aef480d3%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636888762492310452&sdata=OSePWG7wfsyFIB%2BPmjUW0wuljTMcxhvcqN0Xhraf9v8%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%7Cbb07f3134c93499ee8b208d6aef480d3%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636888762492310452&sdata=OSePWG7wfsyFIB%2BPmjUW0wuljTMcxhvcqN0Xhraf9v8%3D&reserved=0)

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

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

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

Sent: 3/15/2019 2:46 PM

To: customerconcerns@sparkenergy.com<mailto:customerconcerns@sparkenergy.com>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257246 [

ref:_00Dt0GzXt._500t0FNEL:ref]

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

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00257246

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Cincinnati, Ohio 45204

SERVICE ADDRESS: [REDACTED] Cincinnati, Ohio 45204

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!

Thank you for the information provided. Please provide an update when it is determined if a refund is due, how much it will be for and when it is to be processed.

Sincerely,

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

www.PUCO.ohio.gov<<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cbb07f3134c93499ee8b208d6aef480d3%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636888762492320460&sdata=n2rwoAv2PwvkWHchd015B5naP2klz%2FJtZ7IkI5X4VAs%3D&reserved=0>>

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

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 3/8/2019 5:12 PM

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

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257246 [ref:_00Dt0GzXt._500t0FNwL:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00257246.

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") disputing the enrollment with Verde. [REDACTED] wants to know how her services were enrolled.

Investigative Results:

* On 9/20/2018, [REDACTED] enrolled the electric and gas account with Verde via door-to-door representative, Antione Rowe with Energy Group Consultants LLC. (TPV Attached)

* The electric account was enrolled onto a 12-month plan, which offered the fixed-rate of \$0.0759 cents/kWh.

* The electric account was enrolled onto a 12-month plan, which offered the fixed-rate of \$0.5046 cents/CCF.

* On 10/1/2018, Verde generated and sent the Welcome Letter for Gas and Electric services. (Letters Attached)

* On 10/12/2018, the electric and gas accounts became active with Verde.

* On 12/8/2018, Verde received an incoming cancellation request from the utility for the gas account with the termination date of 1/16/2018.

* On 12/10/2018, Verde received an incoming cancellation request from the utility for the electric account with the termination date of 1/16/2018.

* On 3/6/2019, Verde received PUCO Complaint No. 00257246.

Outcome:

Verde would like to confirm that per the attached TPV, [REDACTED] enrolled the accounts with Verde. However, due to apparent discrepancies within the TPV, the enrollment should have been deemed as a "No Sale". For this reason, we have submitted a request to adjust the accounts from 10/12/2018 (Date of Inception) to 1/16/2018 (Date of Termination) back to the utility's rate. If a refund is deemed as due, [REDACTED] will be refunded accordingly. Lastly, please note that the termination dates of 1/16/2018 was 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,

Xiomara Mendoza

From: PUCO Consumer Call Center

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

Sent: Wednesday, March 06, 2019 2:46 PM

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

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257246 [

ref:_00Dt0GzXt._500t0FNEwL: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: 00257246

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Cincinnati, Ohio 45204

SERVICE ADDRESS: [REDACTED] Cincinnati, Ohio 45204

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Good afternoon,

██████████ contacted the PUCO regarding Verde. The customer states Verde has been supplier since November, but does not know how.
When was this account enrolled, and how?

Please provide copies of:

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

Please provide any additional information that may assist in investigation.

Sincerely,

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

www.PUCO.ohio.gov<<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cbb07f3134c93499ee8b208d6aef480d3%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636888762492340476&sdata=BnUyizAclLCmmaCwBbO9z6c1u9%2FU7uQ0wi2BZGY4dn8%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=018t0000003iaTN]

ref:_00Dt0GzXt._500t0FNEwL:ref

[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004Migf][http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004Ms0O]

[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004Ms9C]

Email Created Date: 3/25/2019 10:50:48 AM

Email Text Version:

Good morning,

Thank you for the information provided. We have as well completed the cost-analysis calculations for the electric account and a request to have the amount of \$38.39 issued in form of a refund check was also submitted.

██████████ is to receive two refund checks. One for \$70.14 for the Gas account and the second for \$38.39 for the Electric account.

Please advise if there is anything else we may assist you with.

Kind regards,

Xiomara Mendoza

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

Sent: Friday, March 22, 2019 2:02 PM

To: Customer Concerns <customerconcerns@sparkenergy.com>

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257246 [ref:_00Dt0GzXt._500t0FNEwL:ref]

Here they are, along with my spread sheet for the re-rate.

Maureen

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 3/22/2019 2:30 PM

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

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257246 [ref:_00Dt0GzXt._500t0FNwL:ref]

Hello there,

At this time we are awaiting for [REDACTED] to send us copies of her invoices from her utility. We are in need of the Price To Compare rate on her electric invoices to complete the adjustment for service periods of 10/12/2018 – 1/16/2019. We have spoken to [REDACTED] and she informed us that she will get that over to us as soon as possible.

Once the invoices are received, the calculations will be completed and an update will be provided to this complaint.

Thank you,

Xiomara Mendoza

From: PUCO Consumer Call Center
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>
Sent: Friday, March 22, 2019 1:04 PM
To: Customer Concerns
<customerconcerns@sparkenergy.com<mailto:customerconcerns@sparkenergy.com>>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257246 [ref:_00Dt0GzXt._500t0FNwL:ref]

Xiomara,

Thank you for the information provided, do you have the re-rate for the electric as well?

Maureen

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

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 3/22/2019 12:45 PM
To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257246 [ref:_00Dt0GzXt._500t0FNwL:ref]

Good morning,

Attached you will find the cost-analysis calculations for [REDACTED] The adjustment was for \$70.14 and it will be sent in form of a refund check within 21 business days from today.

Thank you,

Xiomara Mendoza

From: PUCO Consumer Call Center
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>
Sent: Friday, March 22, 2019 11:06 AM
To: Customer Concerns
<customerconcerns@sparkenergy.com<mailto:customerconcerns@sparkenergy.com>>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257246 [ref:_00Dt0GzXt._500t0FNEwL:ref]

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

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00257246
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Cincinnati, Ohio 45204
SERVICE ADDRESS: [REDACTED] Cincinnati, Ohio 45204
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!

Good afternoon,

Is there an update regarding this case?

Sincerely,

Maureen Harbolt
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department

Case Number: 00257246

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%7Cc0388cd478074d8780d608d6b130f9bb%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636891222395159388&sdata=dNMsoQulUN0AkEczeqhF%2Ba%2BVCrravwu2oNdZFJGzoV8%3D&reserved=0>>

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

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

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

Sent: 3/15/2019 2:46 PM

To: customerconcerns@sparkenergy.com<mailto:customerconcerns@sparkenergy.com>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257246 [

ref:_00Dt0GzXt._500t0FNEwL:ref]

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

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00257246

COMPANY:

CUSTOMER: [REDACTED]

Case Number: 00257246

48

ADDRESS: [REDACTED] Cincinnati, Ohio 45204
SERVICE ADDRESS: [REDACTED] Cincinnati, Ohio 45204
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!

Thank you for the information provided. Please provide an update when it is determined if a refund is due, how much it will be for and when it is to be processed.

Sincerely,

Maureen Harbolt
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cc0388cd478074d8780d608d6b130f9bb%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636891222395179404&sdata=JaE3FVAGGxRxkl5D%2BPAGqp0aLUtvAQynJsN3Gy3gTwQ%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%7Cc0388cd478074d8780d608d6b130f9bb%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636891222395179404&sdata=JaE3FVAGGxRxkl5D%2BPAGqp0aLUtvAQynJsN3Gy3gTwQ%3D&reserved=0)

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

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

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 3/8/2019 5:12 PM

To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257246 [ref:_00Dt0GzXt._500t0FNEwL:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00257246.

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") disputing the enrollment with Verde. [REDACTED] wants to know how her services were enrolled.

Investigative Results:

- * On 9/20/2018, [REDACTED] enrolled the electric and gas account with Verde via door-to-door representative, Antione Rowe with Energy Group Consultants LLC. (TPV Attached)

-
- .

- * The electric account was enrolled onto a 12-month plan, which offered the fixed-rate of \$0.0759 cents/kWh.

- * The electric account was enrolled onto a 12-month plan, which offered the fixed-rate of \$0.5046 cents/CCF.

- * On 10/1/2018, Verde generated and sent the Welcome Letter for Gas and Electric services. (Letters Attached)

- * On 10/12/2018, the electric and gas accounts became active with Verde.

- * On 12/8/2018, Verde received an incoming cancellation request from the utility for the gas account with the termination date of 1/16/2018.

- * On 12/10/2018, Verde received an incoming cancellation request from the utility for the electric account with the termination date of 1/16/2018.

- * On 3/6/2019, Verde received PUCO Complaint No. 00257246.

Outcome:

Verde would like to confirm that per the attached TPV, [REDACTED] enrolled the accounts with Verde. However, due to apparent discrepancies within the TPV, the enrollment should have been deemed as a "No Sale". For this reason, we have submitted a request to adjust the accounts from 10/12/2018 (Date of Inception) to 1/16/2018 (Date of Termination) back to the utility's rate. If a refund is deemed as due, [REDACTED] will be refunded accordingly. Lastly, please note that the termination dates of 1/16/2018 was 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,
Xiomara Mendoza

From: PUCO Consumer Call Center
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>
Sent: Wednesday, March 06, 2019 2:46 PM
To: Regulatory <regulatory@sparkenergy.com<mailto:regulatory@sparkenergy.com>>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257246 [ref:_00Dt0GzXt._500t0FNEL: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: 00257246
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Cincinnati, Ohio 45204
SERVICE ADDRESS: [REDACTED] Cincinnati, Ohio 45204
AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER: [REDACTED]
NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Good afternoon,

[REDACTED] contacted the PUCO regarding Verde. The customer states Verde has been supplier since November, but does not know how.
When was this account enrolled, and how?

Please provide copies of:

*The sales call to this customer

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

Please provide any additional information that may assist in investigation.

Sincerely,

Maureen Harbolt
 Public Utilities Commission of Ohio
 Service Monitoring and Enforcement Department
 Customer Service Investigator
 (800) 686-PUCO (7826)
[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cc0388cd478074d8780d608d6b130f9bb%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636891222395189411&sdata=UR%2BqIGuST%2FU7wybt5%2BFpSsjUoh8y3L4OFcd7rwB29WI%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%7Cc0388cd478074d8780d608d6b130f9bb%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636891222395189411&sdata=UR%2BqIGuST%2FU7wybt5%2BFpSsjUoh8y3L4OFcd7rwB29WI%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=018t0000003iaTN]

ref:_00Dt0GzXt._500t0FNEwL:ref

[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004Migf][http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004Ms00]

[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004Ms9C]

[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004MsEu]

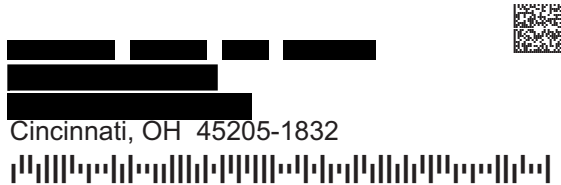
Case Images

Created Date	Images
3/15/2019 9:19:58 AM	



P.O. Box 421289
Houston, TX 77242

Welcome to the Verde Energy Family!



Cincinnati, OH 45205-1832

10/1/2018

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. Local customer care representatives who put you first
2. Convenient online and mobile account management services
3. Competitive plans, services and incentive programs

If you need assistance, please feel free to call our dedicated Customer Care team at 1-800-388-3862 or by email at customercare@Verdeenergy.com.

We look forward to welcoming you to the Verde Energy family, where we believe in empowering what matters.

Warm Regards,

Nathan Kroeker
CEO & President

My Plan Details

Account Number

[REDACTED]

Plan

Price Lock 12

Rate

50.46 Cents/CCF

Term

12 Months

Monthly Fee

\$0

Early Termination Fee

\$0

Start Earning Money Today!

**Refer-a-Friend and receive a \$25 credit
or gift card!**

Use your refer-a-friend ID LMCKI20180921075658



VE_WELCOME_10.07.16_English



Terms and Conditions of Service

Verde Energy USA Ohio, LLC, OH License 13-334G(2), with a business address of 12140 Wickchester Ln, Ste 100, Houston, TX 77079 (“Verde”), will supply you (“Customer”) with natural gas in the service territory of your local natural gas company (“Utility”), subject to these Terms and Conditions of Service, which includes an agreement to ARBITRATION for any and all disputes between Customer and Verde:

1. **Price:** During the first 12 Months Verde will supply natural gas to Customer at the 100% renewable fixed Supply Rate of 50.46 Cents/CCF Plus \$0 per month. After the first 12 Months Verde will supply natural gas to Customer at a 100% renewable variable rate that may change monthly with market conditions. The rate is based upon the costs incurred by Verde to supply natural gas to Customer (including, but not limited to, the costs of procuring natural gas, capacity charges and transportation costs), which costs can fluctuate with market factors such as supply and demand, weather and changes to laws and regulations, plus Verde’s other expenses and margins. Customer shall also pay and be responsible for all other amounts related to the purchase and delivery of natural gas, including applicable taxes and service and delivery charges from the Utility. Verde will serve only the supply portion of Customer’s natural gas bill. All other services currently supplied by the Utility will continue to be supplied by the Utility. No deposit is required by Verde for service. Verde will offset 100% of the estimated amount of carbon dioxide (CO₂) emissions caused by Customer’s annual natural gas usage through the use of any approved carbon offset technology, which may include purchase and retirement of renewable energy certificates (“RECs”) or attributes generated by renewable sources and/or carbon credits. Purchase and retirement of carbon offset products does not actually reduce the CO₂ emissions associated with Customer’s energy consumption, but helps offset the release of the applicable number of metric tons of CO₂ emissions elsewhere.

2. **Term:** Verde is authorized to switch Customer’s utility supplier for the supply portion of Customer’s natural gas bill. This Agreement will start when the Utility completes Customer’s enrollment with Verde. The Utility may charge switching fees to Customer under the Utility’s tariff. Customer will be responsible for the termination of any existing supplier agreement. This Agreement will continue until terminated by either Customer or Verde in accordance with this Agreement. If Customer voluntarily returns to the Utility after choosing Verde, Customer may be charged a price other than the Utility’s applicable tariff rate.

3. **Right of Rescission & Termination:** The Utility will be sending Customer a confirmation notice of the transfer of service. Residential and small commercial customers shall have the right to rescind this Agreement within 7 business days following the postmark date on the Utility’s confirmation notice by calling the Utility at the designated local or toll-free number or by written notice to the Utility. Either Verde or Customer may terminate this Agreement at any time, for any reason and without an early termination fee. Should Customer fail to pay the bill or fail to meet any agreed-upon payment arrangements, Customer’s service may be terminated in accordance with the Utility’s tariffs and this Agreement may be automatically terminated. This Agreement automatically terminates if any of the following occurs: (1) The requested service location is not served by the Utility. (2) Customer moves outside the Utility’s service area or to an area not served by Verde. (3) Verde returns Customer to the Utility’s tariff service, provided that Verde is permitted to terminate this Agreement under the terms and conditions of this Agreement. The termination will become effective when the Utility switches Customer’s account from Verde to the new supplier selected by Customer, to the Utility or to such other default provider established for Customer’s account. Termination will not relieve Customer of any payment obligations for natural gas provided to Customer by Verde prior to termination.

4. **Billing:** Customer will continue to receive one monthly natural gas bill from the Utility. Payment is due to the Utility in accordance with its standard billing practices. Failure to pay natural gas utility charges may result in Customer being disconnected in accordance with the natural gas utility tariff. Customer has the right to request from Verde up to twenty-four months of Customer’s payment history for services rendered by Verde without charge. Verde does not support budget billing for the supply portion of the Customer’s bill.

5. **Emergency:** For any service question or in the event of an emergency, such as a power failure or a downed power line, Customer should contact Duke Energy Corporation at 800-544-6900, Dayton Power and Light Company at 800-433-8500, Ohio Power Company at 800-672-2231, The Cleveland Electric Illuminating Company at 800-589-3101, or The Toledo Edison Company at 800-447-3333



6. Customer Relocation: Customer has a right to terminate this Agreement without penalty in the event Customer relocates outside the service territory of the Utility or within the service territory of a Utility that does not permit portability of this Agreement.

7. Changes to Agreement: Verde may change, modify or amend this Agreement at any time (each a “Change”). Each Change will be made by Verde in the manner required by applicable law. Each Change will be posted on Verde's website (www.verdeenergy.com), and Customer will receive individual notice of the Change if required by applicable law. Customer should review the website periodically for applicable Changes. Customer's continued use of Verde's products and services following a Change constitutes Customer's acceptance of this Agreement as so Changed.

8. Assignment: Customer may not assign this Agreement without Verde's written consent. Verde may assign this Agreement or the revenues or proceeds due it hereunder: (a) in connection with any financing; (b) to any of its affiliates; (c) to anyone succeeding to all or substantially all of Verde's assets or business in the State of Ohio; or (d) to another supplier licensed by the Public Utilities Commission of Ohio. This Agreement is binding upon Customer and Verde, and each party's heirs, successors and permitted assigns. Verde is prohibited from disclosing Customer's social security number, account number(s), or any customer information without Customer's express written consent except in accordance with rules [4901:1-28-04](#) and [4901:1-29-09](#) of the Ohio Administrative Code.

9. Notice: Subject to Paragraph 7 above, any notice will be considered to have been made if mailed or emailed to the address for Customer in Verde's records.

10. Disputes: Customer may contact Verde regarding this Agreement or any dispute related to this Agreement at 1-800-388-3862 Monday – Friday 8AM – 6PM EST. Verde will attempt to resolve the dispute in an efficient, fair and timely manner. Verde will report the results of its investigation to Customer. If your complaint is not resolved after you have called Verde, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (“PUCO”) for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.PUCO.ohio.gov. Hearing or speech impaired customers may contact PUCO via 7-1-1 (Ohio relay service). The Ohio consumers' counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at www.pickocc.org.

11. Warranty Disclaimer: VERDE EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

12. LIMITATION OF LIABILITY: NEITHER PARTY SHALL BE LIABLE TO THE OTHER FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL (INCLUDING LOST PROFITS OR REVENUE), INCIDENTAL, OR PUNITIVE DAMAGES FOR CLAIMS ARISING UNDER THIS AGREEMENT.

13. Force Majeure: Neither party shall be liable to the other for any delay or failure to perform caused by an event of Force Majeure. “Force Majeure” means events beyond a party's reasonable control, including, without limitation, acts of God, strikes, terrorism, wars, lightning, hurricanes, blizzards, floods, civil disturbances, shortages, unavailability of transmission facilities, and actions of any governmental authority or the Utility that materially impair a party's ability to perform.

14. Special Offer: Your plan may not include incentives.

15. Entire Agreement: This Agreement sets forth the entire agreement between Customer and Verde and supersedes any oral or written statements made in connection with this Agreement. This Agreement is governed by the laws of the State of Ohio.

16. Governing Law: Except as provided in Paragraph 17 below, this Agreement is governed by the laws of the State of Ohio, without regard to its choice of law principles.

17. Agreement For Mandatory Arbitration & Class Action Waiver (the “Arbitration Agreement”):

Scope of the Arbitration Agreement. Any legal dispute between the parties concerning or arising out of Customer's enrollment, purchase, this Agreement, or the relationship between the parties (“Dispute”) shall be resolved by one arbitrator through binding arbitration using the process explained below. The parties understand and agree that they are waiving their rights to sue or go to court to assert or defend their rights. However, either party may bring an individual claim in small claims court consistent with the jurisdictional and dollar amount limitations that may apply, so long as maintained as an individual claim. The term “Dispute” refers to any dispute, action, claim, or other controversy between the parties, whether in contract, warranty, tort, statute, regulation, ordinance, or any other legal or equitable basis.





Informal Dispute Resolution. Either party asserting a Dispute shall first try in good faith to resolve it by providing written notice as specified below to the other party describing the facts and circumstances (including any relevant documentation) and allowing the receiving party 30 days in which to respond. Notice shall be made by first class or registered mail (1) to Verde at 12140 Wickchester Ln, Ste 100, Houston, TX 77079 or (2) to Customer at the postal address on file with Verde. Both Customer and Verde agree that this dispute resolution procedure is a condition precedent which must be satisfied before initiating any arbitration against the other party.

Right to Opt Out of this Arbitration Agreement. Customer may opt out of this Arbitration Agreement within the first 30 days after the earlier of the first time Customer (a) enrolls and begins purchasing services from Verde; or (b) signs up for any further program or service provided by Verde. Customer may also opt out of this Arbitration Agreement within 30 days after Verde notifies Customer regarding a material change to this Arbitration Agreement. Customer may opt out by sending an email to Verde at service@verdeenergy.com or by sending a letter to 12140 Wickchester Ln, Ste 100, Houston, TX 77079. Customer should include Customer's printed name, mailing address, and the words "Reject Arbitration."

How Arbitration Works. Either party may initiate arbitration, which shall be conducted by the American Arbitration Association ("AAA") under the AAA Commercial or Consumer rules, as applicable, in effect at the time the claim is filed ("AAA Rules"). For information on how to file a claim, copies of the AAA Rules and forms can be located at www.adr.org, or by calling 1-800-778-7879. Arbitration shall take place in the county of Customer's residence, as determined by Customer's mailing address on file with Verde. Verde agrees to pay or reimburse all costs associated with any arbitration between the parties, including filing fees and arbitrator fees, and agrees to waive any right to recover an award of attorneys' fees and costs against Customer. The arbitrator's decision shall be final, binding, and non-appealable. Judgment upon the award may be entered and enforced in any court having jurisdiction.

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

Governing Law. This Arbitration Agreement shall be governed by the Federal Arbitration Act and interpreting federal law. To the extent state law applies to any aspect of this provision or the claim, the laws of the State of Ohio, without regard to its choice of law principles, shall apply. Neither party shall sue the other party other than as provided herein or for enforcement of this Paragraph 17 or of the arbitrator's award; any such suit may be brought only in the federal court encompassing the county where the arbitration took place, or if any such court lacks jurisdiction, in any state court that has jurisdiction. The arbitrator, and not any federal, state or local court, shall have exclusive authority to resolve any dispute relating to the interpretation, applicability, unconscionability, arbitrability, enforceability or formation of this Arbitration Agreement including any claim that all or any part of the Arbitration Agreement is void or voidable. However, the preceding sentence shall not apply to the clause above entitled "Waiver of Right to Bring Class Action & Representative Claims."

18. **Privacy:** Verde's Privacy Policy governs the way Verde uses Customer's personal information. To review or obtain the current version of the Privacy Policy, please visit Verde's website at www.verdeenergy.com; email us at privacy@verdeenergyusa.com; or write to us at Privacy Policy Coordinator, Verde Energy USA, Inc., 12140 Wickchester Ln, Ste 100, Houston, TX 77079. In general, Verde uses Customer's personal information to allow Verde to provide the products and services that Customer has chosen and to manage and develop Verde's business and operations, including informing Customer of products and services that carefully-selected third parties offer that may be of interest to Customer. Unless Customer contacts Verde and notifies Verde otherwise, by accepting natural gas service from Verde Customer consents to Verde collecting, retaining, using and disclosing Customer's personal information in accordance with the Privacy Policy.





P.O. Box 421289
Houston, TX 77242

Welcome to the Verde Energy Family



Cincinnati, OH 45205-1832

10/1/2018

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. Local customer care representatives who put you first
2. Convenient online and mobile account management services
3. Competitive plans, services and incentive programs

If you need assistance, please feel free to call our dedicated Customer Care team at 1-800-388-3862 or by email at customercare@Verdeenergy.com.

We look forward to welcoming you to the Verde Energy family, where we believe in empowering what matters.

Warm Regards,

Nathan Kroeker
CEO & President

My Plan Details

Account Number

[REDACTED]

Plan

Price Lock 12

Rate

7.59 Cents/KWH

Term

12 Months

Monthly Fee

\$0

Early Termination Fee

\$0

Start Earning Money Today!

Refer-a-Friend and receive a \$25 credit or gift card!

Use your refer-a-friend ID LMCKI20180921075659



VE_WELCOME_10.07.16_English



Verde Energy USA Ohio, LLC - Terms and Conditions of Service

Verde Energy USA Ohio, LLC, OH License 12-489 E (1), with a business address of 12140 Wickchester Ln, Ste 100, Houston TX 77079 (“Verde”), will supply you (“Customer”) with electricity in the service territory of your local distribution company (“Utility”), subject to these Terms and Conditions of Service (“Agreement”), which includes an agreement to ARBITRATION for any and all disputes between Customer and Verde:

1. **Price:** During the first 12 Months. of service, Verde will supply electricity to Customer at a 100% renewable fixed generation rate of 7.59 Cents/KWH Plus \$0 per month. After the first 12 Months of service, Verde will supply electricity to Customer at a 100% renewable variable generation rate that may change monthly with market conditions. Verde will purchase and retire renewable energy certificates (“RECs”) or attributes to ensure that an amount equal to 100% of Customer’s electricity usage is generated by renewable sources. Customer shall also pay and be responsible for all other amounts related to the purchase and delivery of electricity, including applicable taxes and service and delivery charges from the Utility. Verde will serve only the supply portion of Customer’s electricity bill. All other services currently supplied by the Utility will continue to be supplied by the Utility. No deposit is required by Verde for service.
2. **Term:** Verde is authorized to switch Customer’s utility supplier for the generation service charge. This Agreement will start when the Utility completes Customer’s enrollment with Verde. Service with Verde will begin with the next available meter reading after processing of the request by the Utility and Verde. The Utility may charge switching fees to Customer. Customer will be responsible for the termination of any existing supplier agreement. This Agreement will continue until terminated by either Customer or Verde in accordance with this Agreement. If Customer switches back to the Utility, Customer may or may not be served under the same rates, terms, and conditions that apply to other customers served by the Utility.
3. **Right of Rescission & Termination:** Residential and small commercial customers shall have the right to rescind this Agreement within 7 calendar days following the postmark date on the Utility’s confirmation notice by calling the Utility at the designated local or toll-free number or by written notice to the Utility, which is effective as of the date of the postmark. Either Verde or Customer may terminate this Agreement at any time, for any reason and without an early termination fee. Verde may terminate this Agreement on at least 14 calendar days written notice should Customer fail to pay the bill or fail to meet any agreed-upon payment arrangements. The termination will become effective when the Utility switches Customer’s account from Verde to the new supplier selected by Customer, to the Utility or to such other default provider established for Customer’s account. Termination will not relieve Customer of any payment obligations for electricity provided to Customer by Verde prior to termination.
4. **Billing:** Customer will continue to receive one monthly electric bill from the Utility. Payment is due to the Utility in accordance with its standard billing practices. Failure to pay electric utility charges may result in Customer being disconnected in accordance with the electric utility tariff. Customer has the right to request from Verde, twice within a twelve month period, up to twenty-four months of Customer’s payment history without charge. Verde will support budget billing for the generation portion of the Customer’s to the extent that CRES budget billing is supported by the Utility.
5. **Emergency:** For any service question or in the event of an emergency, such as a power failure or a downed power line, Customer should contact:

Duke Energy Corporation	800-544-6900
The Dayton Power and Light Company	800-433-8500
Ohio Power Company	800-672-2231
Columbus Southern Power Company	800-672-2231
The Cleveland Electric Illuminating Company	800-589-3101
Ohio Edison	800-633-4766
Toledo Edison	800-447-3333
6. **Customer Relocation:** If Customer moves to a new address within Verde’s service territory, Customer should contact Verde in order to re-enroll at the new location.
7. **Changes to Agreement:** Verde may change, modify or amend this Agreement at any time (each a “Change”). Each Change will be made by Verde in the manner required by applicable law. Each Change will be posted on Verde's website (www.verdeenergy.com), and Customer will receive individual notice of the Change if required by applicable law. Customer should review the website periodically for applicable Changes. Customer’s continued use of Verde’s products and services following a Change constitutes Customer’s acceptance of this Agreement as so Changed.



8. **Assignment:** Customer may not assign this Agreement without Verde's written consent. Verde may assign this Agreement or the revenues or proceeds due it hereunder: (a) in connection with any financing; (b) to any of its affiliates; (c) to anyone succeeding to all or substantially all of Verde's assets or business in the State of Ohio; or (d) to another supplier licensed by the Public Utilities Commission of Ohio. This Agreement is binding upon Customer and Verde, and each party's heirs, successors and permitted assigns. Verde is prohibited from disclosing Customer's social security number and/or account number(s) without Customer's consent except for Verde's own collections and credit reporting, participation in programs funded by the universal service fund, pursuant to section 4928.52 of the Ohio Revised Code, or assigning a customer contract to another CRES provider.

9. **Notice:** Subject to Paragraph 7 above, any notice will be considered to have been made if mailed or emailed to the address for Customer in Verde's records.

10. **Disputes:** Customer may contact Verde regarding this Agreement or any dispute related to this Agreement at 1-800-388

11. -3862 Monday – Friday 8AM to 6PM EST. Verde will attempt to resolve the dispute in an efficient, fair and timely manner. Verde will report the results of its investigation to Customer. If your complaint is not resolved after you have called Verde and/or your Utility, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio ("PUCO") for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.PUCO.ohio.gov. Hearing or speech impaired customers may contact PUCO via 7-1-1 (Ohio relay service). Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.pickocc.org.

12. **Warranty Disclaimer:** VERDE EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

13. **LIMITATION OF LIABILITY:** NEITHER PARTY SHALL BE LIABLE TO THE OTHER FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL (INCLUDING LOST PROFITS OR REVENUE), INCIDENTAL, OR PUNITIVE DAMAGES FOR CLAIMS ARISING UNDER THIS AGREEMENT.

14. **Force Majeure:** Neither party shall be liable to the other for any delay or failure to perform caused by an event of Force Majeure. "Force Majeure" means events beyond a party's reasonable control, including, without limitation, acts of God, strikes, terrorism, wars, lightning, hurricanes, blizzards, floods, civil disturbances, shortages, unavailability of transmission facilities, and actions of any governmental authority or the Utility that materially impair a party's ability to perform.

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

16. **Entire Agreement:** This Agreement sets forth the entire agreement between Customer and Verde and supersedes any oral or written statements made in connection with this Agreement. This Agreement is governed by the laws of the State of Ohio.

17. **Governing Law:** Except as provided in Paragraph 17 below, this Agreement is governed by the laws of the State of Ohio, without regard to its choice of law principles.

18. **Agreement For Mandatory Arbitration & Class Action Waiver (the "Arbitration Agreement"):**

Scope of the Arbitration Agreement. Any legal dispute between the parties concerning or arising out of Customer's enrollment, purchase, this Agreement, or the relationship between the parties ("Dispute") shall be resolved by one arbitrator through binding arbitration using the process explained below. The parties understand and agree that they are waiving their rights to sue or go to court to assert or defend their rights. However, either party may bring an individual claim in small claims court consistent with the jurisdictional and dollar amount limitations that may apply, so long as maintained as an individual claim. The term "Dispute" refers to any dispute, action, claim, or other controversy between the parties, whether in contract, warranty, tort, statute, regulation, ordinance, or any other legal or equitable basis.

Informal Dispute Resolution. Either party asserting a Dispute shall first try in good faith to resolve it by providing written notice as specified below to the other party describing the facts and circumstances (including any relevant documentation) and allowing the receiving party 30 days in which to respond. Notice shall be made by first class or registered mail (1) to Verde at 12140 Wickchester Ln, Ste 100, Houston TX 77079 or (2) to Customer at the postal address on file with Verde. Both Customer and Verde agree that this dispute resolution procedure is a condition precedent which must be satisfied before initiating any arbitration against the other party.

Right to Opt Out of this Arbitration Agreement. Customer may opt out of this Arbitration Agreement within the first 30 days after the earlier of the first time Customer (a) enrolls and begins purchasing services from Verde; or (b) signs up for any further program or service provided by Verde. Customer may also opt out of this Arbitration Agreement within 30 days after Verde notifies Customer regarding a material change to this Arbitration Agreement. Customer may opt out by sending an email to



Verde at service@verdeenergy.com or by sending a letter to 12140 Wickchester Ln, Ste 100, Houston TX 77079. Customer should include Customer's printed name, mailing address, and the words "Reject Arbitration."

How Arbitration Works. Either party may initiate arbitration, which shall be conducted by the American Arbitration Association ("AAA") under the AAA Commercial or Consumer rules, as applicable, in effect at the time the claim is filed ("AAA Rules"). For information on how to file a claim, copies of the AAA Rules and forms can be located at www.adr.org, or by calling 1-800-778-7879. Arbitration shall take place in the county of Customer's residence, as determined by Customer's mailing address on file with Verde. Verde agrees to pay or reimburse all costs associated with any arbitration between the parties, including filing fees and arbitrator fees, and agrees to waive any right to recover an award of attorneys' fees and costs against Customer. The arbitrator's decision shall be final, binding, and non-appealable. Judgment upon the award may be entered and enforced in any court having jurisdiction.

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

Governing Law. This Arbitration Agreement shall be governed by the Federal Arbitration Act and interpreting federal law. To the extent state law applies to any aspect of this provision or the claim, the laws of the State of Ohio, without regard to its choice of law principles, shall apply. Neither party shall sue the other party other than as provided herein or for enforcement of this Paragraph 17 or of the arbitrator's award; any such suit may be brought only in the federal court encompassing the county where the arbitration took place, or if any such court lacks jurisdiction, in any state court that has jurisdiction. The arbitrator, and not any federal, state or local court, shall have exclusive authority to resolve any dispute relating to the interpretation, applicability, unconscionability, arbitrability, enforceability or formation of this Arbitration Agreement including any claim that all or any part of the Arbitration Agreement is void or voidable. However, the preceding sentence shall not apply to the clause above entitled "Waiver of Right to Bring Class Action & Representative Claims."

19. Privacy: Verde's Privacy Policy governs the way Verde uses Customer's personal information. To review or obtain the current version of the Privacy Policy, please visit Verde's website at www.verdeenergy.com; email us at privacy@verdeenergyusa.com; or write to us at Privacy Policy Coordinator, Verde Energy USA, Inc., 12140 Wickchester Ln, Ste 100, Houston TX 77079. In general, Verde uses Customer's personal information to allow Verde to provide the products and services that Customer has chosen and to manage and develop Verde's business and operations, including informing Customer of products and services that carefully-selected third parties offer that may be of interest to Customer. Unless Customer contacts Verde and notifies Verde otherwise, by accepting electric service from Verde Customer consents to Verde collecting, retaining, using and disclosing Customer's personal information in accordance with the Privacy Policy.



Account Number [REDACTED]

10 11

Due Date	Amount Due
Dec 5, 2018	\$ 264.77

\$ _____ \$ _____
 HeatShare Contribution Amount Enclosed
 (for Customer Assistance)



PO Box 1326
 Charlotte NC 28201-1326

400 00000264776 [REDACTED] 120520180 00000268682

Page 1 of 4

Name /Service Address	For Inquiries Call	Account Number
[REDACTED]	Duke Energy 1-800-544-6900 Verde Energy USA Ohio 1-800-388-3862 Verde Energy USA Ohio 1-800-388-3862	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Nov 13 not included Last payment received Nov 07 Bill prepared on Nov 13, 2018 Next meter reading Dec 13, 2018

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Gas	[REDACTED]	Oct 12	Nov 12	31	7142	7294	152
Elec	[REDACTED]	Oct 12	Oct 16	4	133338	133439	101
Elec	[REDACTED]	Oct 16	Nov 12	27	133439	134056	617

Gas - Residential		
Usage -	152 CCF	
Duke Energy - Rate FTRS		\$ 49.93
Verde - Rate VG01		76.70
Energy USA Ohio		
Current Gas Charges		\$ 126.63

Electric - Residential		
Usage -	101 kWh	
Duke Energy - Rate RS		\$ 6.09
Verde - Rate VE38		7.67
Energy USA Ohio		
Usage -	617 kWh	
Duke Energy - Rate RS		39.55
Verde - Rate VE38		46.83
Energy USA Ohio		
Current Electric Charges		\$ 100.14

Current Billing	
Amt Due - Previous Bill	\$ 366.51
Payment(s) Received	204.00cr
Balance Forward	162.51
Current Gas Charges	126.63
Current Electric Charges	100.14
Agmt [REDACTED] Amt Due	38.00
Reconnect Charge	25.00
Transfer to Agmt [REDACTED]	362.51cr
Agmt [REDACTED] Amt Due	175.00
Current Amount Due	\$ 264.77

Account Balance	
Current Charges	\$ 226.77
Agreement Balance	187.51
Total Account Balance	\$ 414.28

Due Date	Amount Due	After Dec 5, 2018
Dec 5, 2018	\$ 264.77	\$ 268.68

Name	Service Address	Account Number
[REDACTED]	[REDACTED]	[REDACTED]

Our community is stronger when neighbors help neighbors. Help a neighbor in need stay warm this winter with a contribution to HeatShare. To donate, see the enclosed bill insert or go to duke-energy.com/donate.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.4280561 per CCF, which includes a base GCR of \$0.4081 and Ohio excise tax of \$0.0199561.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 5.90 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. To learn more about Price to Compare, visit www.duke-energy.com or contact Duke Energy for a written explanation.

If you have any questions about electric supplier service received from Verde Energy USA Ohio, please call them at 1-800-388-3862 or write to: 101 Merritt 7 3rd Floor Norwalk, CT 06851


If you have any questions about gas supplier service received from Verde Energy USA Ohio, please call them at 1-800-388-3862 or write to: 101 Merritt 7 Second Floor Norwalk, CT 06851

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$1.98. Peak Demand Reduction = \$0.49. and Renewable Energy = \$0.51.

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.

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 %.

Explanation of Current Charges			
Gas			
Meter - [REDACTED]	Duke Energy		
CCF Usage - 152	Rate FTRS - Res Transportation		
Oct 12 - Nov 12	Fixed Delivery Service Charge	\$ 33.03	
31 Days	Usage-Based Charge		
	152 CCF @ \$ 0.03272800	4.97	
	Gas Delivery Riders	12.56	
	Applicable Surcharge		
	152 CCF @ \$ 0.00414100cr	0.63cr	\$ 49.93
	Verde Energy USA Ohio		
	Rate VG01 - Verde Energy		
	Gas Supplier Energy Chg		
	152 CCF @ \$ 0.50460000	\$ 76.70	76.70
	Total Current Gas Charges		\$ 126.63

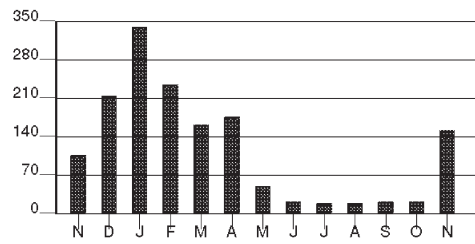
Name		Service Address		Account Number	
Electric Meter - kWh Usage - Oct 12 - Oct 16 4 Days	101	Duke Energy			
		Rate RS - Residential Svc-Winter			
		Distribution-Customer Chg			\$ 0.77
		Delivery Charges			
		Distribution-Energy Chg			
		101 kWh @ \$ 0.02534200			2.56
		Delivery Riders			2.67
		Total Delivery Charges			\$ 5.23
		Generation Riders			0.09
					6.09
Electric Meter - kWh Usage - Oct 16 - Nov 12 27 Days	617	Duke Energy			
		Rate RS - Residential Svc-Winter			
		Distribution-Customer Chg			\$ 6.00
		Delivery Charges			
		Distribution-Energy Chg			
		617 kWh @ \$ 0.02534200			15.64
		Delivery Riders			17.38
		Total Delivery Charges			\$ 33.02
		Generation Riders			0.53
					39.55
Generation Charge					
					
Verde Energy USA Ohio					
Rate VE38 - Verde Energy USA Ohio					
Supplier Energy Charge					
617 kWh @ \$ 0.07590000			\$ 46.83		
			46.83		
Total Current Electric Charges				\$ 100.14	

Agreement Information			
Summary			
Agreement Number - [REDACTED]		Previous Agreement Balance	\$ 0.00
Agreement Amount - \$ 362.51		Transfer From Current Billing	\$ 362.51
Agreement Date - 10/16/18		Payment(s) Received	\$ 175.00cr
Number of Payments - 6		Agreement Balance	\$ 187.51
Monthly Amount Due - \$ 38.00			

Name	Service Address	Account Number

CCF

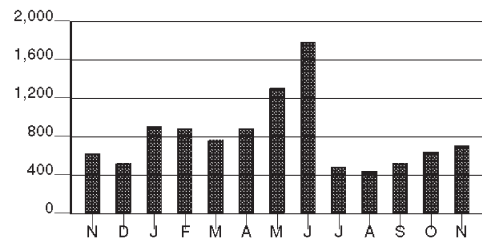
Gas Usage



Calculations based on most recent 12 month history
 Total Usage 1,431
 Average Usage 119

kWh

Electric Usage



Calculations based on most recent 12 month history
 Total Usage 9,915
 Average Usage 826

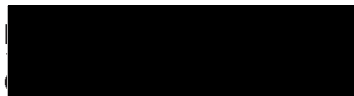
	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Gas	108	214	340	235	164	175	49	22	18	18	21	23	152
Electric	622	529	905	893	768	893	1,302	1,781	495	449	529	653	718

Account Number [REDACTED]

10 11

Due Date	Amount Due
Mar 12, 2019	\$ 355.69

\$ _____ \$ _____
 HeatShare Contribution Amount Enclosed
 (for Customer Assistance)



PO Box 1326
 Charlotte NC 28201-1326

400 00000355690 [REDACTED] 031220190 00000360970

Page 1 of 3

Name /Service Address	For Inquiries Call	Account Number
[REDACTED]	Duke Energy 1-800-544-6900 Kiwi Energy 1-877-208-7636 Kiwi Energy 1-877-208-7636	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Feb 18 not included Last payment received Feb 07 Bill prepared on Feb 18, 2019 Next meter reading Mar 15, 2019

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Gas	[REDACTED]	Jan 16	Feb 14	29	7841	8126	285
Elec	[REDACTED]	Jan 16	Feb 14	29	135549	136381	832

Gas - Residential	
Usage - 285 CCF	
Duke Energy - Rate FTRT	\$ 57.67
Kiwi Energy - Rate KI06	134.98
Current Gas Charges	\$ 192.65

Electric - Residential	
Usage - 832 kWh	
Duke Energy - Rate RS	\$ 48.69
Current Electric Charges	\$ 48.69

Taxes	
Taxes	\$ 9.45

Current Billing	
Amt Due - Previous Bill	\$ 341.73
Payment(s) Received	341.73cr
Balance Forward	0.00
Current Gas Charges	192.65
Current Electric Charges	48.69
Current Elec Supplier Chg	62.90
Other Credits/Charges	4.00
Agmt [REDACTED] Amt Due	38.00
Taxes	9.45
Current Amount Due	\$ 355.69

Account Balance	
Current Charges	\$ 317.69
Agreement Balance	73.51
Total Account Balance	\$ 391.20

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.3759258 per CCF, which includes a base GCR of \$0.3584000 and Ohio excise tax of \$0.0175258.

Due Date	Amount Due	After Mar 12, 2019
Mar 12, 2019	\$ 355.69	\$ 360.97

Name	Service Address	Account Number
[REDACTED]	[REDACTED]	[REDACTED]

Your Electric Supplier Charges of \$62.90 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 Kiwi Energy, please call them at 1-877-208-7636 or write to: 200 Park Avenue South Suite 1301 New York, NY 10003

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$2.29. Peak Demand Reduction = \$0.57. and Renewable Energy = \$0.60.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 5.77 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. To learn more about Price to Compare, visit www.duke-energy.com or contact Duke Energy for a written explanation.

If you have any questions about gas supplier service received from Kiwi Energy, please call them at 1-877-208-7636 or write to: 200 Park Avenue South Suite 1301 New York, NY 10003


Explanation of Current Charges		
Gas Meter - [REDACTED] CCF Usage - 285 Jan 16 - Feb 14 29 Days	Duke Energy Rate FTRT - Res Transportation	
	Fixed Delivery Service Charge	\$ 33.03
	Usage-Based Charge	
	285 CCF @ \$ 0.03272800	9.33
	Gas Delivery Riders	16.94
	Applicable Surcharge	
	285 CCF @ \$ 0.00571430cr	1.63cr
		\$ 57.67
	Kiwi Energy Rate KI06 - Kiwi Energy	
	Gas Supplier Energy Chg	
	285 CCF @ \$ 0.47360000	\$ 134.98
		134.98
Total Current Gas Charges		\$ 192.65
Electric Meter - [REDACTED] kWh Usage - 832 Jan 16 - Feb 14 29 Days	Duke Energy Rate RS - Residential Svc-Winter	
	Distribution-Customer Chg	\$ 6.00
	Delivery Charges	
	Distribution-Energy Chg	
	832 kWh @ \$ 0.03148200	26.19
	Delivery Riders	15.93
	Total Delivery Charges	\$ 42.12
	Generation Riders	0.57
		48.69
Total Current Electric Charges		\$ 48.69

Explanation of Taxes		
Taxes	Tax on Gas Supplier Energy Chg	\$ 9.45
	Total Taxes	\$ 9.45

Name	Service Address	Account Number

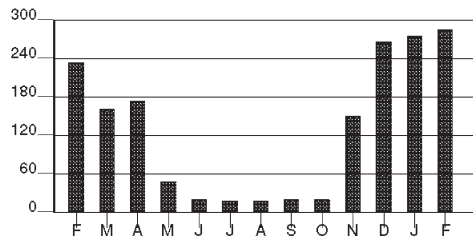
Explanation of Other Charges/Credits		
Other Credits/Charges	Gas Supplier Switch Fee	\$ 4.00
	Total Other Credits/Charges	\$ 4.00

Agreement Information			
Summary		Previous Agreement Balance	\$ 111.51
Agreement Number -		Payment(s) Received	\$ 38.00cr
Agreement Amount -	\$ 362.51	Agreement Balance	\$ 73.51
Agreement Date -	10/16/18		
Number of Payments -	6		

Explanation of Electric Supplier Charges		
Supplier Charges	 Kiwi Energy Jan 16 - Feb 14 ENERGY CHARGE:832 KWH @ \$0.076	
	Total Electric Supplier Charges	\$ 62.90

CCF

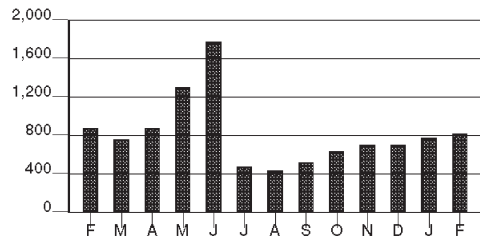
Gas Usage



Calculations based on most recent 12 month history
Total Usage 1,474
Average Usage 123

kWh

Electric Usage



Calculations based on most recent 12 month history
Total Usage 9,913
Average Usage 826

	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB
Gas	235	164	175	49	22	18	18	21	23	152	269	278	285
Electric	893	768	893	1,302	1,781	495	449	529	653	718	710	783	832

Account Number [REDACTED]

10 11

Due Date	Amount Due
Feb 8, 2019	\$ 341.73

\$ _____ \$ _____
 HeatShare Contribution Amount Enclosed
 (for Customer Assistance)

PO Box 1326
 Charlotte NC 28201-1326

400 00000341738 [REDACTED] 020820195 00000346861

Page 1 of 4

Name /Service Address	For Inquiries Call	Account Number
[REDACTED]	Duke Energy 1-800-544-6900 Verde Energy USA Ohio 1-800-388-3862 Verde Energy USA Ohio 1-800-388-3862	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Jan 17 not included Last payment received Jan 16 Bill prepared on Jan 17, 2019 Next meter reading Feb 14, 2019

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Gas	[REDACTED]	Dec 13	Jan 16	34	7563	7841	278
Elec	[REDACTED]	Dec 13	Jan 16	34	134766	135549	783

Gas - Residential	
Usage -	278 CCF
Duke Energy - Rate FTRT	\$ 57.25
Verde - Rate VG01	140.28
Energy USA Ohio	
Current Gas Charges	\$ 197.53

Current Billing	
Amt Due - Previous Bill	\$ 332.19
Payment(s) Received	332.19cr
Balance Forward	0.00
Current Gas Charges	197.53
Current Electric Charges	106.20
Agmt # [REDACTED] Amt Due	38.00
Current Amount Due	\$ 341.73

Electric - Residential	
Usage -	438 kWh
Duke Energy - Rate RS	\$ 26.41
Usage -	345 kWh
Duke Energy - Rate RS	20.36
Verde - Rate VE38	59.43
Energy USA Ohio	
Current Electric Charges	\$ 106.20
Old Rate Effective Dec 13 To Jan 01	
New Rate Effective Jan 01 To Jan 16	

Account Balance	
Current Charges	\$ 303.73
Agreement Balance	111.51
Total Account Balance	\$ 415.24

Due Date	Amount Due	After Feb 8, 2019
Feb 8, 2019	\$ 341.73	\$ 346.86

Name	Service Address	Account Number

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.4478803 per CCF, which includes a base GCR of \$0.4270000 and Ohio excise tax of \$0.0208803.

In Case No.17-32-EL-AIR, the PUCO approved changes to the base distribution rates. Pursuant to state law, the Universal Service Fund rider (Rider USF) has been adjusted. In Case No.17-1263-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.18-1043-EL-UEx and 18-1042-EL-UEx, the PUCO approved adjustments to Riders UE-ED and UE-GEN (Uncollectible Expense Riders). Overall, a typical residential customer using 1,000 kWh per month will see a decrease of approximately \$1.25 or (1.1%) per month effective January 2019.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 5.77 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. To learn more about Price to Compare, visit www.duke-energy.com or contact Duke Energy for a written explanation.

If you have any questions about electric supplier service received from Verde Energy USA Ohio, please call them at 1-800-388-3862 or write to: 101 Merritt 7 3rd Floor Norwalk, CT 06851

If you have any questions about gas supplier service received from Verde Energy USA Ohio, please call them at 1-800-388-3862 or write to: 101 Merritt 7 Second Floor Norwalk, CT 06851

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$2.16. Peak Demand Reduction = \$0.54. and Renewable Energy = \$0.56.

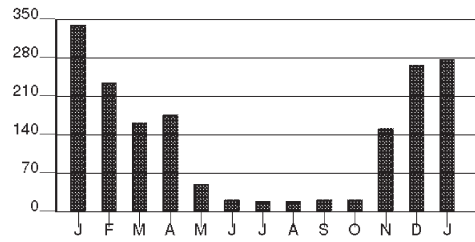
Explanation of Current Charges			
Gas			
Meter -			
CCF Usage -	278		
Dec 13 - Jan 16			
34 Days			
	Duke Energy		
	Rate FTRT - Res Transportation		
	Fixed Delivery Service Charge	\$ 33.03	
	Usage-Based Charge		
	278 CCF @ \$ 0.03272800	9.10	
	Gas Delivery Riders	16.71	
	Applicable Surcharge		
	278 CCF @ \$ 0.00571430cr	1.59cr	\$ 57.25
	Verde Energy USA Ohio		
	Rate VG01 - Verde Energy		
	Gas Supplier Energy Chg		
	278 CCF @ \$ 0.50460000	\$ 140.28	140.28
	Total Current Gas Charges		\$ 197.53

Summary		Previous Agreement Balance	\$ 149.51
Agreement Number -		Payment(s) Received	\$ 38.00cr
Agreement Amount -	\$ 362.51	Agreement Balance	\$ 111.51
Agreement Date -	10/16/18		
Number of Payments -	6		
Monthly Amount Due -	\$ 38.00		

Name	Service Address	Account Number

CCF

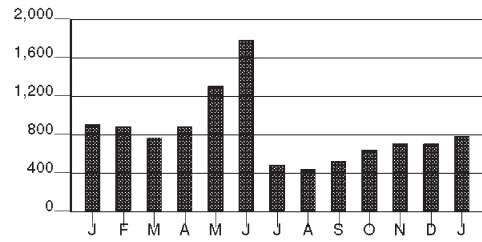
Gas Usage



Calculations based on most recent 12 month history
 Total Usage 1,424
 Average Usage 119

kWh

Electric Usage



Calculations based on most recent 12 month history
 Total Usage 9,974
 Average Usage 831

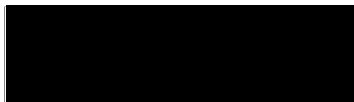
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN
Gas	340	235	164	175	49	22	18	18	21	23	152	269	278
Electric	905	893	768	893	1,302	1,781	495	449	529	653	718	710	783

Account Number [REDACTED]

10 11

Due Date	Amount Due
Jan 7, 2019	\$ 332.19

\$ _____ \$ _____
 HeatShare Contribution Amount Enclosed
 (for Customer Assistance)



PO Box 1326
 Charlotte NC 28201-1326

400 00000332194

[REDACTED] 010720192 00000337110

Page 1 of 3

Name /Service Address	For Inquiries Call	Account Number
[REDACTED]	Duke Energy 1-800-544-6900 Verde Energy USA Ohio 1-800-388-3862 Verde Energy USA Ohio 1-800-388-3862	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Dec 14 not included Last payment received Dec 06 Bill prepared on Dec 14, 2018 Next meter reading Jan 16, 2019

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Gas	[REDACTED]	Nov 12	Dec 13	31	7294	7563	269
Elec	[REDACTED]	Nov 12	Dec 13	31	134056	134766	710

Gas - Residential	
Usage -	269 CCF
Duke Energy - Rate FTRT	\$ 56.72
Verde - Rate VG01	135.74
Energy USA Ohio	
Current Gas Charges	\$ 192.46

Electric - Residential	
Usage -	710 kWh
Duke Energy - Rate RS	\$ 43.84
Verde - Rate VE38	53.89
Energy USA Ohio	
Current Electric Charges	\$ 97.73

Current Billing	
Amt Due - Previous Bill	\$ 264.77
Payment(s) Received	264.77cr
Balance Forward	0.00
Current Gas Charges	192.46
Current Electric Charges	97.73
Agmt - [REDACTED] Amt Due	38.00
Other Credits/Charges	4.00
Current Amount Due	\$ 332.19

Account Balance	
Current Charges	\$ 294.19
Agreement Balance	149.51
Total Account Balance	\$ 443.70

Our community is stronger when neighbors help neighbors. Help a neighbor in need stay warm this winter with a contribution to HeatShare. To donate, see the enclosed bill insert or go to duke-energy.com/donate.

Due Date	Amount Due	After Jan 7, 2019
Jan 7, 2019	\$ 332.19	\$ 337.11

Name	Service Address	Account Number
[REDACTED]	[REDACTED]	[REDACTED]


This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.4190356 per CCF, which includes a base GCR of \$0.3995 and Ohio excise tax of \$0.0195356.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 5.90 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. To learn more about Price to Compare, visit www.duke-energy.com or contact Duke Energy for a written explanation.

If you have any questions about electric supplier service received from Verde Energy USA Ohio, please call them at 1-800-388-3862 or write to: 101 Merritt 7 3rd Floor Norwalk, CT 06851

If you have any questions about gas supplier service received from Verde Energy USA Ohio, please call them at 1-800-388-3862 or write to: 101 Merritt 7 Second Floor Norwalk, CT 06851

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$1.95. Peak Demand Reduction = \$0.49. and Renewable Energy = \$0.51.

Explanation of Current Charges		
Gas		
Meter - [REDACTED]	Duke Energy	
CCF Usage - 269	Rate FTRT - Res Transportation	
Nov 12 - Dec 13 31 Days	Fixed Delivery Service Charge \$ 33.03	
	Usage-Based Charge	
	269 CCF @ \$ 0.03272800 8.80	
	Gas Delivery Riders 16.43	
	Applicable Surcharge	
	269 CCF @ \$ 0.00571430cr 1.54cr	\$ 56.72
	Verde Energy USA Ohio	
	Rate VG01 - Verde Energy	
	Gas Supplier Energy Chg	
	269 CCF @ \$ 0.50460000 \$ 135.74	135.74
	Total Current Gas Charges	\$ 192.46
Electric		
Meter - [REDACTED]	Duke Energy	
kWh Usage - 710	Rate RS - Residential Svc-Winter	
Nov 12 - Dec 13 31 Days	Distribution-Customer Chg \$ 6.00	
	Delivery Charges	
	Distribution-Energy Chg	
	710 kWh @ \$ 0.02534200 17.99	
	Delivery Riders 19.24	
	Total Delivery Charges \$ 37.23	
	Generation Riders 0.61	43.84
	Generation Charge	
		
	Verde Energy USA Ohio	
	Rate VE38 - Verde Energy USA Ohio	
	Supplier Energy Charge	
	710 kWh @ \$ 0.07590000 \$ 53.89	53.89
	Total Current Electric Charges	\$ 97.73

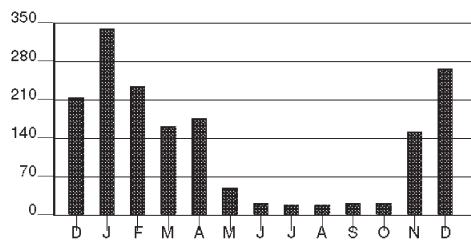
Name	Service Address	Account Number

Explanation of Other Charges/Credits		
Other Credits/Charges	Gas Supplier Switch Fee	\$ 4.00
	Total Other Credits/Charges	\$ 4.00

Agreement Information			
Summary		Previous Agreement Balance	\$ 187.51
Agreement Number -		Payment(s) Received	\$ 38.00cr
Agreement Amount -	\$ 362.51	Agreement Balance	\$ 149.51
Agreement Date -	10/16/18		
Number of Payments -	6		
Monthly Amount Due -	\$ 38.00		

CCF

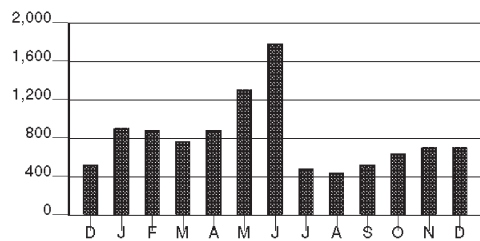
Gas Usage



Calculations based on most recent 12 month history
 Total Usage 1,486
 Average Usage 124

kWh

Electric Usage



Calculations based on most recent 12 month history
 Total Usage 10,096
 Average Usage 841

	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Gas	214	340	235	164	175	49	22	18	18	21	23	152	269
Electric	529	905	893	768	893	1,302	1,781	495	449	529	653	718	710

Do not delete highlighted formulas in Grey

Utility	Service Period	Usage	Total invoice
Duke	10/12/2018-11/11/2018	152.00	\$76.7000
	11/12/2018-12/12/2018	269.00	\$136.7400
	12/13/2018-1/15/2019	278.00	\$140.2800

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

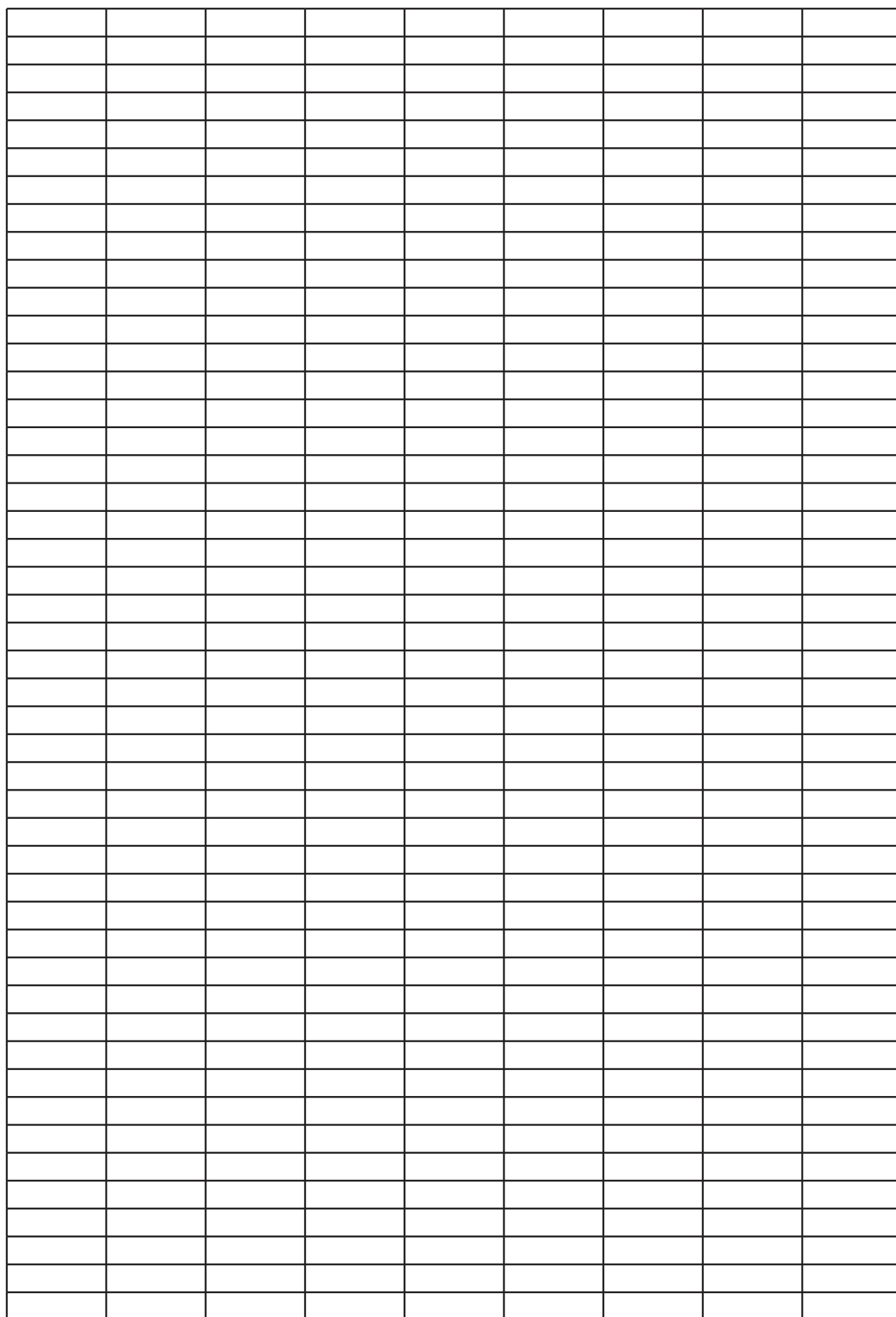
[illegible]

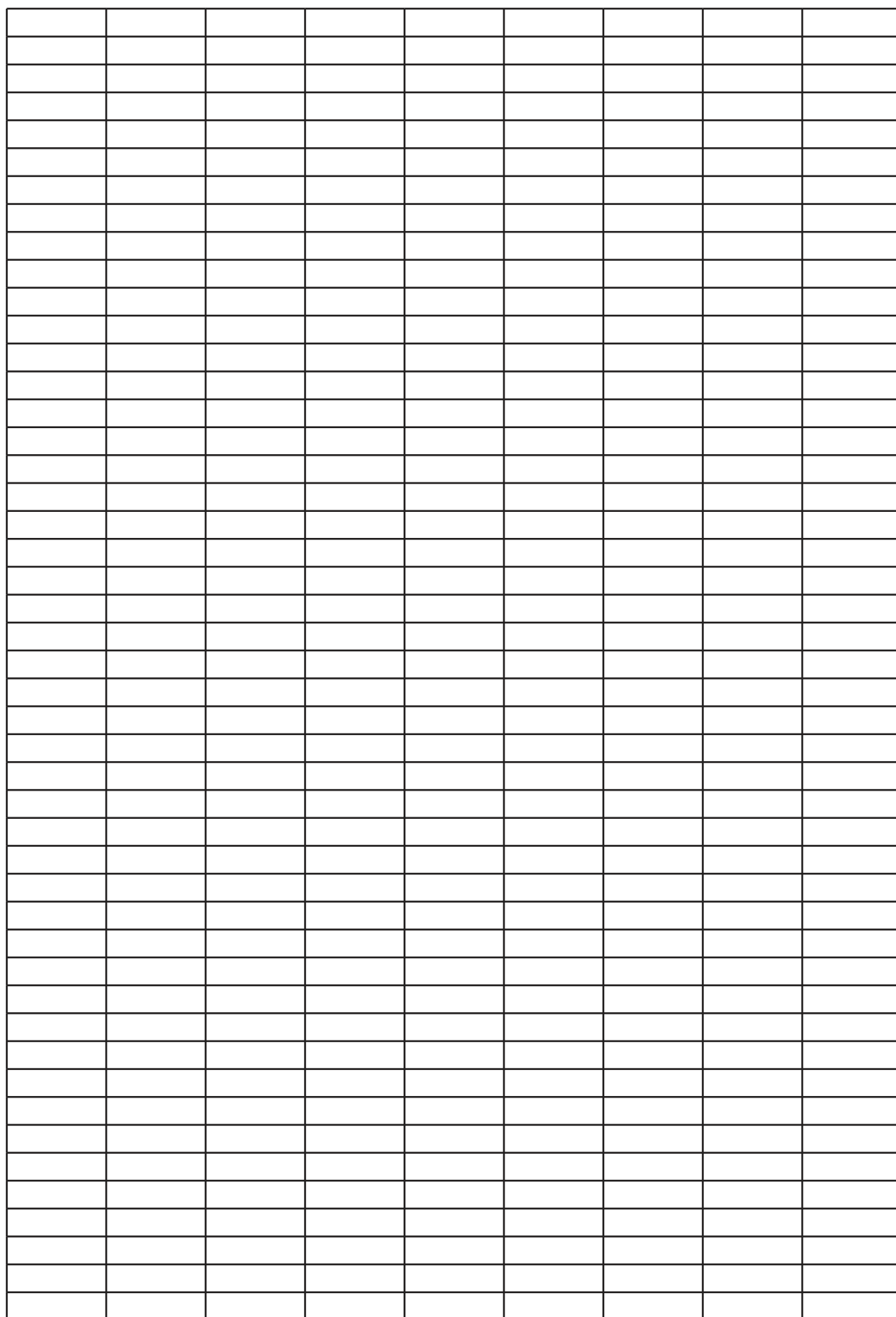
[illegible]

[illegible]

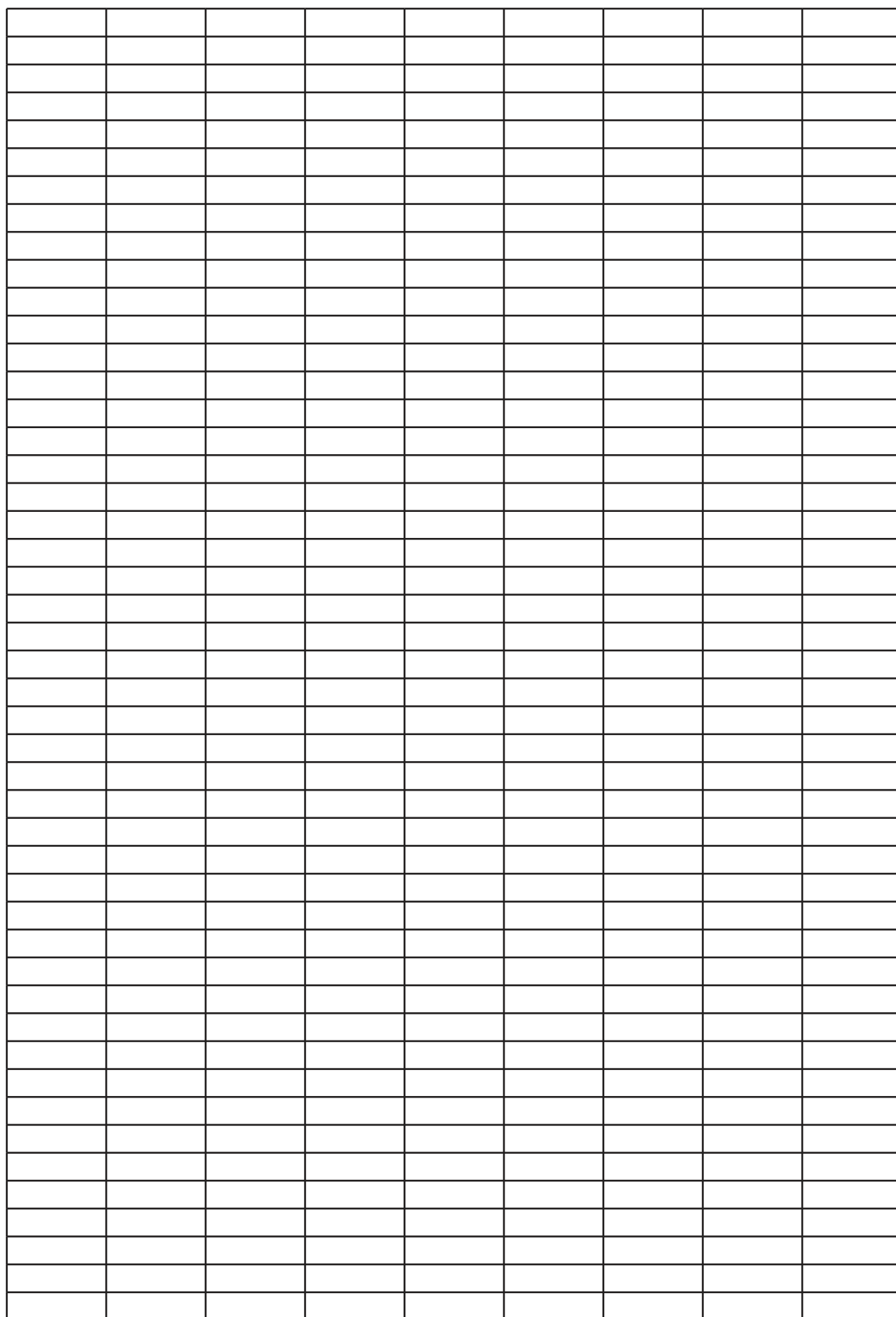
[illegible]

[illegible]





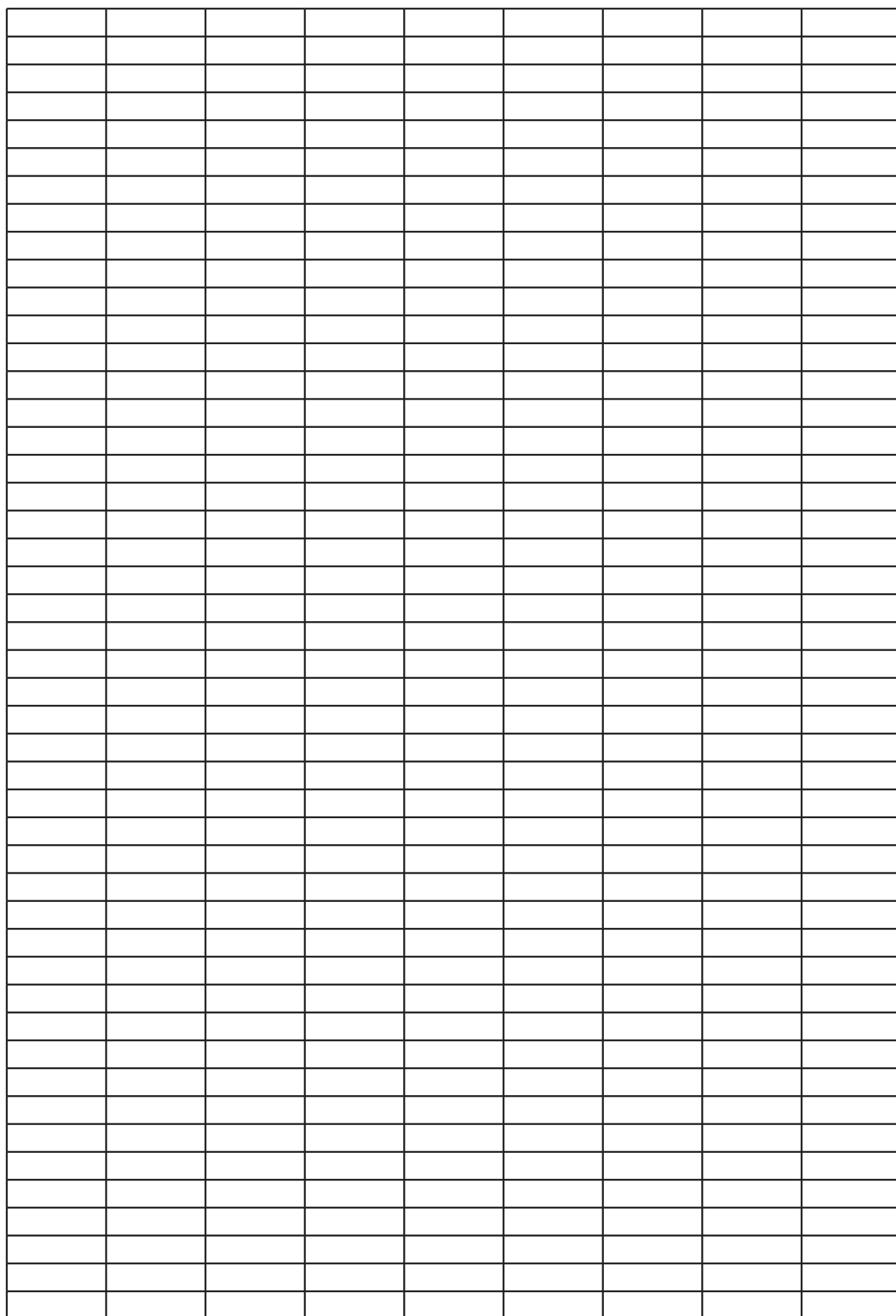
[illegible]

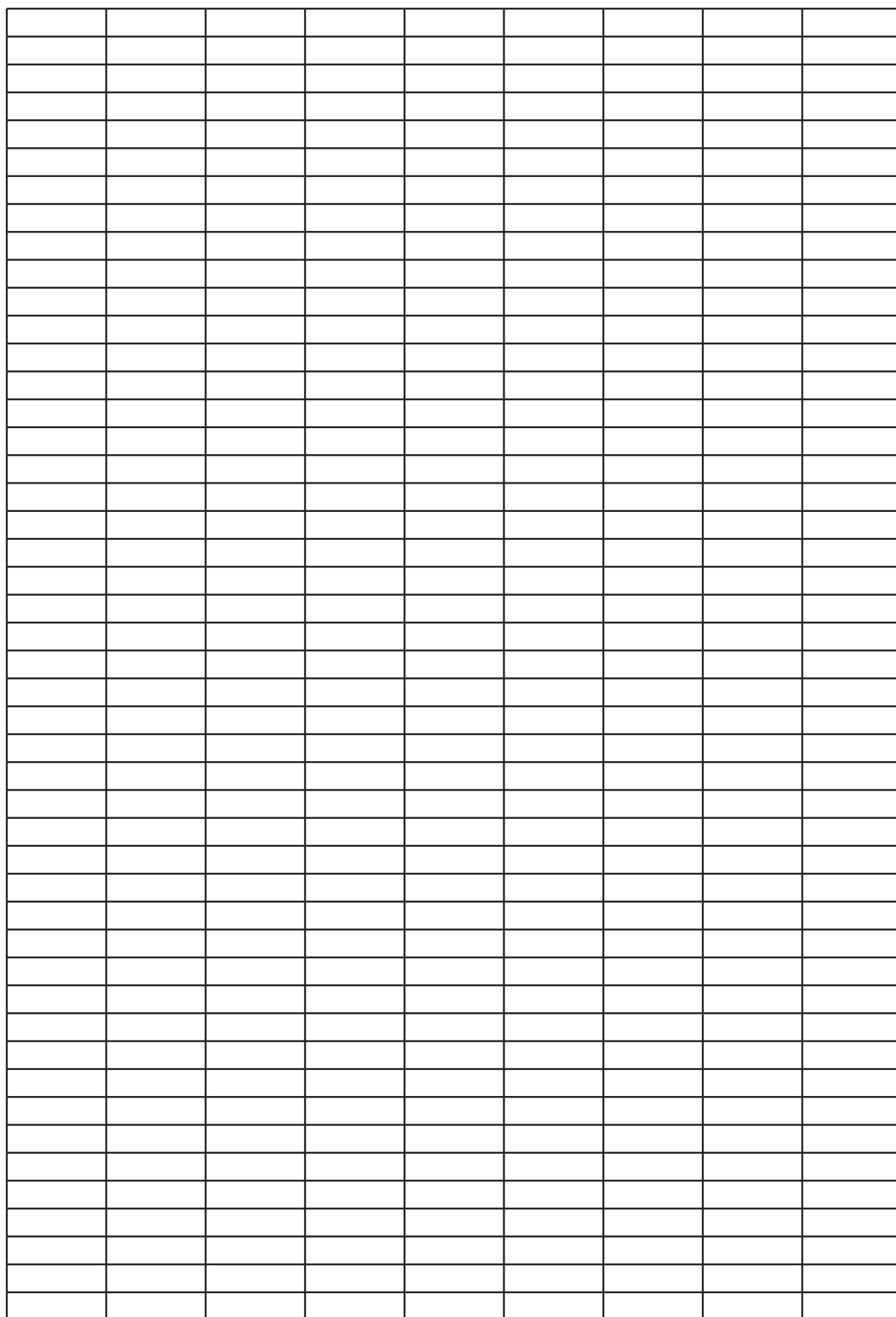


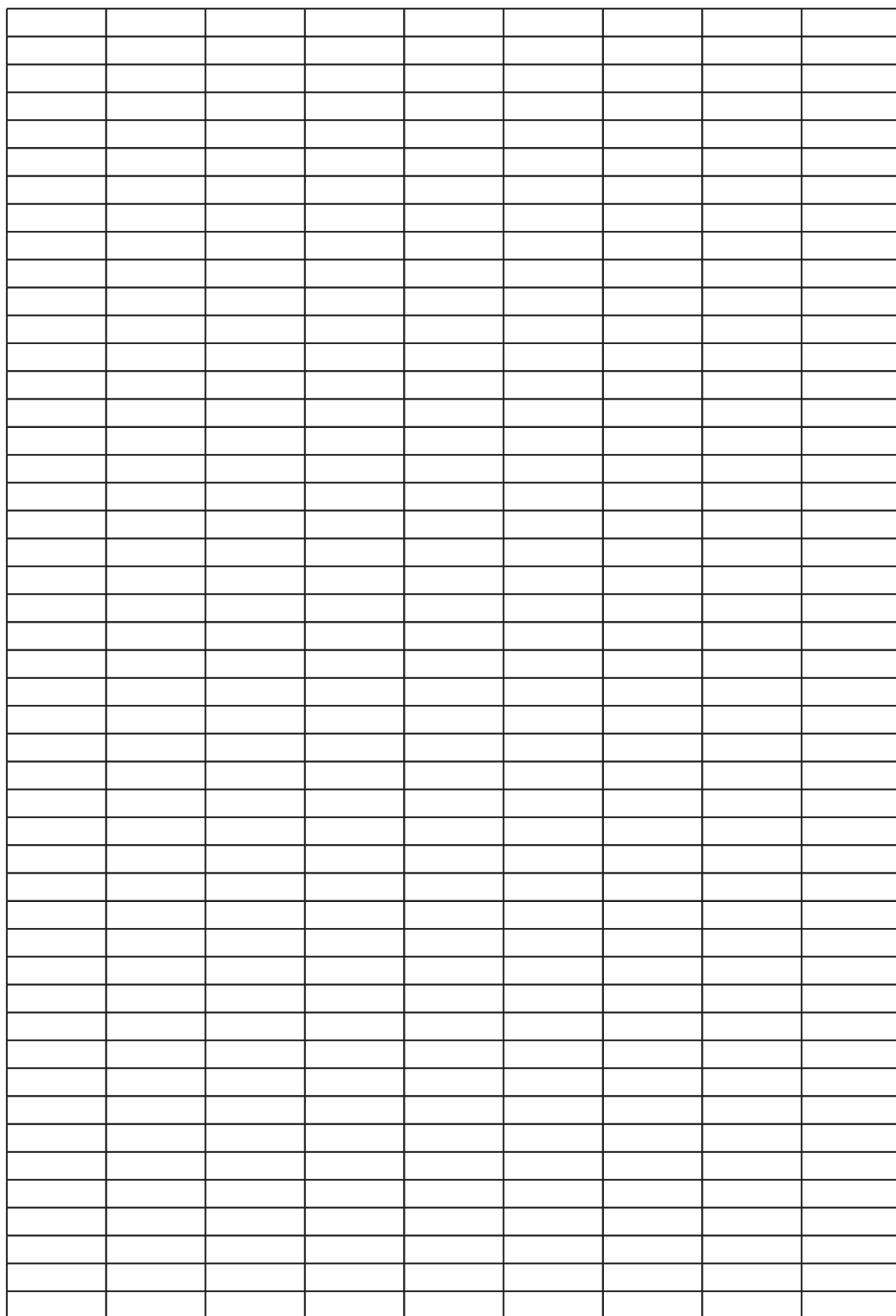
[illegible]

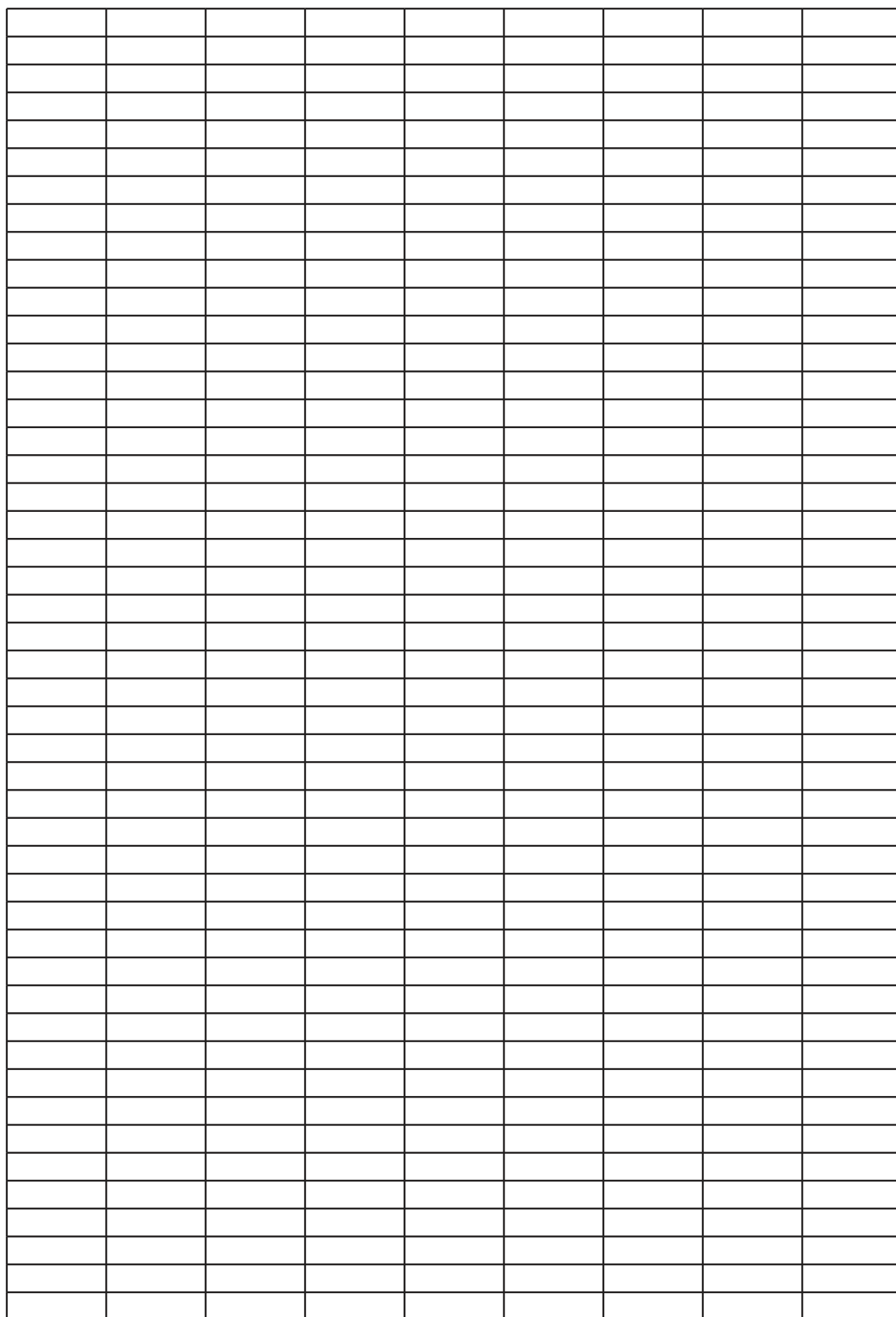
[illegible]

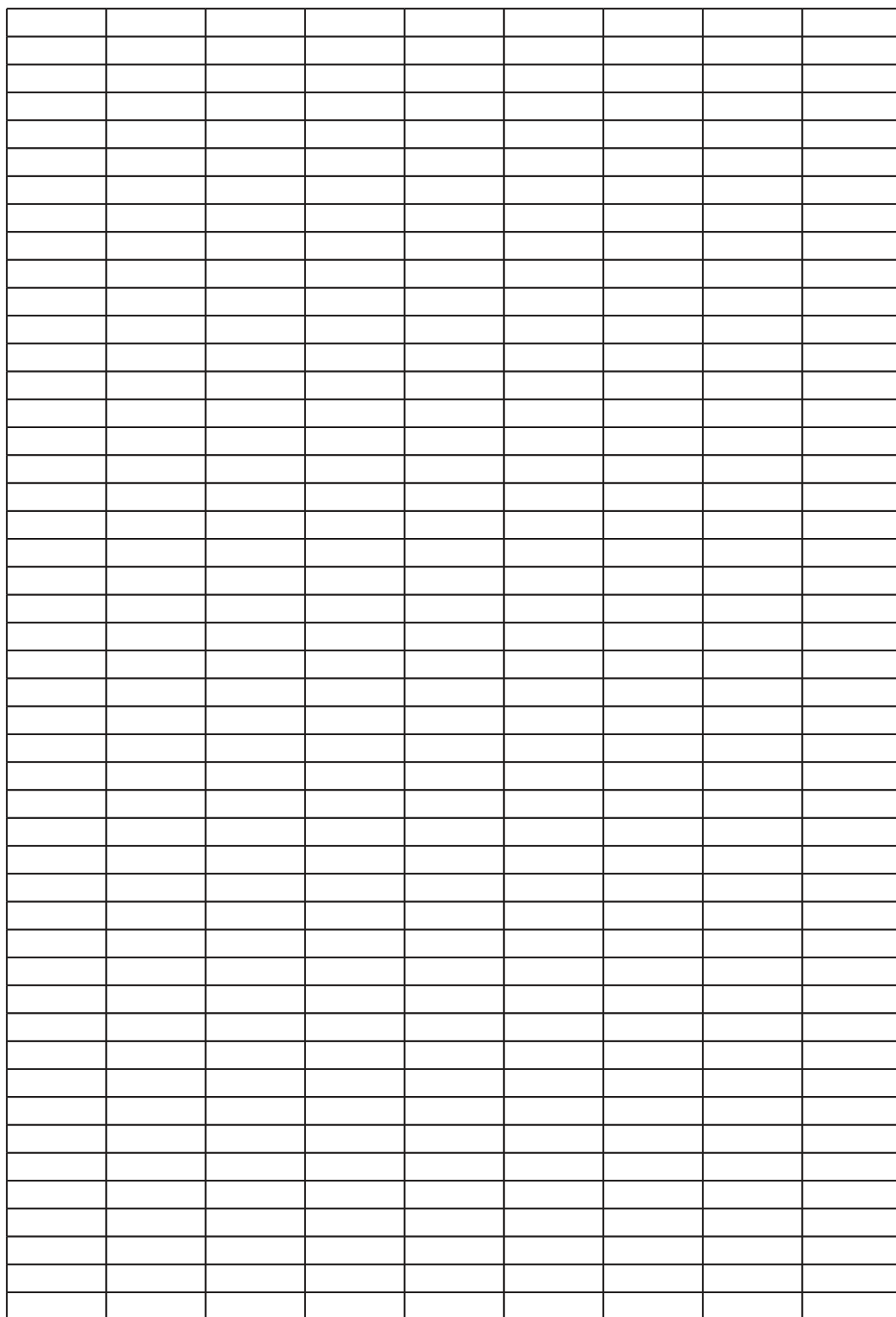
[illegible]











Do not delete highlighted formulas in Grey

Utility	Service Period	Usage	Total invoice
Duke	10/12/2018-11/11/2018	718.00	\$54.5000
	11/12/2018-12/12/2018	710.00	\$53.8900
	12/13/2018-1/15/2019	783.00	\$59.4300

[illegible]

[illegible]

[illegible]

[illegible]

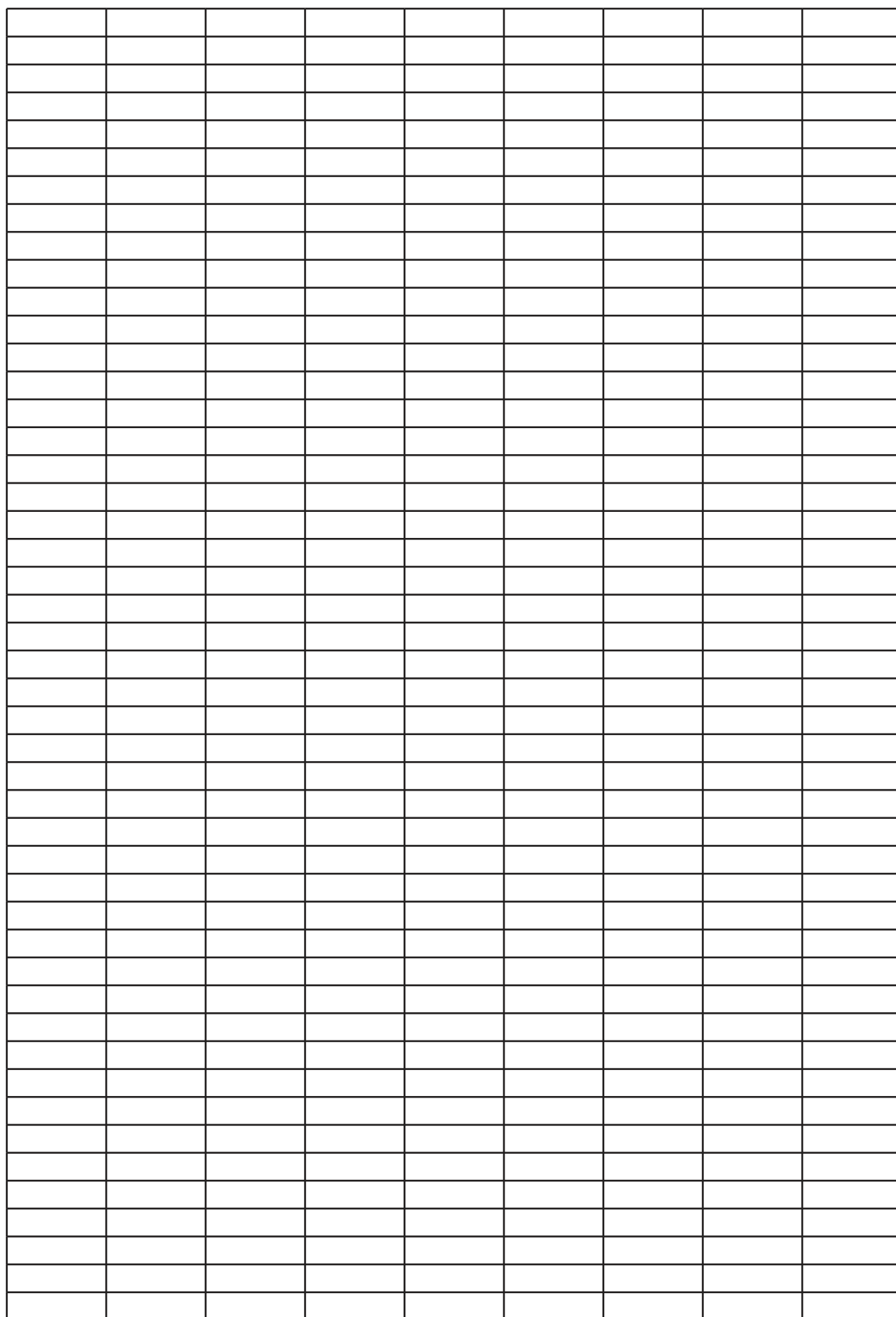
[illegible]

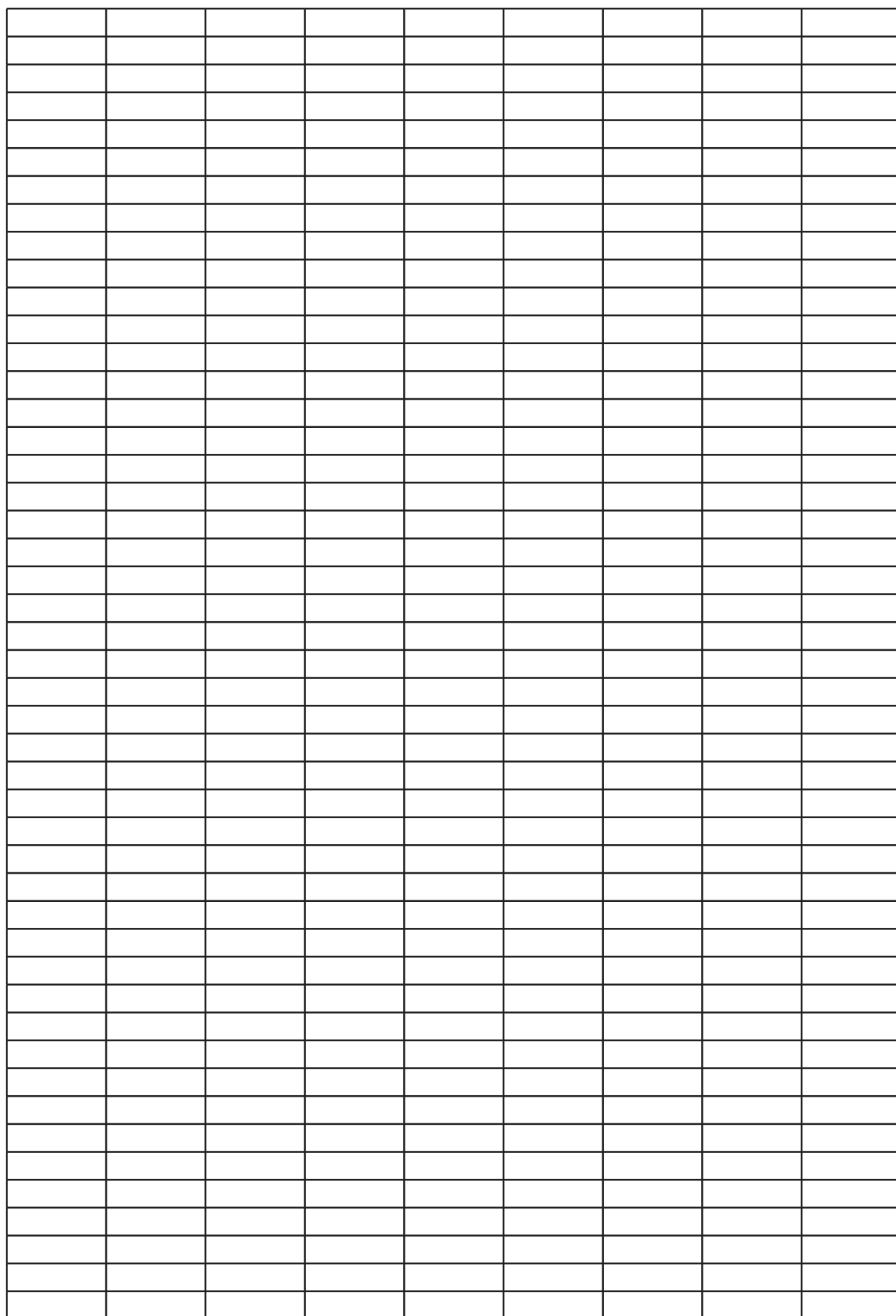
[illegible]

[illegible]

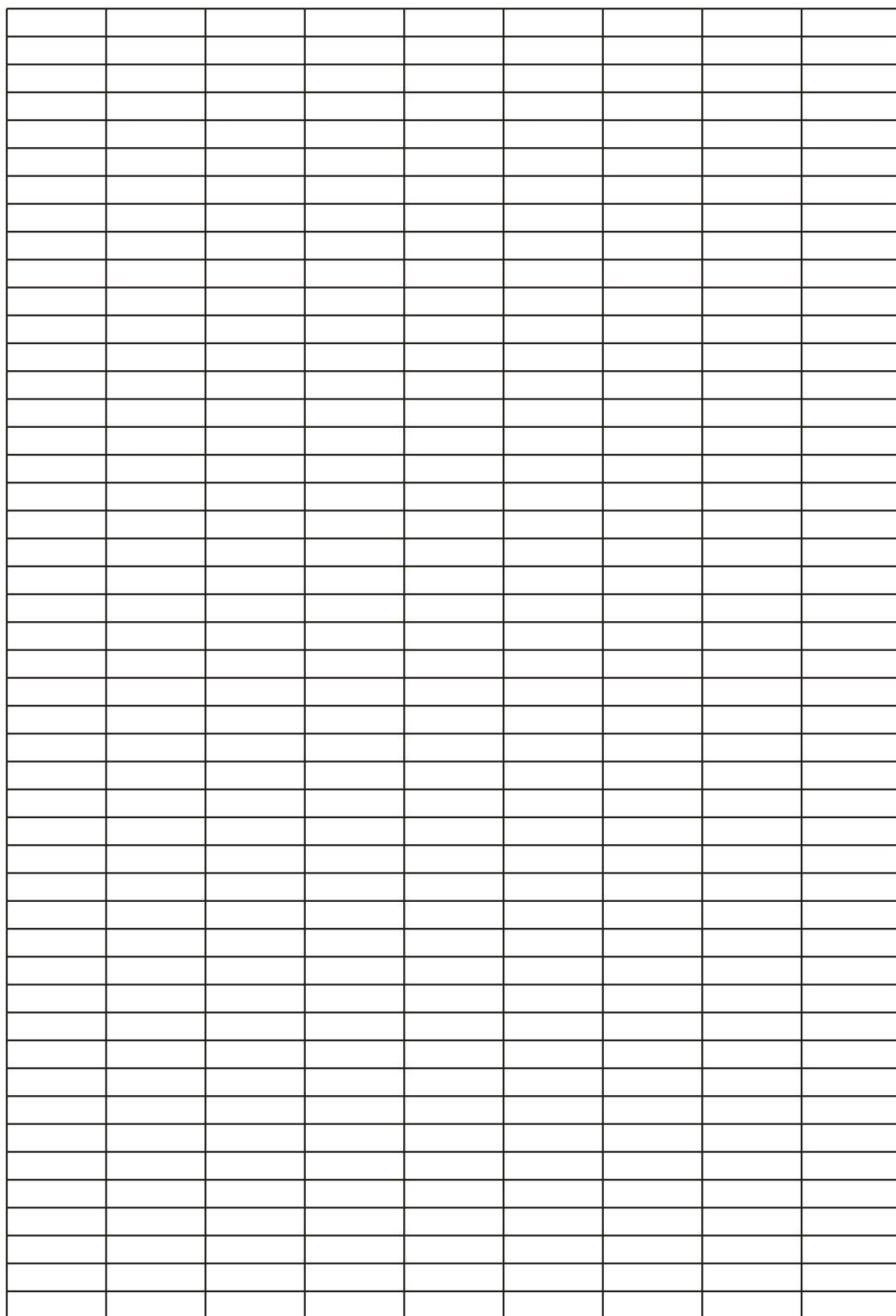
[illegible]

[illegible]





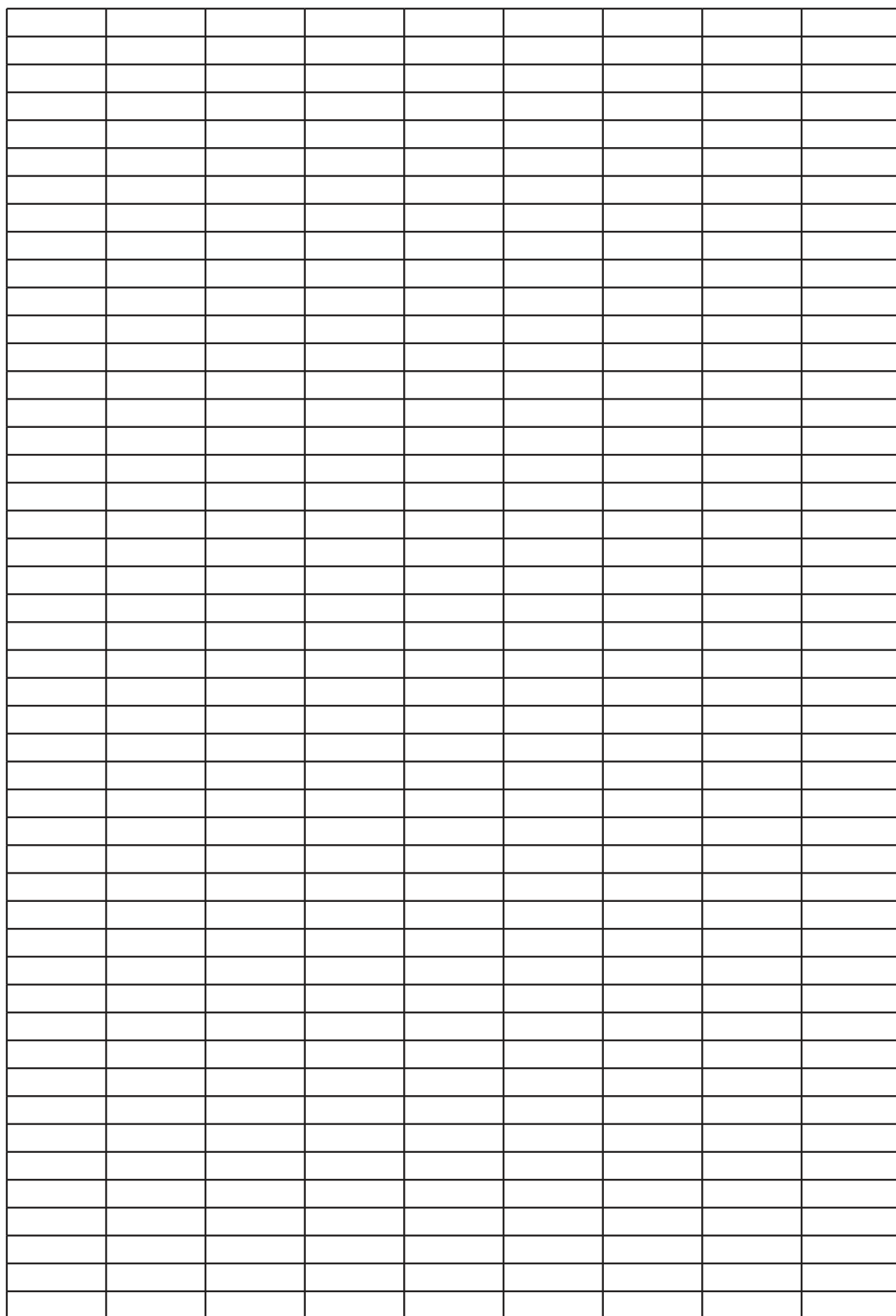
[illegible]



[illegible]

[illegible]

[illegible]

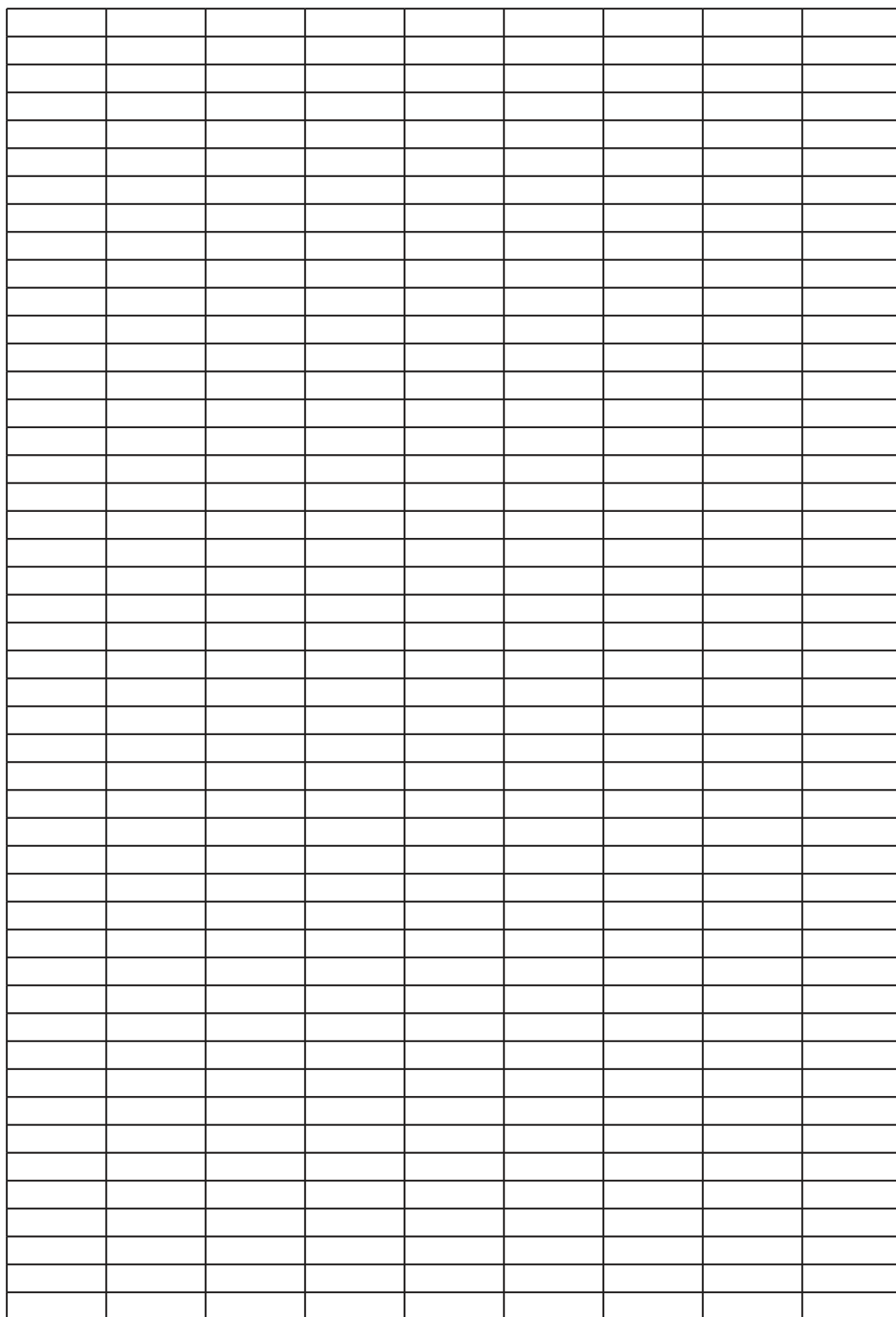


[illegible]

[illegible]

[illegible]

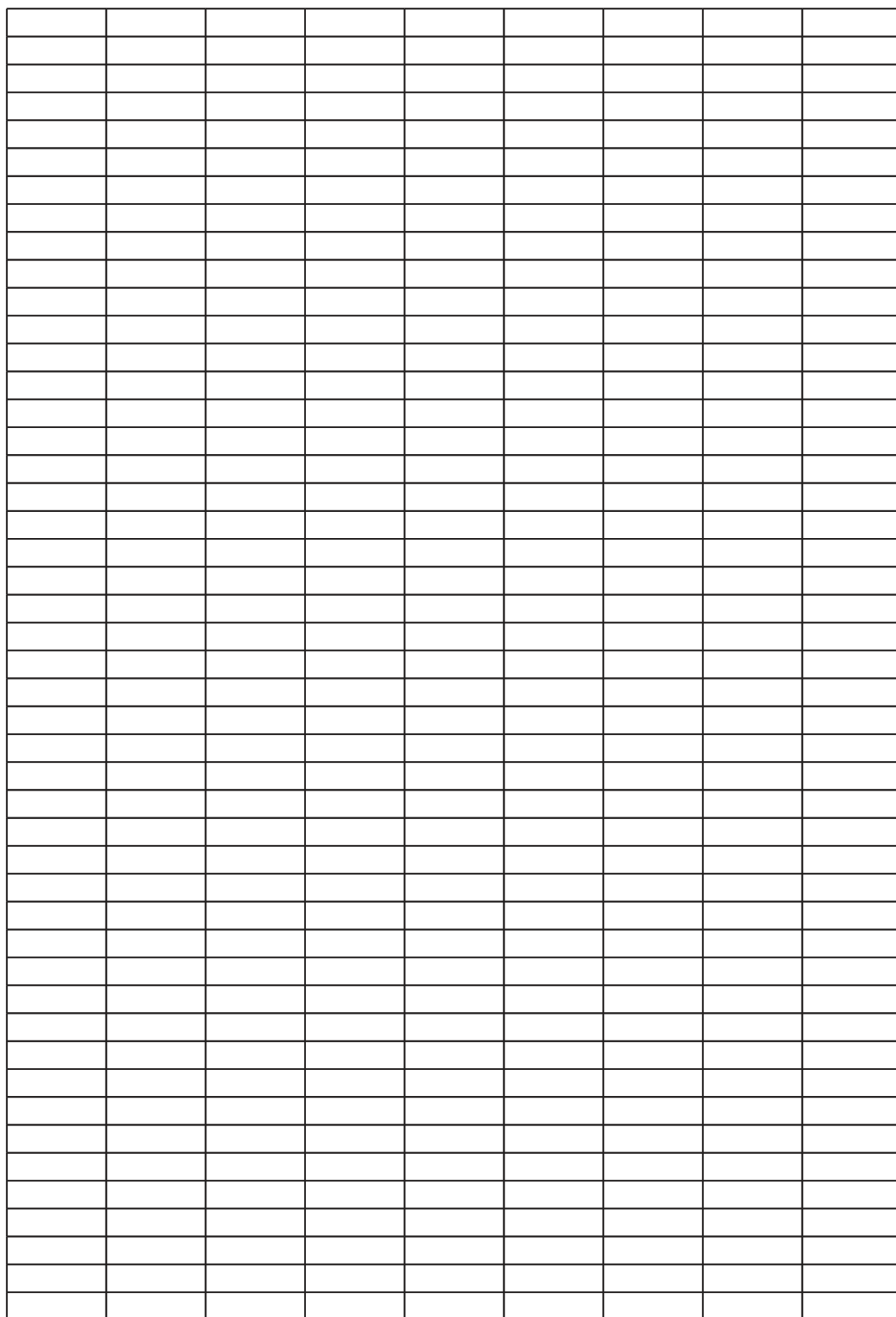
[illegible]



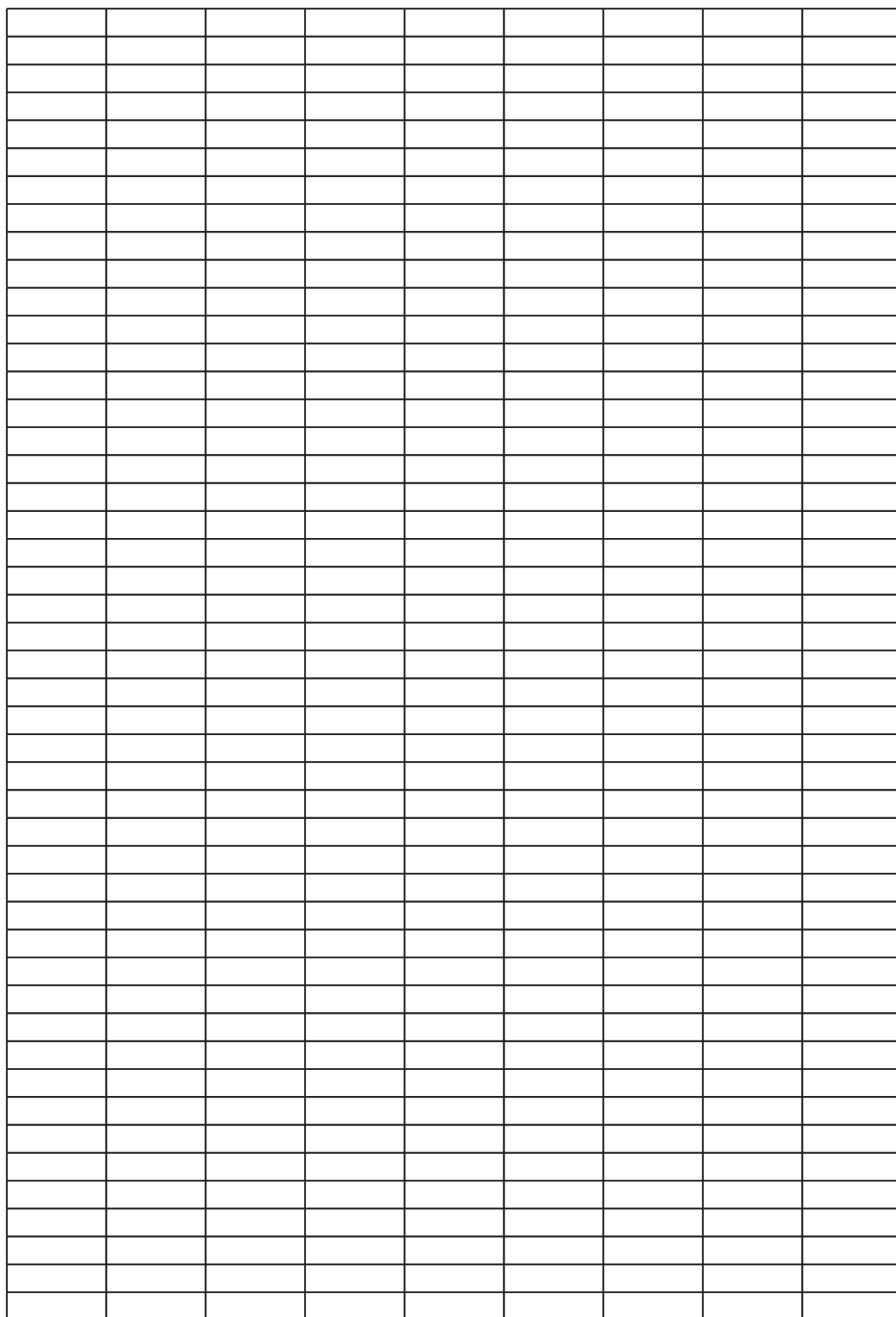
[illegible]

[illegible]

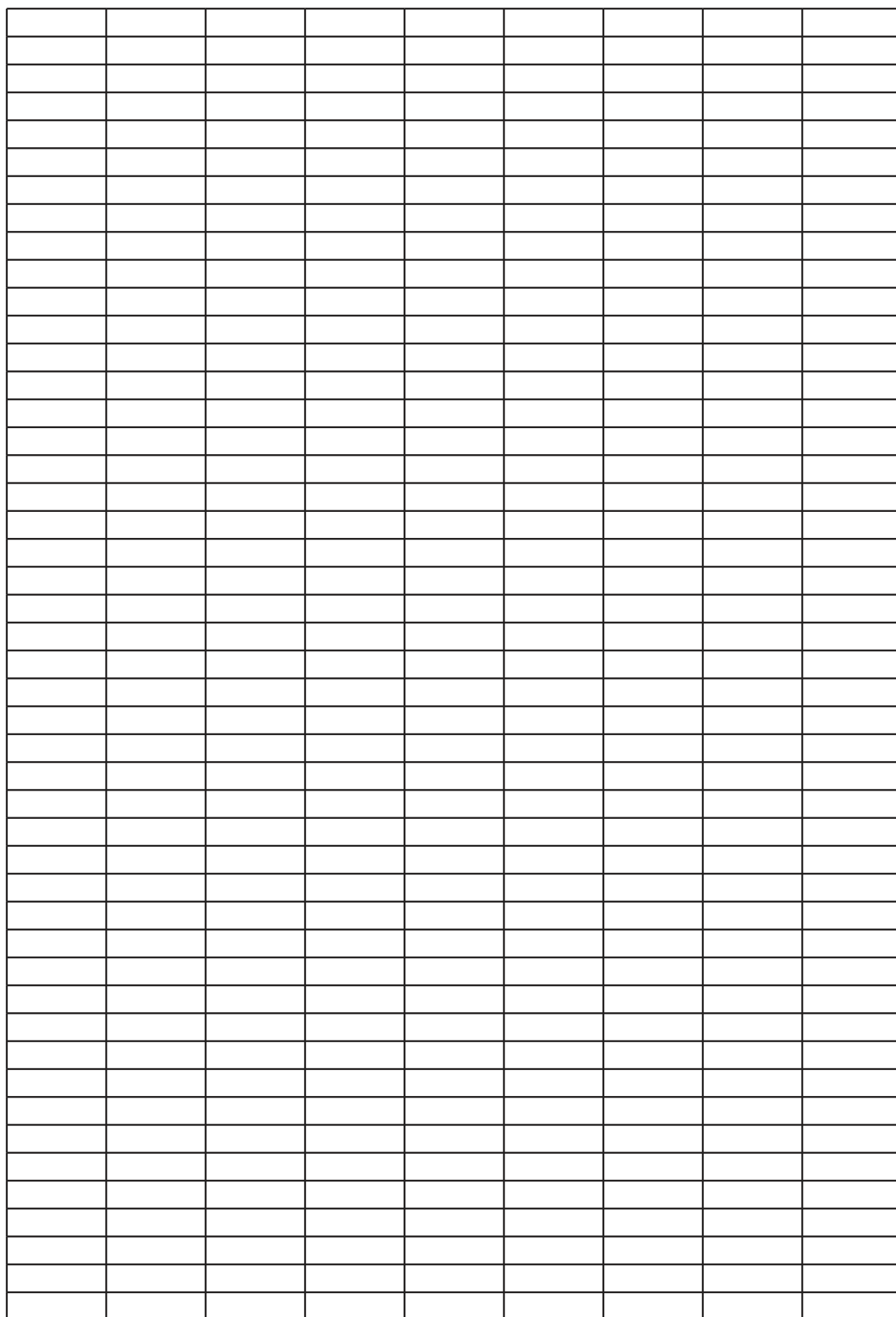
[illegible]



[illegible]



[illegible]



[illegible]

[illegible]

Do not delete highlighted formulas in Grey

Utility	Service Period	Usage	Total invoice
Duke	10/12/2018-11/11/2018	152.00	\$76.7000
	11/12/2018-12/12/2018	269.00	\$136.7400
	12/13/2018-1/15/2019	278.00	\$140.2800

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

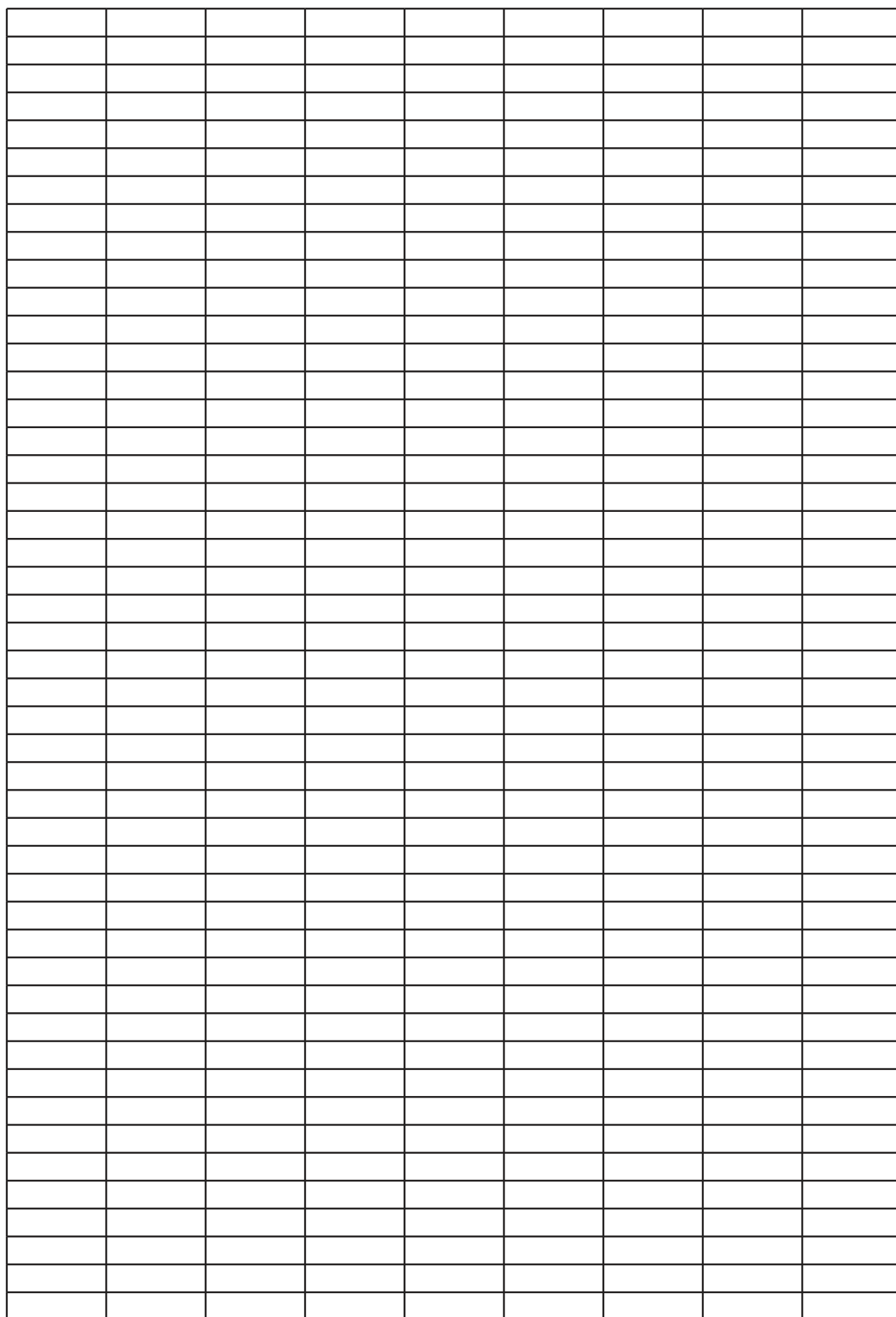
[illegible]

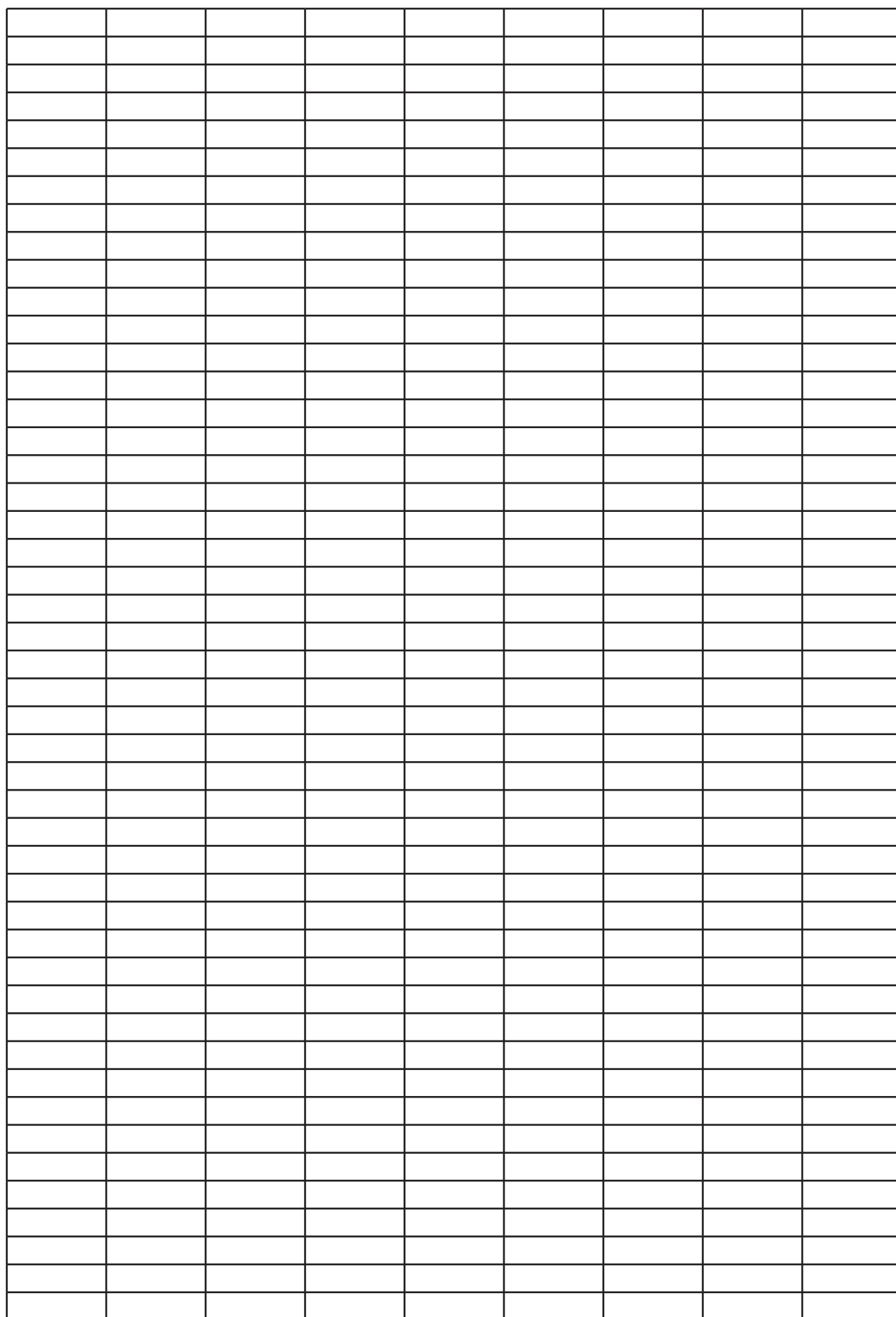
[illegible]

[illegible]

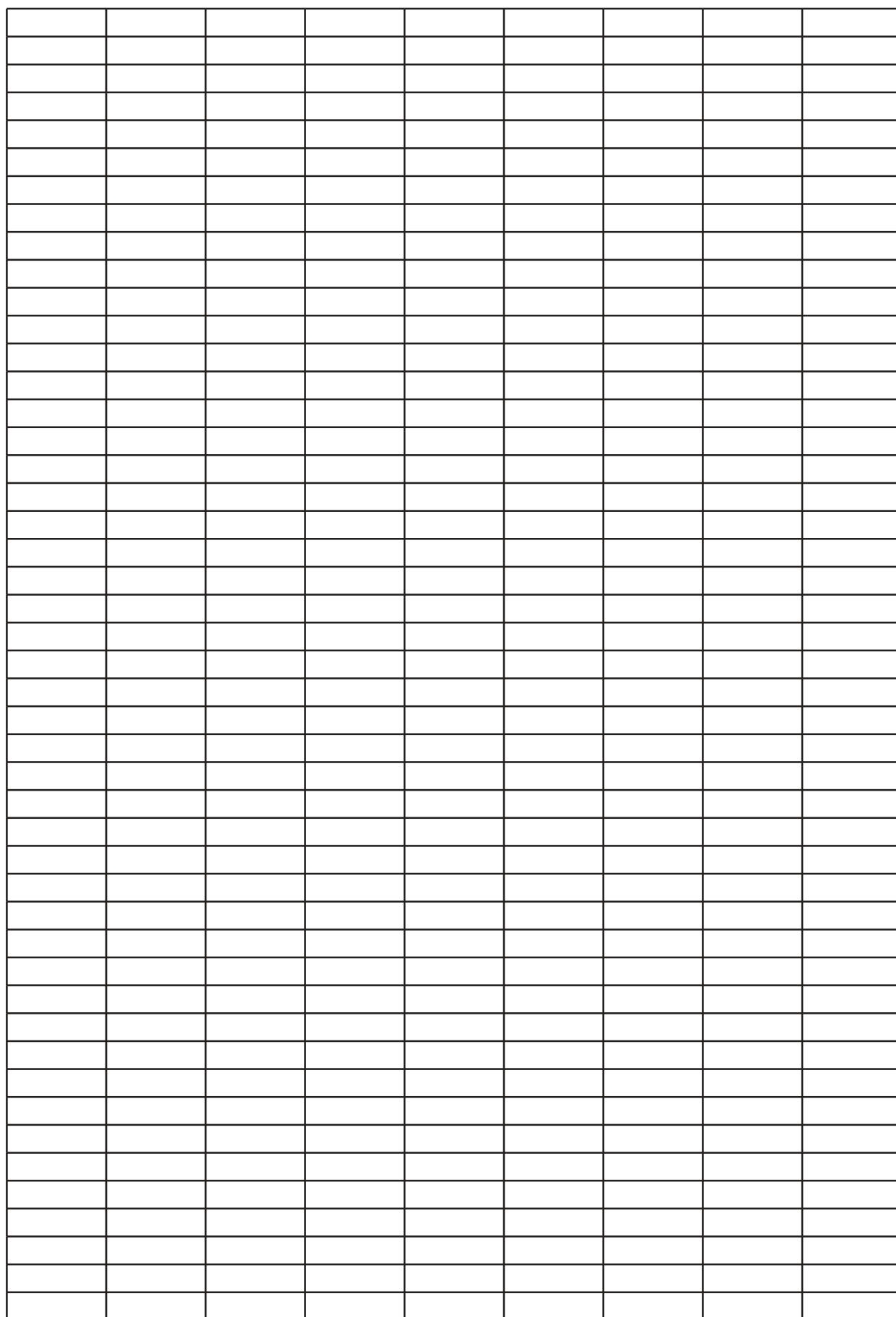
[illegible]

[illegible]





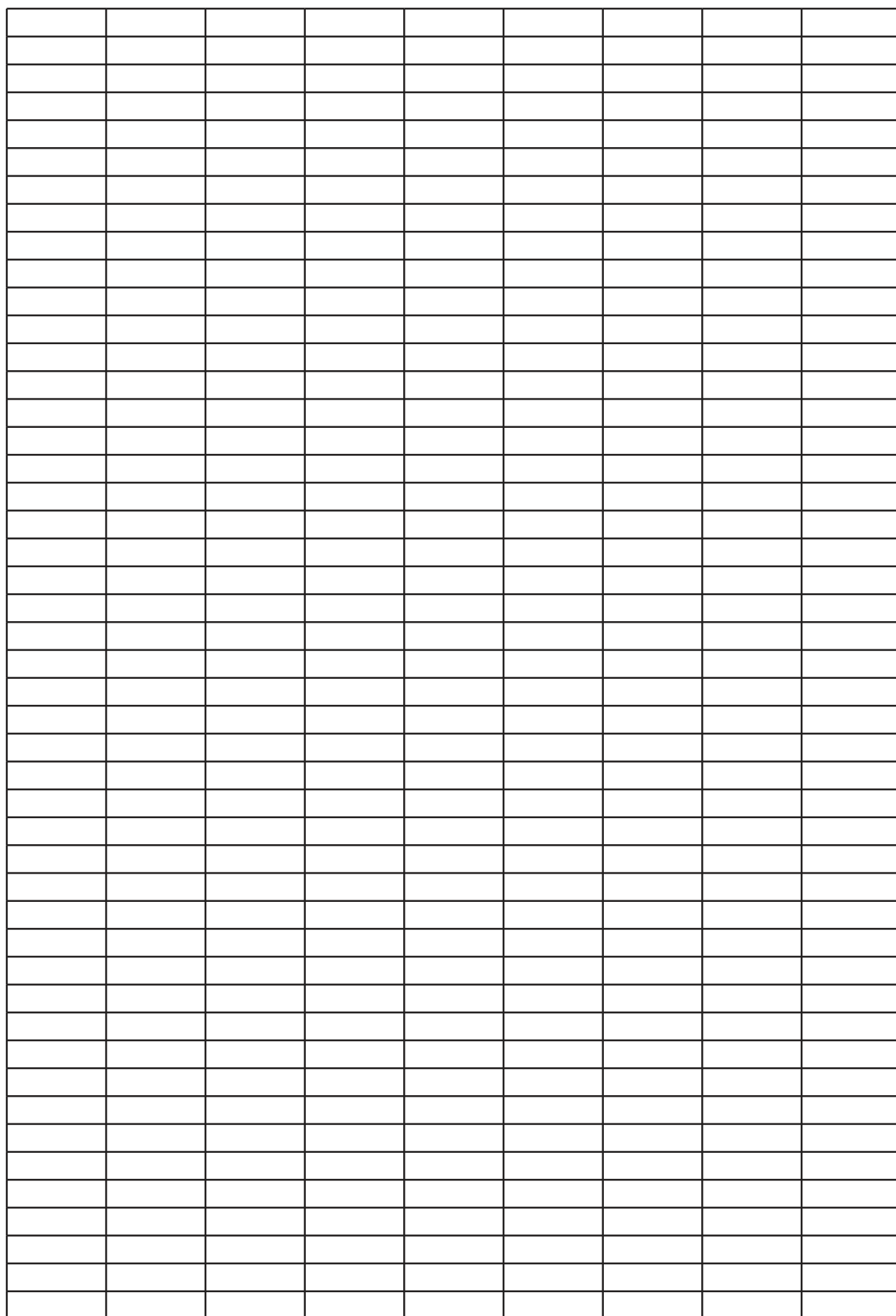
[illegible]

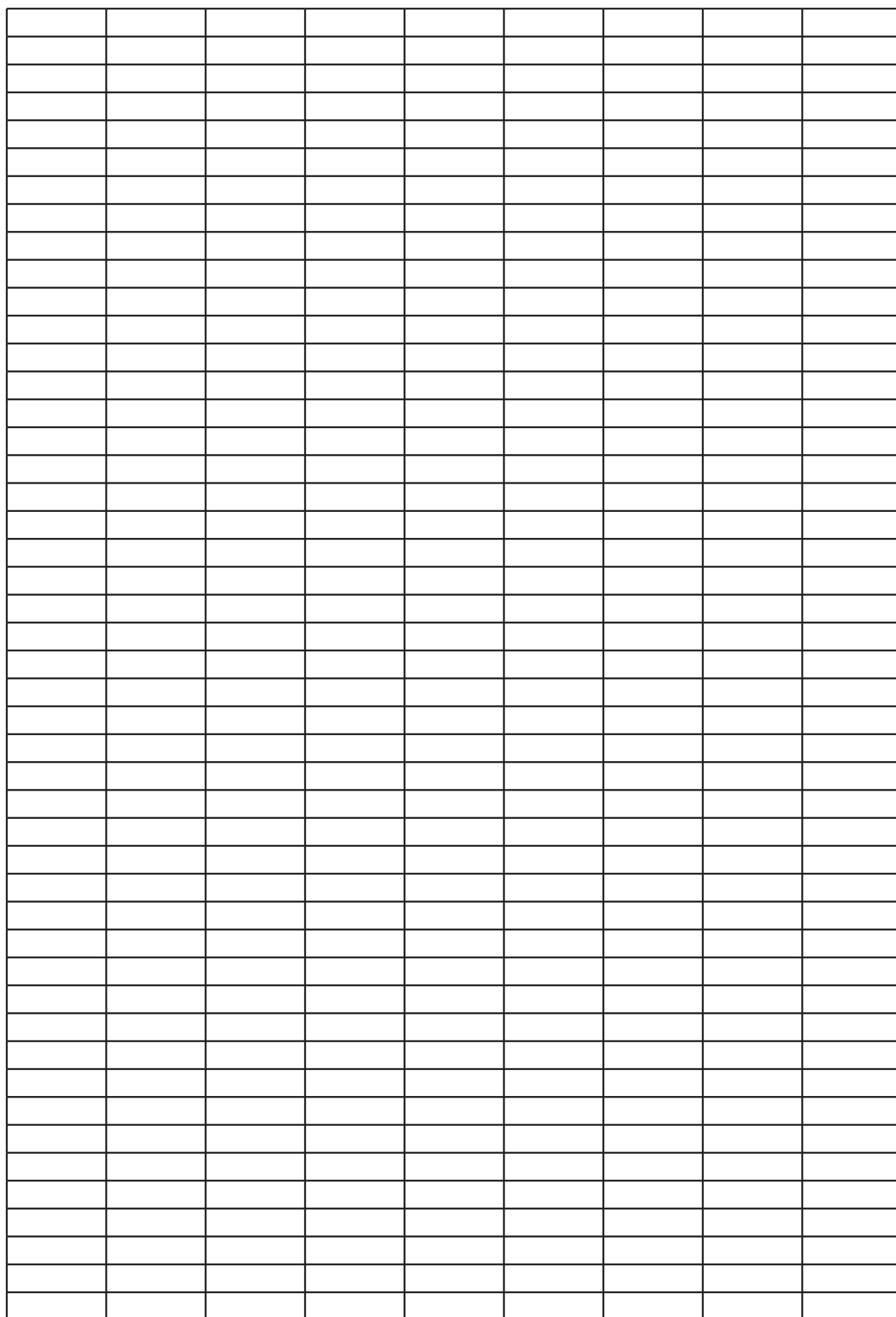


[illegible]

[illegible]

[illegible]

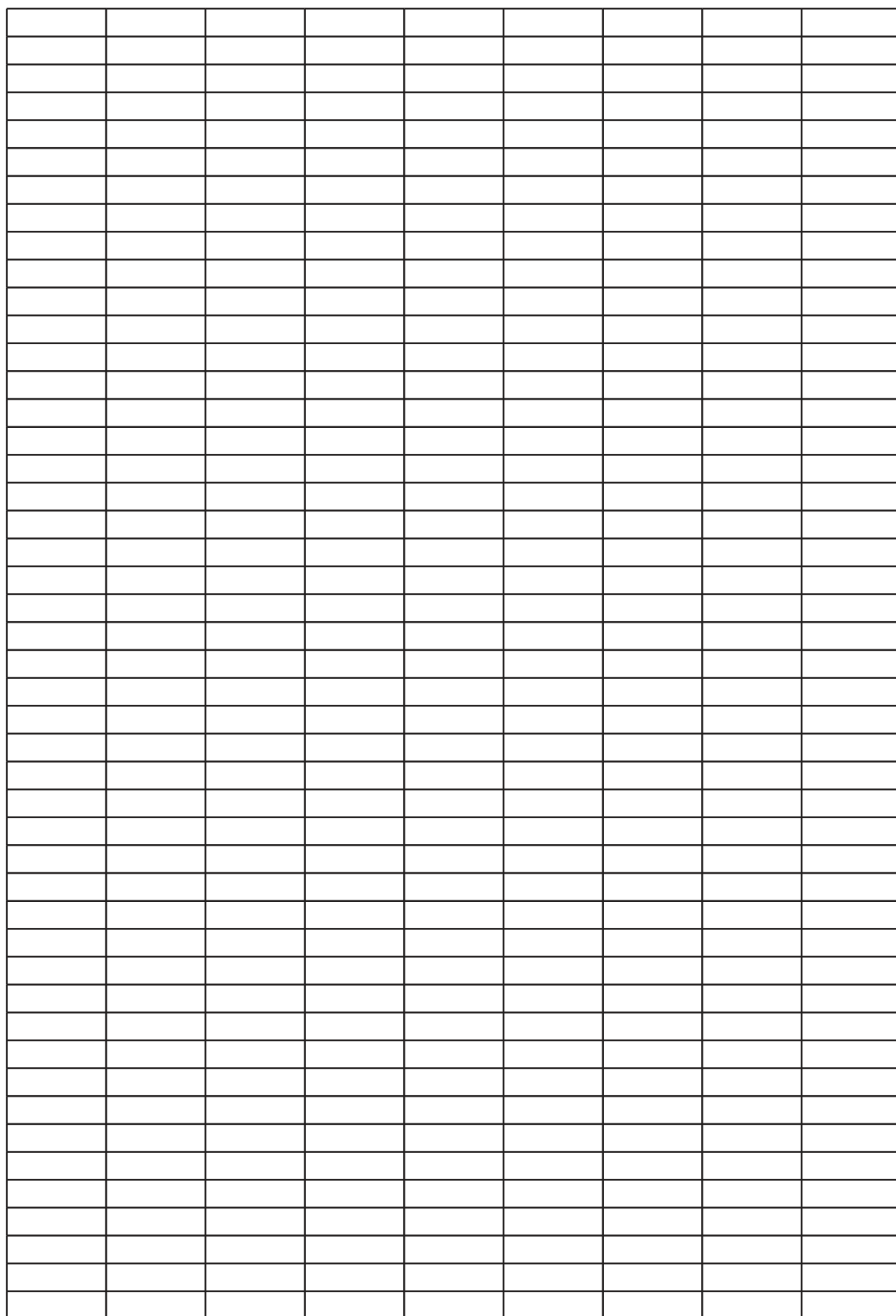


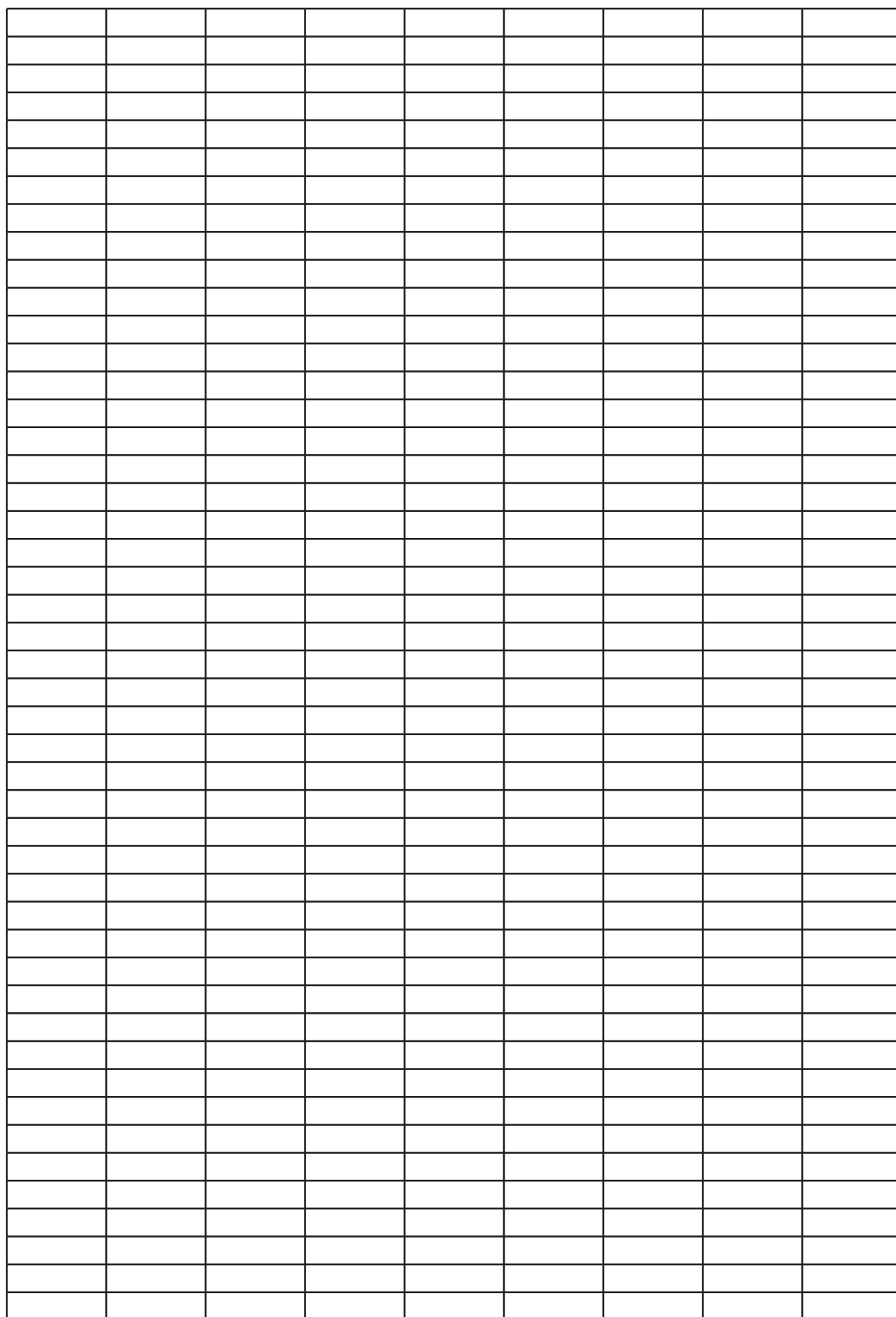


[illegible]

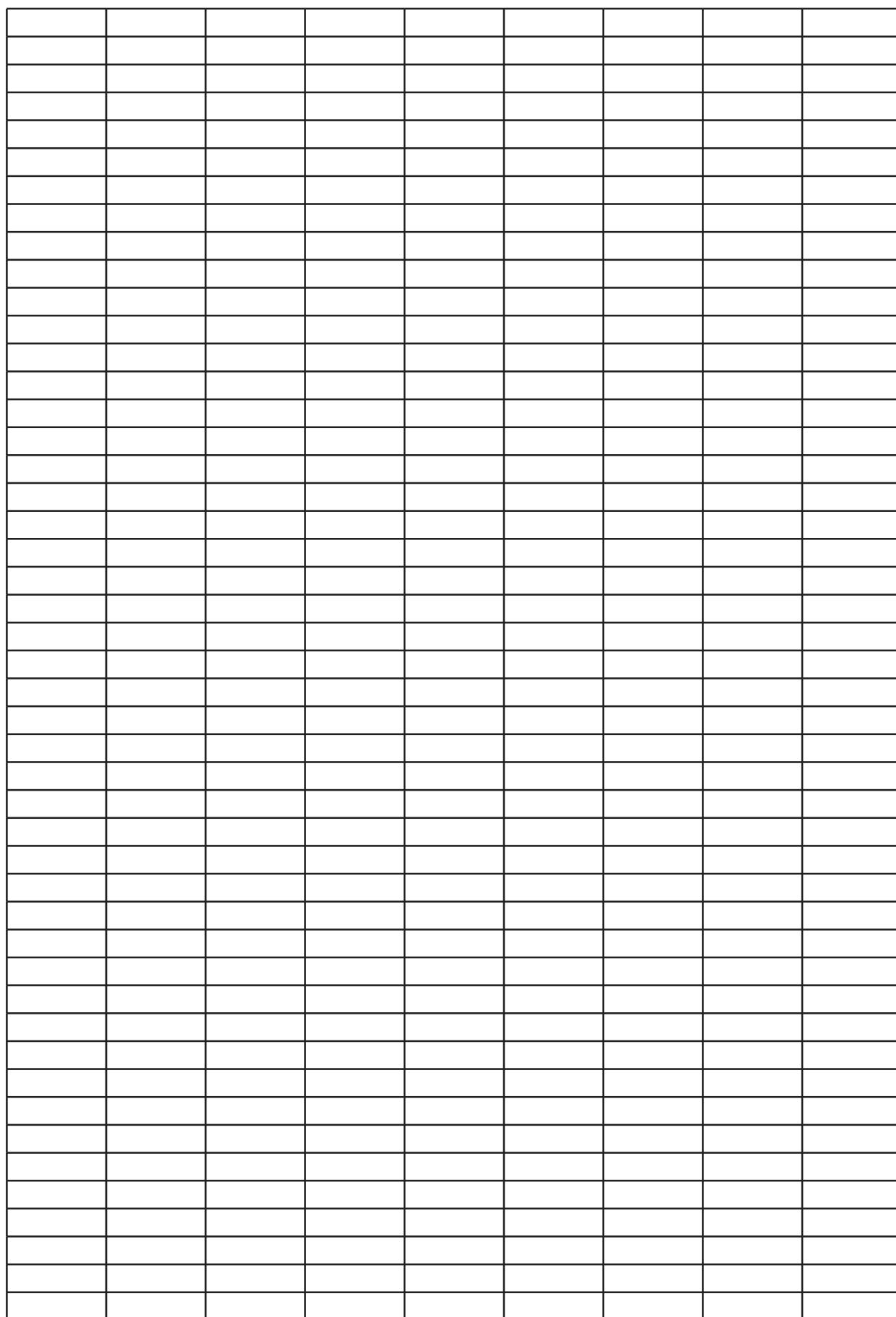
[illegible]

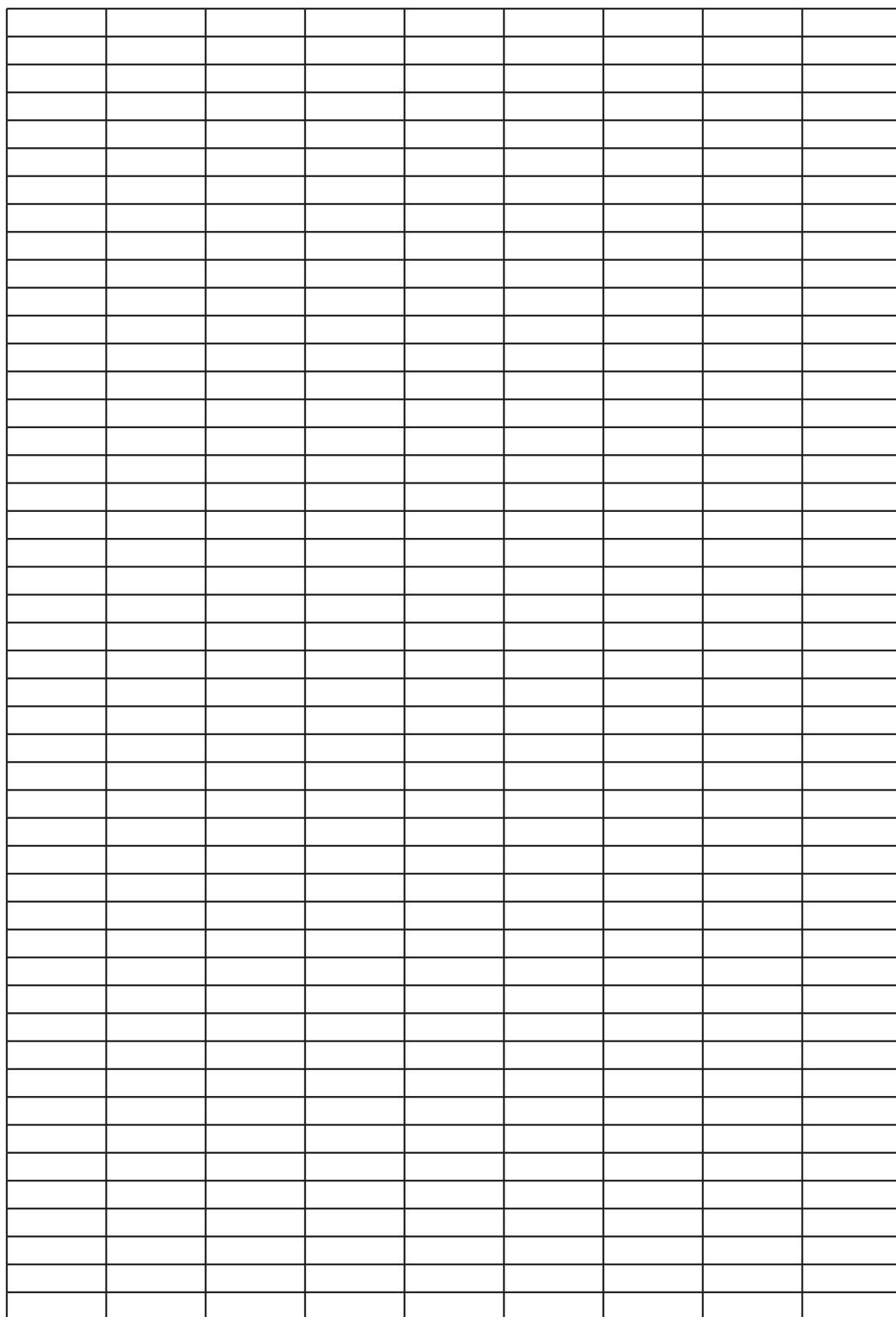
[illegible]





[illegible]





[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: 00258361	Owner: Cindi Mack
Account Name: [REDACTED]	Account in Question: Verde Energy USA Ohio LLC
Type:	Account Holder:
Status: Pending Reply	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

CASE DATES:

Date Opened: 03-12-2019
Case Age in Business Days: 34

Date Closed:

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: Trumbull
Service Address Street: [REDACTED]	Service Address State: Ohio
[REDACTED]	
Service Address City: Warren	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: General -- Electric
AIQ Sub-Sub-Industry:	Specific Code: Rule Violation
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:

Case Comments

Created Date	Comment
3/12/2019 4:17:19 PM	Customer calling because she signed up with Verde and wanted to cancel the enrollment. she has called Verde 4 times and hasn't been able to get through. Customer called OE for cancellation and they told her to contact Verde. Customer just wants the enrollment cancelled. Opening investigation to help get cancellation processed. Gave case# invited call back
3/22/2019 9:16:19 AM	<p>Reviewed both TPV's for Elect and Gas.</p> <p>-Both stated that the co. will send the Welcome Packet w/in 3-5 business days *Rule violation for elect: O.A.C.4901:1-21-06(D)(2)(a)(vii) The company must with on business day, send the customer a written contract that details the terms and conditions that were summarized in the telephone call. *Rule violation for gas: O.A.C.4901:1-29-06(E)(1)(g) The company must within one business day, send the customer a written contract that details the terms and conditions that were summarized in the telephone call.</p> <p>-Both stated that the customer has 7 calendar days to cancel once notified by the utility *Rule violation for gas: O.A.C.4901:1-29-06(E)(1)(h)(ii) The company must advise the customer that they are allowed seven-business-day period from the confirmation notice postmark date to rescind the enrollment.</p>
4/3/2019 12:39:26 PM	<p>Co. provided the sales call on 3/26 and I have reviewed it.... sales call stated that the customer had 3 business days to cancel w/out penalty (said for both elect and gas).</p> <p>Gas- Agent failed to disclose all limitations, exdlusions and offer expiration 4901:1-29-05(D)(8)(e)</p>

4/17/2019 11:01:56 AM	<p>Closed gas case.... Waiting for elect to final bill April 26</p> <p>Left vm, advd there were a few noncomplaint issues w/the enrollment, asked co. to reimburse her acct for the difference in SCO and their rate **Expect to receive a refund check for \$36.37 within 21 business days. **The electric account is pending a termination date of 4/26/2019 **A cost analysis will be completed for the service period from 3/28/2019-4/26/2019.</p> <p>****Advd cust that she will have to choose a new supplier or contact DE and state that she wants to be placed on the SCO</p>
-----------------------	--

Web Information

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

Web Account in Question:
Web US Dot #:

System Information

Created by: 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: 3/13/2019 2:16:48 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:

00258361COMPANY: CUSTOMER: [REDACTED] ADDRESS: [REDACTED]

[REDACTED] Warren, Ohio

44483SERVICE ADDRESS: [REDACTED] [REDACTED] Warren,

Ohio 44483AIQ:

Verde Energy USA Ohio LLCSERVICE ACCOUNT NUMBER: NIQ:

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

DESCRIPTION OF ISSUE: Good afternoon,

Ms. ██████████ reported to staff that on several occasions she tried to contact the company to cancel her enrollment, but was not able to get an answer.

When was the account enrolled? Can you confirm that the utility sent an enrollment confirmation? If so, when? Have you been experiencing difficulties with your phone lines? Please reach out to the customer regarding this matter and verify if the enrollment was canceled. If there is any other information that I should know, it would be greatly appreciated.

Thanks! Sincerely, Cindi Mack Public Utilities Commission of

OhioService Monitoring and

Enforcement DepartmentCustomer Service Lead Investigator (800) 686-PUCO

(7826)www.PUCO.ohio.gov

96

Normal

0

false

false

false

EN-US

X-NONE

X-NONE

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

ref:_00Dt0GzXt._500t0FmvsB:ref

Email Created Date: 3/13/2019 6:20:25 PM

Email Text Version:

Good afternoon,

Attached is the TPV recording and sales call for PUCO Complaint No.00258361. As such, Verde
will provide a final response by the end of business on 3/26/2019.

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: Cindi Mack [mailto:contactthepuco@puc.state.oh.us]

Sent: Wednesday, March 13, 2019 1:17 PM

To: Regulatory

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258361 [ref:_00Dt0GzXt._500t0FmvsB: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: 00258361

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Warren, Ohio 44483

SERVICE ADDRESS: [REDACTED] Warren, Ohio 44483

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Good afternoon,

Ms. [REDACTED] reported to staff that on several occasions she tried to contact the company to cancel her enrollment, but was not able to get an answer.

When was the account enrolled?

Can you confirm that the utility sent an enrollment confirmation? If so, when?

Have you been experiencing difficulties with your phone lines?

Please reach out to the customer regarding this matter and verify if the enrollment was canceled.

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

Sincerely,

Cindi Mack

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Lead Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov<<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cd15372dcb7d8488a72b808d6a80212ba%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636881124211759691&sdata=JFMmKBfck3Cd6x%2BX3OQhJKWVhNd1yiA1ETV46VXhEA8%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=018t0000004MdQU>]

ref: _00Dt0GzXt._500t0FmvsB:ref

Email Created Date: 3/22/2019 9:15:58 AM

Email Text Version:

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

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 3/13/2019 6:20 PM
To: contactthepuco@puco.ohio.gov
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258361 [ref:_00Dt0GzXt._500t0FmvsB:ref]

Good afternoon,

Attached is the TPV recording and sales call for PUCO Complaint No.00258361. As such, Verde will provide a final response by the end of business on 3/26/2019.

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: Cindi Mack [mailto:contactthepuco@puc.state.oh.us]
Sent: Wednesday, March 13, 2019 1:17 PM
To: Regulatory
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258361 [ref:_00Dt0GzXt._500t0FmvsB: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: 00258361
COMPANY:
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Warren, Ohio 44483
SERVICE ADDRESS: [REDACTED] Warren, Ohio 44483
AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER:
NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Good afternoon,

Ms. [REDACTED] reported to staff that on several occasions she tried to contact the company to cancel her enrollment, but was not able to get an answer.

When was the account enrolled?

Can you confirm that the utility sent an enrollment confirmation? If so, when?

Have you been experiencing difficulties with your phone lines?

Please reach out to the customer regarding this matter and verify if the enrollment was canceled.

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

Sincerely,

Cindi Mack

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Lead Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cd15372dcb7d8488a72b808d6a80212ba%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636881124211759691&sdata=JFMmKBfck3Cd6x%2BX3OQhJKWVhNd1yiA1ETV46VXhEA8%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%7Cd15372dcb7d8488a72b808d6a80212ba%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636881124211759691&sdata=JFMmKBfck3Cd6x%2BX3OQhJKWVhNd1yiA1ETV46VXhEA8%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=018t0000004MdQU]

ref:_00Dt0GzXt._500t0FmvsB:ref

Email Created Date: 3/26/2019 2:56:03 PM

Email Text Version:

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00258361.

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

Majorie [REDACTED] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") because she has been trying to contact Verde to cancel the enrollment but has not been able to get an answer.

Investigative Results:

- On 2/26/2019, Ms. [REDACTED] authorized her electric and gas accounts to Verde via Michael Ross (agent ID: 9002) an outbound telemarketer associated with Third Party Vendor PG Consulting. Ms. [REDACTED] enrolled the electric account onto Verde's Price Lock 12, which includes the fixed rate of \$0.0929 cents/kWh for 12 months, with a \$ 0 Monthly Service Fee ("MSF") as well as a \$0 Early Termination Fee ("ETF"). She enrolled the gas account onto Verde's Price Lock 12, which includes the fixed rate of \$0.6490 cents/CCF, with a \$0 MSF and a \$0 ETF. (Sales Call and TPV Attached)
- On 2/27/2019, Verde received an inbound enrollment acceptance with a date of 3/28/2019 for the electric account.
- On 2/28/2019, Verde received an inbound enrollment acceptance with a date of 3/13/2019 for the gas account.
- On 3/6/2019, The Welcome Letters for both accounts were sent to the mailing address on file. (Letters Attached)
- On 3/13/2019, Verde received PUCO Complaint No. 00258361.
- o Verde submitted an outbound cancellation request for the electric and gas accounts.
- On 3/14/2019, Verde received an inbound cancellation rejection from the utility stating "drop not allowed until after 3/28/2019."

· On 3/15/2019, Verde received an inbound cancellation confirmation with a date of 4/4/2019 for the gas account.

Outcome:

We'd like to confirm that Ms. [REDACTED] authorized her electric and gas accounts to Verde via an outbound telemarketer associated with PG Consulting on 2/26/2019 with no objections. For this reason the enrollments to Verde are valid and this account does not warrant any credits or adjustments. Please note that Verde was aware of the areas of opportunity in the TPV regarding:

*Rule violation for elect and gas: O.A.C.4901:1-21-06(D)(2)(a)(vii)

The company must within one business day, send the customer a written contract that details the terms and conditions that were summarized in the telephone call.

*Rule violation for gas: O.A.C.4901:1-29-06(E)(1)(h)(ii)

The company must advise the customer that they are allowed seven-business-day period from the confirmation notice postmark date to rescind the enrollment.

This has been since been corrected as the TPV was completed on 2/26/2019.

Additionally, our records do not reflect any correspondences from Ms. [REDACTED] requesting to cancel her accounts; however she was made aware that she could contact her utility to terminate the accounts also. However, due to the incorrect information provided in the Sales Call and TPV recording, Verde will process a cost analysis for gas account for the service period from 3/13/2019-4/4/2019 and the electric account if the account becomes active. Please be advised that the cost analysis will not be completed until the accounts are final billed and the final payment has been received.

Lastly, please be advised that Verde is not allowed to cancel Ms. [REDACTED] electric account until after 3/28/2019 per the utility. Verde would like to suggest that Ms. [REDACTED] contact her utility to terminate the enrollment before the effective start date. The gas account is pending a termination date of 4/4/2019; which is determined solely by the utility and not Verde.

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

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

From: PUCO Consumer Call Center [mailto:contactthepuco@puc.state.oh.us]
Sent: Friday, March 22, 2019 8:16 AM
To: Customer Concerns
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258361 [ref:_00Dt0GzXt._500t0FmvsB:ref]

Good morning!

Please be advised that I have reviewed the TPV for the electric and gas enrollments and found the following to be non-compliant:

-Both stated that the co. will send the Welcome Packet w/in 3-5 business days

*Rule violation for elect: O.A.C.4901:1-21-06(D)(2)(a)(vii)

The company must within one business day, send the customer a written contract that details the terms and conditions that were summarized in the telephone call.

*Rule violation for gas: O.A.C.4901:1-29-06(E)(1)(g)

The company must within one business day, send the customer a written contract that details the terms and conditions that were summarized in the telephone call.

-Both stated that the customer has 7 calendar days to cancel once notified by the utility

*Rule violation for gas: O.A.C.4901:1-29-06(E)(1)(h)(ii)

The company must advise the customer that they are allowed seven-business-day period from the confirmation notice postmark date to rescind the enrollment.

Additionally, I do need the recorded sales call for both the electric and gas enrollments.

Thank you,
Cindi

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

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 3/13/2019 6:20 PM
To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258361 [ref:_00Dt0GzXt._500t0FmvsB:ref]

Good afternoon,

Attached is the TPV recording and sales call for PUCO Complaint No.00258361. As such, Verde will provide a final response by the end of business on 3/26/2019.

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: Cindi Mack [mailto:contactthepuco@puc.state.oh.us]
Sent: Wednesday, March 13, 2019 1:17 PM
To: Regulatory
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258361 [ref:_00Dt0GzXt._500t0FmvsB: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: 00258361
COMPANY:
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Warren, Ohio 44483
SERVICE ADDRESS: [REDACTED] Warren, Ohio 44483
AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER:
NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Case Number: 00258361

Good afternoon,

Ms. [REDACTED] reported to staff that on several occasions she tried to contact the company to cancel her enrollment, but was not able to get an answer.

When was the account enrolled?

Can you confirm that the utility sent an enrollment confirmation? If so, when?

Have you been experiencing difficulties with your phone lines?

Please reach out to the customer regarding this matter and verify if the enrollment was canceled.

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

Sincerely,

Cindi Mack

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Lead Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov<<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C874bed87fe0c4d50715c08d6b21c7155%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C636892233315591287&sdata=E6%2B7txrYWJaxCB4kOAYvJYmQuLuul%2FbzI6AFLIWZT4w%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=018t0000004MdQU>]

ref:_00Dt0GzXt._500t0FmvsB:ref

[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004Mrj8]

Email Created Date: 4/3/2019 11:41:43 AM

Email Text Version:

Good morning!

Due to the noncompliance issues as stated in my previous email, I'm requesting that the company reimburse the customer from the time of inception for each utility, until each account final bills.

Please forward a spread sheet with each bill cycle, the consumption, the rates that were billed, the utilities rate and total reimbursement.

Additionally, after reviewing the records, I don't see that you have provide the sales call for each account. Please forward the sales calls for review.

Regards,
Cindi

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 3/26/2019 2:53 PM

To: contactthepuco@puco.ohio.gov

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258361 [ref:_00Dt0GzXt._500t0FmvsB:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00258361.

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

Majorie [REDACTED] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") because she has been trying to contact Verde to cancel the enrollment but has not been able to get an answer.

Investigative Results:

- On 2/26/2019, Ms. [REDACTED] authorized her electric and gas accounts to Verde via Michael Ross (agent ID: 9002) an outbound telemarketer associated with Third Party Vendor PG Consulting. Ms. [REDACTED] enrolled the electric account onto Verde's Price Lock 12, which includes the fixed rate of \$0.0929 cents/kWh for 12 months, with a \$ 0 Monthly Service Fee ("MSF") as well as a \$0 Early Termination Fee ("ETF"). She enrolled the gas account onto Verde's Price Lock 12, which includes the fixed rate of \$0.6490 cents/CCF, with a \$0 MSF and a \$0 ETF. (Sales Call and TPV Attached)
- On 2/27/2019, Verde received an inbound enrollment acceptance with a date of 3/28/2019 for the electric account.
- On 2/28/2019, Verde received an inbound enrollment acceptance with a date of 3/13/2019 for the gas account.
- On 3/6/2019, The Welcome Letters for both accounts were sent to the mailing address on file. (Letters Attached)
- On 3/13/2019, Verde received PUCO Complaint No. 00258361.
- o Verde submitted an outbound cancellation request for the electric and gas accounts.
- On 3/14/2019, Verde received an inbound cancellation rejection from the utility stating "drop not allowed until after 3/28/2019."
- On 3/15/2019, Verde received an inbound cancellation confirmation with a date of 4/4/2019 for the gas account.

Outcome:

We'd like to confirm that Ms. [REDACTED] authorized her electric and gas accounts to Verde via an outbound telemarketer associated with PG Consulting on 2/26/2019 with no objections. For this reason the enrollments to Verde are valid and this account does not warrant any credits or adjustments. Please note that Verde was aware of the areas of opportunity in the TPV regarding:

*Rule violation for elect and gas: O.A.C.4901:1-21-06(D)(2)(a)(vii)

The company must with one business day, send the customer a written contract that details the terms and conditions that were summarized in the telephone call.

*Rule violation for gas: O.A.C.4901:1-29-06(E)(1)(h)(ii)

The company must advise the customer that they are allowed seven-business-day period from the confirmation notice postmark date to rescind the enrollment.

This has been since been corrected as the TPV was completed on 2/26/2019.

Additionally, our records do not reflect any correspondences from Ms. [REDACTED] requesting to cancel her accounts; however she was made aware that she could contact her utility to terminate the accounts also. However, due to the incorrect information provided in the Sales Call and TPV recording, Verde will process a cost analysis for gas account for the service period from 3/13/2019-4/4/2019 and the electric account if the account becomes active. Please be advised that the cost analysis will not be completed until the accounts are final billed and the final payment has been received.

Lastly, please be advised that Verde is not allowed to cancel Ms. [REDACTED] electric account until after 3/28/2019 per the utility. Verde would like to suggest that Ms. [REDACTED] contact her utility to terminate the enrollment before the effective start date. The gas account is pending a termination date of 4/4/2019; which is determined solely by the utility and not Verde.

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

Kindest Regards,

Louise Bourgeois

Louise Bourgeois | Regulatory Specialist
12140 Wickchester Ln, Ste 100 | Houston, TX 77079

lbourgeois@verdeenergy.com

From: PUCO Consumer Call Center [mailto:contactthepuco@puc.state.oh.us]
Sent: Friday, March 22, 2019 8:16 AM
To: Customer Concerns

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258361 [ref:_00Dt0GzXt._500t0FmvsB:ref]

Good morning!

Please be advised that I have reviewed the TPV for the electric and gas enrollments and found the following to be non-compliant:

-Both stated that the co. will send the Welcome Packet w/in 3-5 business days

*Rule violation for elect: O.A.C.4901:1-21-06(D)(2)(a)(vii)

The company must with on business day, send the customer a written contract that details the terms and conditions that were summarized in the telephone call.

*Rule violation for gas: O.A.C.4901:1-29-06(E)(1)(g)

The company must within one business day, send the customer a written contract that details the terms and conditions that were summarized in the telephone call.

-Both stated that the customer has 7 calendar days to cancel once notified by the utility

*Rule violation for gas: O.A.C.4901:1-29-06(E)(1)(h)(ii)

The company must advise the customer that they are allowed seven-business-day period from the confirmation notice postmark date to rescind the enrollment.

Additionally, I do need the recorded sales call for both the electric and gas enrollments.

Thank you,
Cindi

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 3/13/2019 6:20 PM

To: contactthepuco@puco.ohio.gov

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258361 [

ref:_00Dt0GzXt._500t0FmvsB:ref]

Good afternoon,

Attached is the TPV recording and sales call for PUCO Complaint No.00258361. As such, Verde will provide a final response by the end of business on 3/26/2019.

Thank you,

Louise Bourgeois

Louise Bourgeois | Regulatory Specialist
12140 Wickchester Ln, Ste 100 | Houston, TX 77079

lbourgeois@verdeenergy.com

From: Cindi Mack [mailto:contactthepuco@puc.state.oh.us]
Sent: Wednesday, March 13, 2019 1:17 PM
To: Regulatory
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258361 [ref:_00Dt0GzXt._500t0FmvsB:ref]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00258361

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] [REDACTED] Warren, Ohio 44483

SERVICE ADDRESS: [REDACTED] [REDACTED] Warren, Ohio 44483

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ: [REDACTED]

Case Number: 00258361

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

DESCRIPTION OF ISSUE:

Good afternoon,

Ms. [REDACTED] reported to staff that on several occasions she tried to contact the company to cancel her enrollment, but was not able to get an answer.

When was the account enrolled?

Can you confirm that the utility sent an enrollment confirmation? If so, when?

Have you been experiencing difficulties with your phone lines?

Please reach out to the customer regarding this matter and verify if the enrollment was canceled.

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

Sincerely,

Cindi Mack

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Lead Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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

ref:_00Dt0GzXt._500t0FmvsB:ref

Email Created Date: 4/3/2019 12:57:41 PM

Email Text Version:

I did want to update you that I do have the sales call. You provided the sales call with your March 26 response.

Additionally, in my original email sent on March 16, the customer stated that she tried to cancel her enrollments and was not able to reach your company. Please submit a drop to the customer's electric utility if that hasn't been taken care of.

I will wait for the previously requested information.

Thank you,
Cindi

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

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

Sent: 4/3/2019 11:41 AM

To: customerconcerns@sparkenergy.com

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258361 [ref:_00Dt0GzXt._500t0FmvsB:ref]

Good morning!

Due to the noncompliance issues as stated in my previous email, I'm requesting that the company reimburse the customer from the time of inception for each utility, until each account final bills.

Please forward a spread sheet with each bill cycle, the consumption, the rates that were billed, the utilities rate and total reimbursement.

Additionally, after reviewing the records, I don't see that you have provide the sales call for each account. Please forward the sales calls for review.

Regards,
Cindi

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 3/26/2019 2:53 PM

To: contactthepuco@puco.ohio.gov

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258361 [ref:_00Dt0GzXt._500t0FmvsB:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00258361.

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 has been trying to contact Verde to cancel the enrollment but has not been able to get an answer.

Investigative Results:

· On 2/26/2019, Ms. [REDACTED] authorized her electric and gas accounts to Verde via Michael Ross (agent ID: 9002) an outbound telemarketer associated with Third Party Vendor PG Consulting. Ms. [REDACTED] enrolled the electric account onto Verde's Price Lock 12, which includes the fixed rate of \$0.0929 cents/kWh for 12 months, with a \$ 0 Monthly Service Fee ("MSF") as well as a \$0 Early Termination Fee ("ETF"). She enrolled the gas account onto Verde's Price Lock 12, which includes the fixed rate of \$0.6490 cents/CCF, with a \$0 MSF and a \$0 ETF. (Sales Call and TPV Attached)

- On 2/27/2019, Verde received an inbound enrollment acceptance with a date of 3/28/2019 for the electric account.
- On 2/28/2019, Verde received an inbound enrollment acceptance with a date of 3/13/2019 for the gas account.
- On 3/6/2019, The Welcome Letters for both accounts were sent to the mailing address on file. (Letters Attached)
- On 3/13/2019, Verde received PUCO Complaint No. 00258361.
- o Verde submitted an outbound cancellation request for the electric and gas accounts.
- On 3/14/2019, Verde received an inbound cancellation rejection from the utility stating “drop not allowed until after 3/28/2019.”
- On 3/15/2019, Verde received an inbound cancellation confirmation with a date of 4/4/2019 for the gas account.

Outcome:

We’d like to confirm that Ms. [REDACTED] authorized her electric and gas accounts to Verde via an outbound telemarketer associated with PG Consulting on 2/26/2019 with no objections. For this reason the enrollments to Verde are valid and this account does not warrant any credits or adjustments. Please note that Verde was aware of the areas of opportunity in the TPV regarding:

*Rule violation for elect and gas: O.A.C.4901:1-21-06(D)(2)(a)(vii)

The company must with one business day, send the customer a written contract that details the terms and conditions that were summarized in the telephone call.

*Rule violation for gas: O.A.C.4901:1-29-06(E)(1)(h)(ii)

The company must advise the customer that they are allowed seven-business-day period from the confirmation notice postmark date to rescind the enrollment.

This has been since been corrected as the TPV was completed on 2/26/2019.

Additionally, our records do not reflect any correspondences from Ms. [REDACTED] requesting to cancel her accounts; however she was made aware that she could contact her utility to terminate the accounts also. However, due to the incorrect information provided in the Sales Call and TPV recording, Verde will process a cost analysis for gas account for the service period from 3/13/2019-4/4/2019 and the electric account if the account becomes active. Please be advised that the cost analysis will not be completed until the accounts are final billed and the final payment has been received.

Lastly, please be advised that Verde is not allowed to cancel Ms. [REDACTED] electric account until after 3/28/2019 per the utility. Verde would like to suggest that Ms. [REDACTED] contact her utility to terminate the enrollment before the effective start date. The gas account is pending a termination date of 4/4/2019; which is determined solely by the utility and not Verde.

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

Kindest Regards,

Louise Bourgeois

Louise Bourgeois | Regulatory Specialist
12140 Wickchester Ln, Ste 100 | Houston, TX 77079

lbougeois@verdeenergy.com

From: PUCO Consumer Call Center [<mailto:contactthepuco@puc.state.oh.us>]
Sent: Friday, March 22, 2019 8:16 AM
To: Customer Concerns
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258361 [ref:_00Dt0GzXt._500t0FmvsB:ref]

Good morning!

Please be advised that I have reviewed the TPV for the electric and gas enrollments and found the following to be non-compliant:

-Both stated that the co. will send the Welcome Packet w/in 3-5 business days

*Rule violation for elect: O.A.C.4901:1-21-06(D)(2)(a)(vii)

The company must with on business day, send the customer a written contract that details the terms and conditions that were summarized in the telephone call.

*Rule violation for gas: O.A.C.4901:1-29-06(E)(1)(g)

The company must within one business day, send the customer a written contract that details the terms and conditions that were summarized in the telephone call.

-Both stated that the customer has 7 calendar days to cancel once notified by the utility

*Rule violation for gas: O.A.C.4901:1-29-06(E)(1)(h)(ii)

The company must advise the customer that they are allowed seven-business-day period from the confirmation notice postmark date to rescind the enrollment.

Additionally, I do need the recorded sales call for both the electric and gas enrollments.

Thank you,
Cindi

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 3/13/2019 6:20 PM

To: contactthepuco@puco.ohio.gov

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258361 [

ref:_00Dt0GzXt._500t0FmvsB:ref]

Good afternoon,

Attached is the TPV recording and sales call for PUCO Complaint No.00258361. As such, Verde will provide a final response by the end of business on 3/26/2019.

Thank you,

Louise Bourgeois

Louise Bourgeois | Regulatory Specialist
12140 Wickchester Ln, Ste 100 | Houston, TX 77079

lbourgeois@verdeenergy.com

From: Cindi Mack [mailto:contactthepuco@puc.state.oh.us]
Sent: Wednesday, March 13, 2019 1:17 PM
To: Regulatory
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258361 [ref:_00Dt0GzXt._500t0FmvsB:ref]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00258361

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Warren, Ohio 44483

SERVICE ADDRESS: [REDACTED] Warren, Ohio 44483

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Case Number: 00258361

Good afternoon,

Ms. [REDACTED] reported to staff that on several occasions she tried to contact the company to cancel her enrollment, but was not able to get an answer.

When was the account enrolled?

Can you confirm that the utility sent an enrollment confirmation? If so, when?

Have you been experiencing difficulties with your phone lines?

Please reach out to the customer regarding this matter and verify if the enrollment was canceled.

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

Sincerely,

Cindi Mack

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Lead Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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

ref:_00Dt0GzXt._500t0FmvsB:ref

Email Created Date: 4/12/2019 12:59:07 PM

Email Text Version:

Good morning,

Attached is the Cost Analysis for the gas account. Ms. [REDACTED] can expect to receive a refund check for \$36.37 within 21 business days. The electric account is pending a termination date of 4/26/2019; at which when the account has been final billed the cost analysis will be completed for the service period from 3/28/2019-4/26/2019.

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

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

Sent: Wednesday, April 03, 2019 11:58 AM

To: Customer Concerns

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258361 [ref:_00Dt0GzXt._500t0FmvsB:ref]

I did want to update you that I do have the sales call. You provided the sales call with your March 26 response.

Additionally, in my original email sent on March 16, the customer stated that she tried to cancel her enrollments and was not able to reach your company. Please submit a drop to the customer's electric utility if that hasn't been taken care of.

I will wait for the previously requested information.

Thank you,
Cindi

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

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
Sent: 4/3/2019 11:41 AM
To: customerconcerns@sparkenergy.com<mailto:customerconcerns@sparkenergy.com>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258361 [ref:_00Dt0GzXt._500t0FmvsB:ref]

Good morning!

Due to the noncompliance issues as stated in my previous email, I'm requesting that the company reimburse the customer from the time of inception for each utility, until each account final bills.

Please forward a spread sheet with each bill cycle, the consumption, the rates that were billed, the utilities rate and total reimbursement.

Additionally, after reviewing the records, I don't see that you have provide the sales call for each account. Please forward the sales calls for review.

Regards,
Cindi

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

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 3/26/2019 2:53 PM
To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258361 [ref:_00Dt0GzXt._500t0FmvsB:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00258361.

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 has been trying to contact Verde to cancel the enrollment but has not been able to get an answer.

Investigative Results:

- On 2/26/2019, Ms. [REDACTED] authorized her electric and gas accounts to Verde via Michael Ross (agent ID: 9002) an outbound telemarketer associated with Third Party Vendor PG Consulting. Ms. [REDACTED] enrolled the electric account onto Verde's Price Lock 12, which includes the fixed rate of \$0.0929 cents/kWh for 12 months, with a \$ 0 Monthly Service Fee ("MSF") as well as a \$0 Early Termination Fee ("ETF"). She enrolled the gas account onto Verde's Price Lock 12, which includes the fixed rate of \$0.6490 cents/CCF, with a \$0 MSF and a \$0 ETF. (Sales Call and TPV Attached)
- On 2/27/2019, Verde received an inbound enrollment acceptance with a date of 3/28/2019 for the electric account.
- On 2/28/2019, Verde received an inbound enrollment acceptance with a date of 3/13/2019 for the gas account.
- On 3/6/2019, The Welcome Letters for both accounts were sent to the mailing address on file. (Letters Attached)
- On 3/13/2019, Verde received PUCO Complaint No. 00258361.
- o Verde submitted an outbound cancellation request for the electric and gas accounts.
- On 3/14/2019, Verde received an inbound cancellation rejection from the utility stating "drop not allowed until after 3/28/2019."
- On 3/15/2019, Verde received an inbound cancellation confirmation with a date of 4/4/2019 for the gas account.

Outcome:

We'd like to confirm that Ms. [REDACTED] authorized her electric and gas accounts to Verde via an outbound telemarketer associated with PG Consulting on 2/26/2019 with no objections. For this reason the enrollments to Verde are valid and this account does not warrant any credits or adjustments. Please note that Verde was aware of the areas of opportunity in the TPV regarding:

*Rule violation for elect and gas: O.A.C.4901:1-21-06(D)(2)(a)(vii)

The company must with one business day, send the customer a written contract that details the terms and conditions that were summarized in the telephone call.

*Rule violation for gas: O.A.C.4901:1-29-06(E)(1)(h)(ii)

The company must advise the customer that they are allowed seven-business-day period from the confirmation notice postmark date to rescind the enrollment.

This has been since been corrected as the TPV was completed on 2/26/2019.

Additionally, our records do not reflect any correspondences from Ms. [REDACTED] requesting to cancel her accounts; however she was made aware that she could contact her utility to terminate the accounts also. However, due to the incorrect information provided in the Sales Call and TPV recording, Verde will process a cost analysis for gas account for the service period from 3/13/2019-4/4/2019 and the electric account if the account becomes active. Please be advised that the cost analysis will not be completed until the accounts are final billed and the final payment has been received.

Lastly, please be advised that Verde is not allowed to cancel Ms. [REDACTED] electric account until after 3/28/2019 per the utility. Verde would like to suggest that Ms. [REDACTED] contact her utility to terminate the enrollment before the effective start date. The gas account is pending a termination date of 4/4/2019; which is determined solely by the utility and not Verde.

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

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

From: PUCO Consumer Call Center [mailto:contactthepuco@puc.state.oh.us]
Sent: Friday, March 22, 2019 8:16 AM
To: Customer Concerns
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258361 [ref:_00Dt0GzXt._500t0FmvsB:ref]

Good morning!

Please be advised that I have reviewed the TPV for the electric and gas enrollments and found the following to be non-compliant:

-Both stated that the co. will send the Welcome Packet w/in 3-5 business days
*Rule violation for elect: O.A.C.4901:1-21-06(D)(2)(a)(vii)

The company must within one business day, send the customer a written contract that details the terms and conditions that were summarized in the telephone call.

*Rule violation for gas: O.A.C.4901:1-29-06(E)(1)(g)

The company must within one business day, send the customer a written contract that details the terms and conditions that were summarized in the telephone call.

-Both stated that the customer has 7 calendar days to cancel once notified by the utility

*Rule violation for gas: O.A.C.4901:1-29-06(E)(1)(h)(ii)

The company must advise the customer that they are allowed seven-business-day period from the confirmation notice postmark date to rescind the enrollment.

Additionally, I do need the recorded sales call for both the electric and gas enrollments.

Thank you,
Cindi

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 3/13/2019 6:20 PM

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

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258361 [ref:_00Dt0GzXt._500t0FmvsB:ref]

Good afternoon,

Attached is the TPV recording and sales call for PUCO Complaint No.00258361. As such, Verde will provide a final response by the end of business on 3/26/2019.

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>

From: Cindi Mack [mailto:contactthepuco@puc.state.oh.us]

Sent: Wednesday, March 13, 2019 1:17 PM

To: Regulatory

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258361 [ref:_00Dt0GzXt._500t0FmvsB: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: 00258361

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Warren, Ohio 44483

SERVICE ADDRESS: [REDACTED] Warren, Ohio 44483

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Good afternoon,

Ms. [REDACTED] reported to staff that on several occasions she tried to contact the company to cancel her enrollment, but was not able to get an answer.

When was the account enrolled?

Can you confirm that the utility sent an enrollment confirmation? If so, when?

Have you been experiencing difficulties with your phone lines?

Please reach out to the customer regarding this matter and verify if the enrollment was canceled.

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

Sincerely,

Cindi Mack
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Lead Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov<<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C18324a059a364c8bff8d08d6bf68122a%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636906851425876494&sdata=wkNqL1JFIXDCXm6WivAwinHWEhIrQVptUvr%2BAijvnVg%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=018t0000004MdQU>]

ref:_00Dt0GzXt._500t0FmvsB:ref

[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004Mrj8>]

[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004NB78>]

[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004NBBY>]

Email Created Date: 4/17/2019 11:05:09 AM

Email Text Version:

Thank you for the information. I'll hold this open until the electric final bills on April 26.

Thank you!
Cindi

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

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 4/12/2019 12:58 PM
To: contactthepuco@puco.ohio.gov
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258361 [ref:_00Dt0GzXt._500t0FmvsB:ref]

Good morning,

Attached is the Cost Analysis for the gas account. Ms. [REDACTED] can expect to receive a refund check for \$36.37 within 21 business days. The electric account is pending a termination date of 4/26/2019; at which when the account has been final billed the cost analysis will be completed for the service period from 3/28/2019-4/26/2019.

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

Thank you,

Louise Bourgeois

Louise Bourgeois | Regulatory Specialist
12140 Wickchester Ln, Ste 100 | Houston, TX 77079

lbourgeois@verdeenergy.com

From: PUCO Consumer Call Center [mailto:contactthepuco@puc.state.oh.us]
Sent: Wednesday, April 03, 2019 11:58 AM
To: Customer Concerns
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258361 [ref:_00Dt0GzXt._500t0FmvsB:ref]

I did want to update you that I do have the sales call. You provided the sales call with your March 26 response.

Additionally, in my original email sent on March 16, the customer stated that she tried to cancel her enrollments and was not able to reach your company. Please submit a drop to the customer's electric utility if that hasn't been taken care of.

I will wait for the previously requested information.

Thank you,
Cindi

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

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
Sent: 4/3/2019 11:41 AM
To: customerconcerns@sparkenergy.com
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258361 [ref:_00Dt0GzXt._500t0FmvsB:ref]

Good morning!

Due to the noncompliance issues as stated in my previous email, I'm requesting that the company reimburse the customer from the time of inception for each utility, until each account final bills.

Please forward a spread sheet with each bill cycle, the consumption, the rates that were billed, the utilities rate and total reimbursement.

Additionally, after reviewing the records, I don't see that you have provide the sales call for each account. Please forward the sales calls for review.

Regards,
Cindi

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

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 3/26/2019 2:53 PM
To: contactthepuco@puco.ohio.gov
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258361 [ref:_00Dt0GzXt._500t0FmvsB:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00258361.

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

Majorie [REDACTED] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") because she has been trying to contact Verde to cancel the enrollment but has not been able to get an answer.

Investigative Results:

- On 2/26/2019, Ms. [REDACTED] authorized her electric and gas accounts to Verde via Michael Ross (agent ID: 9002) an outbound telemarketer associated with Third Party Vendor PG Consulting. Ms. [REDACTED] enrolled the electric account onto Verde's Price Lock 12, which includes the fixed rate of \$0.0929 cents/kWh for 12 months, with a \$ 0 Monthly Service Fee ("MSF") as well as a \$0 Early Termination Fee ("ETF"). She enrolled the gas account onto Verde's Price Lock 12, which includes the fixed rate of \$0.6490 cents/CCF, with a \$0 MSF and a \$0 ETF. (Sales Call and TPV Attached)
- On 2/27/2019, Verde received an inbound enrollment acceptance with a date of 3/28/2019 for the electric account.
- On 2/28/2019, Verde received an inbound enrollment acceptance with a date of 3/13/2019 for the gas account.
- On 3/6/2019, The Welcome Letters for both accounts were sent to the mailing address on file. (Letters Attached)
- On 3/13/2019, Verde received PUCO Complaint No. 00258361.
 - o Verde submitted an outbound cancellation request for the electric and gas accounts.
- On 3/14/2019, Verde received an inbound cancellation rejection from the utility stating "drop not allowed until after 3/28/2019."
- On 3/15/2019, Verde received an inbound cancellation confirmation with a date of 4/4/2019 for the gas account.

Outcome:

We'd like to confirm that Ms. [REDACTED] authorized her electric and gas accounts to Verde via an outbound telemarketer associated with PG Consulting on 2/26/2019 with no objections. For this reason the enrollments to Verde are valid and this account does not warrant any credits or adjustments. Please note that Verde was aware of the areas of opportunity in the TPV regarding:

*Rule violation for elect and gas: O.A.C.4901:1-21-06(D)(2)(a)(vii)

The company must with one business day, send the customer a written contract that details the terms and conditions that were summarized in the telephone call.

*Rule violation for gas: O.A.C.4901:1-29-06(E)(1)(h)(ii)

The company must advise the customer that they are allowed seven-business-day period from the confirmation notice postmark date to rescind the enrollment.

This has been since been corrected as the TPV was completed on 2/26/2019.

Additionally, our records do not reflect any correspondences from Ms. [REDACTED] requesting to cancel her accounts; however she was made aware that she could contact her utility to terminate the accounts also. However, due to the incorrect information provided in the Sales Call and TPV recording, Verde will process a cost analysis for gas account for the service period from 3/13/2019-4/4/2019 and the electric account if the account becomes active. Please be advised that the cost analysis will not be completed until the accounts are final billed and the final payment has been received.

Lastly, please be advised that Verde is not allowed to cancel Ms. [REDACTED] electric account until after 3/28/2019 per the utility. Verde would like to suggest that Ms. [REDACTED] contact her utility to terminate the enrollment before the effective start date. The gas account is pending a termination date of 4/4/2019; which is determined solely by the utility and not Verde.

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

Kindest Regards,

Louise Bourgeois

Louise Bourgeois | Regulatory Specialist
12140 Wickchester Ln, Ste 100 | Houston, TX 77079

lbougeois@verdeenergy.com

From: PUCO Consumer Call Center [mailto:contactthepuco@puc.state.oh.us]
Sent: Friday, March 22, 2019 8:16 AM
To: Customer Concerns
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258361 [ref:_00Dt0GzXt._500t0FmvsB:ref]

Good morning!

Please be advised that I have reviewed the TPV for the electric and gas enrollments and found the following to be non-compliant:

-Both stated that the co. will send the Welcome Packet w/in 3-5 business days

*Rule violation for elect: O.A.C.4901:1-21-06(D)(2)(a)(vii)

The company must within one business day, send the customer a written contract that details the terms and conditions that were summarized in the telephone call.

*Rule violation for gas: O.A.C.4901:1-29-06(E)(1)(g)

The company must within one business day, send the customer a written contract that details the terms and conditions that were summarized in the telephone call.

-Both stated that the customer has 7 calendar days to cancel once notified by the utility

*Rule violation for gas: O.A.C.4901:1-29-06(E)(1)(h)(ii)

The company must advise the customer that they are allowed seven-business-day period from the confirmation notice postmark date to rescind the enrollment.

Additionally, I do need the recorded sales call for both the electric and gas enrollments.

Thank you,
Cindi

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 3/13/2019 6:20 PM

To: contactthepuco@puco.ohio.gov

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258361 [ref:_00Dt0GzXt._500t0FmvsB:ref]

Good afternoon,

Attached is the TPV recording and sales call for PUCO Complaint No.00258361. As such, Verde will provide a final response by the end of business on 3/26/2019.

Thank you,

Louise Bourgeois

Louise Bourgeois | Regulatory Specialist
12140 Wickchester Ln, Ste 100 | Houston, TX 77079

lbougeois@verdeenergy.com

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

Sent: Wednesday, March 13, 2019 1:17 PM

To: Regulatory

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258361 [ref:_00Dt0GzXt._500t0FmvsB:ref]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00258361

COMPANY:

Case Number: 00258361

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] [REDACTED] Warren, Ohio 44483

SERVICE ADDRESS: [REDACTED] [REDACTED] Warren, Ohio 44483

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Good afternoon,

Ms. [REDACTED] reported to staff that on several occasions she tried to contact the company to cancel her enrollment, but was not able to get an answer.

When was the account enrolled?

Can you confirm that the utility sent an enrollment confirmation? If so, when?

Have you been experiencing difficulties with your phone lines?

Please reach out to the customer regarding this matter and verify if the enrollment was canceled.

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

Sincerely,

Cindi Mack

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Lead Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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

ref:_00Dt0GzXt._500t0FmvsB:ref

Case Images

Created Date	Images
3/13/2019 6:20:26 PM	
3/22/2019 9:15:58 AM	

3/26/2019 2:56:06 PM	
4/3/2019 11:41:43 AM	
4/3/2019 12:57:41 PM	
4/12/2019 12:59:08 PM	
4/17/2019 11:05:09 AM	



P.O. Box 421289
Houston, TX 77242

Welcome to the Verde Energy Family

>002886 00922 013 P51121



Warren, OH 44483-1182



3/6/2019

Dear [REDACTED]

Thank you for signing up with Verde Energy. We look forward to providing you with 100% renewable energy at a very competitive rate.

We've received your request to start service; you will officially be switched to Verde Energy on your next meter reading. This can take your existing utility 1-2 billing cycles to complete, depending on the date you enrolled and on your next meter read date.

Once a customer, you'll enjoy the many benefits of being part of the Verde Energy family, including:

1. Dedicated customer care representatives who put you first
2. Convenient online and mobile account management services
3. Competitive plans, services and incentive programs

If you need assistance, please feel free to call our dedicated Customer Care team at 1-800-388-3862 or by email at customercare@Verdeenergy.com.

We look forward to welcoming you to the Verde Energy family, where we believe in empowering what matters.

Warm Regards,

Nathan Kroeker
CEO & President

My Plan Details

Account Number

[REDACTED]

Plan

Price Lock 12

Rate

9.29 Cents/KWH

Term

12 Months

Monthly Fee

\$0

Early Termination Fee

\$0

Start Earning Money Today!

Refer-a-Friend and receive a \$25 credit or gift card!

Use your refer-a-friend ID MFENT20190227102640



VE WELCOME 10.17.18 English





P.O. Box 421289
Houston, TX 77242

Welcome to the Verde Energy Family!

>002382 00922 012 P51121



Warren, OH 44483-1182



3/6/2019

Dear [REDACTED]

Thank you for signing up with Verde Energy. We look forward to providing you with 100% renewable energy at a very competitive rate.

We've received your request to start service; you will officially be switched to Verde Energy on your next meter reading. This can take your existing utility 1-2 billing cycles to complete, depending on the date you enrolled and on your next meter read date.

Once a customer, you'll enjoy the many benefits of being part of the Verde Energy family, including:

1. Dedicated customer care representatives who put you first
2. Convenient online and mobile account management services
3. Competitive plans, services and incentive programs

If you need assistance, please feel free to call our dedicated Customer Care team at 1-800-388-3862 or by email at customercare@Verdeenergy.com.

We look forward to welcoming you to the Verde Energy family, where we believe in empowering what matters.

Warm Regards,

Nathan Kroeker
CEO & President

My Plan Details

Account Number

[REDACTED]

Plan

Price Lock 12

Rate

64.90 Cents/CCF

Term

12 Months

Monthly Fee

\$0

Early Termination Fee

\$0

Start Earning Money Today!

**Refer-a-Friend and receive a \$25 credit
or gift card!**

Use your refer-a-friend ID MFENT20190227062746



VE WELCOME 10.17.18 English



[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: 00258911	Owner: Kelly Mabra
Account Name: [REDACTED]	Account in Question: Verde Energy USA Ohio LLC
Type:	Account Holder:
Status: Reply Received	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

CASE DATES:

Date Opened: 03-15-2019	Date Closed:
Case Age in Business Days: 37	

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: Hamilton
Service Address Street: [REDACTED]	Service Address State: Ohio
Service Address City: Goshen	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: Billing -- Electric
AIQ Sub-Sub-Industry:	Specific Code: Billing Inquiry
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:

Spoke to the customer and explained that he will get a credit after 4-22 when the acct finals. He can call me back within 30 days if the credit was not applied. I offered the number to the ea office to discuss him only paying what he would have paid if he was with Duke only to avoid paying the higher bill even though he was getting a credit for it. He declined.

Case Comments

Created Date	Comment
3/15/2019 10:53:29 AM	<p>customer called, stated that he has a complaint against Verde Energy. he says that in Dec 2018 he called and cancelled with them and was told it would take one month to fall off his account. he saw them on his Jan bill, but not his Feb bill, so he figured that they were no longer charging him. he says that he received his March bill and they reappeared on this months bill. he says he called them to dispute the charges and they told him he had never cancelled back in Dec 2018. he says he did because he got a confirmation number [REDACTED] from that day. he says that he never received a confirmation letter in the mail though. he says he was switched from Starion to Verde initially. he says he cancelled today with Verde and got a confirmation number [REDACTED] he says he should not have been charged by them this month because he originally cancelled in Dec 2018.</p> <p>i advised we can contact the customer to request info regarding his cancellation and the rates he's been charged since Dec 2018.</p>
3/25/2019 2:04:24 PM	<p>Spoke to the customer and explained that he will get a credit after 4-22 when the acct finals. He can call me back within 30 days if the credit was not applied. I offered the number to the ea office to discuss him only paying what he would have paid if he was with Duke only to avoid paying the higher bill even though he was getting a credit for it. He declined.</p>
4/30/2019 9:09:53 AM	<p>customer called back, says he got his Duke bill today and he's still being charged by Verde. he says that it's been over 30 days and still no refund.</p> <p>i advised i will forward to the investigator for a return call.</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: 3/18/2019 10:09:57 AM

Email Text Version:

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00258911

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Goshen, Ohio 45122

SERVICE ADDRESS: [REDACTED] Goshen, Ohio 45122

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

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

DESCRIPTION OF ISSUE:

In Dec 2018, he called and cancelled with Verde and was told it would take one month to fall off his account. He saw them on his Jan bill, but not his Feb bill, so he figured that they were no longer charging him.

In March, he received his bill and they reappeared on Verde was there. He called Verde to dispute the charges and they told him he had never cancelled back in Dec 2018. This is not true, because he did receive a cancellation confirmation number of [REDACTED] from that day. He also stated that he never received a confirmation letter in the mail either. The customer was switched from Starion to Verde initially. He cancelled again 3-15-19 and has a confirmation number of [REDACTED]

PUCO Question(s):

How and when was this customer signed up? Who agreed to the contract? How much was the term rate? Fixed or variable? If applicable, when was the reminder sent to address regarding the contract end date? Please provide a copy of the contract, call script, recorded call with the customer and marketer and TPV. If the customer cancelled in December, why was he billed again starting in March? How did this occur?

Sincerely,

Kelly Mabra

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

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._500t0FnF9R:ref

Email Created Date: 3/19/2019 6:48:06 PM

Email Text Version:

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00258911.

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

[REDACTED] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") because he contacted Verde in December 2018 to cancel his account but Verde's charges still appear on his invoices.

Investigative Results:

- * On 10/30/2018, Starion Energy ("Starion") mailed out a Customer Assignment letter to Mr. [REDACTED] advising him that his electric account would transition to Verde approximately on 12/5/2018. (Letter Attached)
- * On 12/18/2018, Verde submitted an enrollment transaction to the utility company.
- * On 12/19/2018, Verde received an inbound enrollment transaction from the utility with the effective date of 1/23/2019.
- * On 1/23/2019, the electric account became active with Verde.
- * On 3/15/2019, [REDACTED] contacted Verde to cancel the electric account. The Verde agent submitted a cancellation transaction to the utility.
- * On 3/18/2019, Verde received an inbound termination response from the utility with the effective date of 4/22/2019.
- * On the same day, Verde received PUCO Complaint No. 00258911.

Outcome:

Verde would like to confirm per the attached Customer Assignment Letter, [REDACTED] was properly notified that his account would be assigned to Verde approximately on 12/5/2018. For this reason, the enrollment to Verde is valid.

As such, Verde agrees [REDACTED] contacted Verde on 12/7/2018 to cancel the electric account. Unfortunately, due to an administrative oversight, the termination transaction was not successfully submitted to the utility. Based on the aforementioned, Verde agrees to process a cost analysis to the utility rate for the service dates of 1/23/2019 (date of inception) to 4/22/2019 (date of termination). Furthermore, please understand the cost analysis will not be processed until the account has terminated and the final bill has been generated. Upon completion of the cost analysis, a copy of the calculations will be provided.

Lastly, as it stands, the electric account is set to terminate on 4/22/2019 with the termination date being solely determined by the utility company.

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: PUCO Consumer Call Center

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

Sent: Monday, March 18, 2019 9:17 AM

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

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258911 [

ref: _00Dt0GzXt._500t0FnF9R: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: 00258911

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Goshen, Ohio 45122

SERVICE ADDRESS: [REDACTED] Goshen, Ohio 45122

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

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

DESCRIPTION OF ISSUE:

In Dec 2018, he called and cancelled with Verde and was told it would take one month to fall off his account. He saw them on his Jan bill, but not his Feb bill, so he figured that they were no longer charging him.

In March, he received his bill and they reappeared on Verde was there. He called Verde to dispute the charges and they told him he had never cancelled back in Dec 2018. This is not true, because he did receive a cancellation confirmation number of [REDACTED] from that day. He also stated that he never received a confirmation letter in the mail either. The customer was switched from Starion to Verde initially. He cancelled again 3-15-19 and has a confirmation number of [REDACTED]

PUCO Question(s):

How and when was this customer signed up? Who agreed to the contract? How much was the term rate? Fixed or variable? If applicable, when was the reminder sent to address regarding the contract end date? Please provide a copy of the contract, call script, recorded call with the customer and marketer and TPV. If the customer cancelled in December, why was he billed again starting in March? How did this occur?

Sincerely,

Kelly Mabra

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C30d59aeb6f34b400d4208d6acbccbb0%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636886324787768695&sdata=dosJvJLBelGRFEv4QnMrrEKm7I7VBOUNIES5irHYLVY%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%7C30d59aeb6f34b400d4208d6acbccbb0%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636886324787768695&sdata=dosJvJLBelGRFEv4QnMrrEKm7I7VBOUNIES5irHYLVY%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=018t0000004Mjg7]

ref:_00Dt0GzXt._500t0FnF9R:ref

[https://www.sparkenergy.com/SignatureImages/spark_logo.jpg]

Martha Lopez | Manager, Regulatory

12140 Wickchester Ln, Ste 100 | Houston, TX 77079

Tel: 832-217-1909 | Fax: 832-320-2944

martha.lopez@sparkenergy.com<mailto:martha.lopez@sparkenergy.com> |

<http://www.sparkenergy.com><<https://gcc01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.sparkenergy.com&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C30d59aaeb6f34b400d4208d6acbccbb0%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636886324787778703&sdata=SNk3ovxxBRUeoTwsfAsW7CL7vErbVaK3DhdrNIZ7TEk%3D&reserved=0>>

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.

Email Created Date: 4/8/2019 12:00:48 PM

Email Text Version:

Good Morning,

To ensure the cost analysis is completed in a timely and acceptable manner; may you please provide the utility's rate for the service period from 1/23/2019 until 4/22/2019?

Kindest Regards,

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

Brandi Williams | Regulatory Specialist

12140 Wickchester Ln, Ste 100 | Houston, TX 77079

Tel: 281-833-4103

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

From: PUCO Consumer Call Center

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

Sent: Monday, March 18, 2019 9:17 AM

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

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258911 [

ref:_00Dt0GzXt._500t0FnF9R: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: 00258911

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Goshen, Ohio 45122

SERVICE ADDRESS: [REDACTED] Goshen, Ohio 45122

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

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

DESCRIPTION OF ISSUE:

In Dec 2018, he called and cancelled with Verde and was told it would take one month to fall off his account. He saw them on his Jan bill, but not his Feb bill, so he figured that they were no longer charging him.

In March, he received his bill and they reappeared on Verde was there. He called Verde to dispute the charges and they told him he had never cancelled back in Dec 2018. This is not true, because he did receive a cancellation confirmation number of [REDACTED] from that day. He also stated that he never received a confirmation letter in the mail either. The customer was switched from Starion to Verde initially. He cancelled again 3-15-19 and has a confirmation number of [REDACTED]

PUCO Question(s):

How and when was this customer signed up? Who agreed to the contract? How much was the term rate? Fixed or variable? If applicable, when was the reminder sent to address regarding

the contract end date? Please provide a copy of the contract, call script, recorded call with the customer and marketer and TPV. If the customer cancelled in December, why was he billed again starting in March? How did this occur?

Sincerely,

Kelly Mabra
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
[www.PUCO.ohio.gov](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cdd71ac8619db4ce10cef08d6bc3b5b2c%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636903360454258416&sdata=1gWjyOBXN8X9%2FHO5%2FMLDH%2Fe3kekAFT4mniSwu%2BVMKc8%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%7Cdd71ac8619db4ce10cef08d6bc3b5b2c%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636903360454258416&sdata=1gWjyOBXN8X9%2FHO5%2FMLDH%2Fe3kekAFT4mniSwu%2BVMKc8%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=018t0000004Mjg7>]

ref:_00Dt0GzXt._500t0FnF9R:ref

[https://www.sparkenergy.com/SignatureImages/spark_logo.jpg]
Martha Lopez | Manager, Regulatory
12140 Wickchester Ln, Ste 100 | Houston, TX 77079
Tel: 832-217-1909 | Fax: 832-320-2944
martha.lopez@sparkenergy.com<<mailto:martha.lopez@sparkenergy.com>> |
<http://www.sparkenergy.com><<https://gcc01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.sparkenergy.com&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cdd71a>>

c8619db4ce10cef08d6bc3b5b2c%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636903360454268429&sdata=GOCNAw8GdvLnM2pROdckKYzGAD7JcVtZCe8tEXXPSpY%3D&reserved=0>

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.

Email Created Date: 4/16/2019 9:27:20 AM

Email Text Version:

Hello,

Could you please provide the customer's rate for the service period from 1/23/2019 until 4/22/2019?

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 4/8/2019 12:00 PM

To: contactthepuco@puco.ohio.gov

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258911 [ref:_00Dt0GzXt._500t0FnF9R:ref]

Good Morning,

To ensure the cost analysis is completed in a timely and acceptable manner; may you please provide the utility's rate for the service period from 1/23/2019 until 4/22/2019?

Kindest Regards,

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

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Monday, March 18, 2019 9:17 AM
To: Regulatory <regulatory@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258911 [ref:_00Dt0GzXt._500t0FnF9R:ref]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00258911

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Goshen, Ohio 45122

SERVICE ADDRESS: [REDACTED] Goshen, Ohio 45122

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

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

DESCRIPTION OF ISSUE:

In Dec 2018, he called and cancelled with Verde and was told it would take one month to fall off his account. He saw them on his Jan bill, but not his Feb bill, so he figured that they were no longer charging him.

In March, he received his bill and they reappeared on Verde was there. He called Verde to dispute the charges and they told him he had never cancelled back in Dec 2018. This is not true, because he did receive a cancellation confirmation number of [REDACTED] from that day. He also stated that he never received a confirmation letter in the mail either. The customer was switched from Starion to Verde initially. He cancelled again 3-15-19 and has a confirmation number of [REDACTED]

PUCO Question(s):

How and when was this customer signed up? Who agreed to the contract? How much was the term rate? Fixed or variable? If applicable, when was the reminder sent to address regarding the contract end date? Please provide a copy of the contract, call script, recorded call with the customer and marketer and TPV. If the customer cancelled in December, why was he billed again starting in March? How did this occur?

Sincerely,

Kelly Mabra

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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

ref:_00Dt0GzXt._500t0FnF9R:ref

Martha Lopez | Manager, Regulatory
12140 Wickchester Ln, Ste 100 | Houston, TX 77079
Tel: 832-217-1909 | Fax: 832-320-2944
martha.lopez@sparkenergy.com | <http://www.sparkenergy.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.

Email Created Date: 4/16/2019 2:56:05 PM

Email Text Version:

Kelly,

RE: [REDACTED]
[REDACTED]
Cincinnati, OH, 45122

I reviewed the above address for [REDACTED] He has had electric service at this location since 6/6/1994.

Verde Energy USA, Ohio has been the electric supplier from 1/23/19 and there currently is a termination date of 4/23/19.

Per your request, I have attached the bill copies, which will reflect the customer's rate they were being charged. Once the bill becomes available after the 4/23/19 read, I will be able to provide you a copy of that bill, too. Please let me know if you have any questions.

Thanks,
Kristi Stanifer
Consumer Affairs Specialist
317-838-1009

[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: Tuesday, April 16, 2019 9:28 AM
To: Commission-AGT@duke-energy.com
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258911 [ref:_00Dt0GzXt._500t0FnF9R:ref]

*** Exercise caution. This is an EXTERNAL email. DO NOT open attachments or click links from unknown senders or unexpected email. ***

Hello,

Could you please provide the customer's rate for the service period from 1/23/2019 until 4/22/2019?

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

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 4/8/2019 12:00 PM
To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258911 [ref:_00Dt0GzXt._500t0FnF9R:ref]

Good Morning,

To ensure the cost analysis is completed in a timely and acceptable manner; may you please provide the utility's rate for the service period from 1/23/2019 until 4/22/2019?

Kindest Regards,

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

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

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

From: PUCO Consumer Call Center
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>
Sent: Monday, March 18, 2019 9:17 AM
To: Regulatory <regulatory@sparkenergy.com<mailto:regulatory@sparkenergy.com>>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258911 [ref:_00Dt0GzXt._500t0FnF9R: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: 00258911
COMPANY:
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Goshen, Ohio 45122
SERVICE ADDRESS: [REDACTED] Goshen, Ohio 45122
AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER:
NIQ:

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

DESCRIPTION OF ISSUE:

In Dec 2018, he called and cancelled with Verde and was told it would take one month to fall off his account. He saw them on his Jan bill, but not his Feb bill, so he figured that they were no longer charging him.

In March, he received his bill and they reappeared on Verde was there. He called Verde to dispute the charges and they told him he had never cancelled back in Dec 2018. This is not true, because he did receive a cancellation confirmation number of [REDACTED] from that day. He also stated that he never received a confirmation letter in the mail either. The customer was switched from Starion to Verde initially. He cancelled again 3-15-19 and has a confirmation number of [REDACTED]

PUCO Question(s):

How and when was this customer signed up? Who agreed to the contract? How much was the term rate? Fixed or variable? If applicable, when was the reminder sent to address regarding the contract end date? Please provide a copy of the contract, call script, recorded call with the customer and marketer and TPV. If the customer cancelled in December, why was he billed again starting in March? How did this occur?

Sincerely,

Kelly Mabra

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C416dcbb6d01641f114d108d6c29d07c2%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636910377574510268&sdata=BNB6tEtXMclwM1mTYwbY1G7ilCHAspGPpV8swXo4J80%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%7C416dcbb6d01641f114d108d6c29d07c2%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636910377574510268&sdata=BNB6tEtXMclwM1mTYwbY1G7ilCHAspGPpV8swXo4J80%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=018t0000004Mjg7>]

ref:_00Dt0GzXt._500t0FnF9R:ref

[https://www.sparkenergy.com/SignatureImages/spark_logo.jpg]

Martha Lopez | Manager, Regulatory

12140 Wickchester Ln, Ste 100 | Houston, TX 77079

Tel: 832-217-1909 | Fax: 832-320-2944

martha.lopez@sparkenergy.com<mailto:martha.lopez@sparkenergy.com> |
http://www.sparkenergy.com<https://gcc01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.sparkenergy.com&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C416dcbb6d01641f114d108d6c29d07c2%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636910377574520276&sdata=CbQNcNrA8XsMMqy1FJj1M9UYq%2FBjxZFq3ECpcHzuMUQ%3D&reserved=0>

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.

[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004NPs4]

Email Created Date: 4/25/2019 10:36:21 AM

Email Text Version:

Kelly,

I have attached the most recent bill. The bill shows a pending disconnect notice; however, [REDACTED] made a payment of \$342 on 4/25/19, which cancelled the disconnection order.

Thanks!
Kristi Stanifer
Consumer Affairs Specialist
317-838-1009

[cid:image001.png@01CDFAE3.306FD00]

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: Stanifer, Kristi
Sent: Tuesday, April 16, 2019 2:55 PM
To: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258911 [ref:_00Dt0GzXt._500t0FnF9R:ref]

Kelly,

RE:

██████████
██████████
Cincinnati, OH, 45122

I reviewed the above address for ██████████ He has had electric service at this location since 6/6/1994.

Verde Energy USA, Ohio has been the electric supplier from 1/23/19 and there currently is a termination date of 4/23/19.

Per your request, I have attached the bill copies, which will reflect the customer's rate they were being charged. Once the bill becomes available after the 4/23/19 read, I will be able to provide you a copy of that bill, too. Please let me know if you have any questions.

Thanks,
Kristi Stanifer
Consumer Affairs Specialist
317-838-1009

[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: Tuesday, April 16, 2019 9:28 AM
To: Commission-AGT@duke-energy.com<mailto:Commission-AGT@duke-energy.com>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258911 [ref:_00Dt0GzXt._500t0FnF9R:ref]

*** Exercise caution. This is an EXTERNAL email. DO NOT open attachments or click links from unknown senders or unexpected email. ***

Hello,

Could you please provide the customer's rate for the service period from 1/23/2019 until 4/22/2019?

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 4/8/2019 12:00 PM

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

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258911 [

ref:_00Dt0GzXt._500t0FnF9R:ref]

Good Morning,

To ensure the cost analysis is completed in a timely and acceptable manner; may you please provide the utility's rate for the service period from 1/23/2019 until 4/22/2019?

Kindest Regards,

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

Brandi Williams | Regulatory Specialist

12140 Wickchester Ln, Ste 100 | Houston, TX 77079

Tel: 281-833-4103

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

From: PUCO Consumer Call Center

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

Sent: Monday, March 18, 2019 9:17 AM

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

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258911 [

ref:_00Dt0GzXt._500t0FnF9R: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: 00258911

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Goshen, Ohio 45122

SERVICE ADDRESS: [REDACTED] Goshen, Ohio 45122

AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER:
NIQ:

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

DESCRIPTION OF ISSUE:

In Dec 2018, he called and cancelled with Verde and was told it would take one month to fall off his account. He saw them on his Jan bill, but not his Feb bill, so he figured that they were no longer charging him.

In March, he received his bill and they reappeared on Verde was there. He called Verde to dispute the charges and they told him he had never cancelled back in Dec 2018. This is not true, because he did receive a cancellation confirmation number of [REDACTED] from that day. He also stated that he never received a confirmation letter in the mail either. The customer was switched from Starion to Verde initially. He cancelled again 3-15-19 and has a confirmation number of [REDACTED]

PUCO Question(s):

How and when was this customer signed up? Who agreed to the contract? How much was the term rate? Fixed or variable? If applicable, when was the reminder sent to address regarding the contract end date? Please provide a copy of the contract, call script, recorded call with the customer and marketer and TPV. If the customer cancelled in December, why was he billed again starting in March? How did this occur?

Sincerely,

Kelly Mabra
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cd159f304f9c4453abd1008d6c98b3b63%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636917997752272867&sdata=LLb6d2if6EqdG%2FnN8IM1IZtbxkcqey70Z3qYJiE9cjY%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%7Cd159f304f9c4453abd1008d6c98b3b63%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636917997752272867&sdata=LLb6d2if6EqdG%2FnN8IM1IZtbxkcqey70Z3qYJiE9cjY%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=018t0000004Mjg7>]

ref:_00Dt0GzXt._500t0FnF9R:ref

[https://www.sparkenergy.com/SignatureImages/spark_logo.jpg]

Martha Lopez | Manager, Regulatory

12140 Wickchester Ln, Ste 100 | Houston, TX 77079

Tel: 832-217-1909 | Fax: 832-320-2944

martha.lopez@sparkenergy.com<<mailto:martha.lopez@sparkenergy.com>> |

<http://www.sparkenergy.com><<https://gcc01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.sparkenergy.com&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cd159f304f9c4453abd1008d6c98b3b63%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636917997752282869&sdata=2ssoHGJtBNUsYPVwv7X9AISD%2BUE8aLiUCbwG8ykckAU%3D&reserved=0>>

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.

[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004NPs4>]

Email Created Date: 5/1/2019 5:22:14 PM

Email Text Version:

I'm sorry. I need the rate the customer would have been charged with Duke, so they can get the credit for the difference from the supplier.

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

From: Stanifer, Kristi [kristi.stanifer@duke-energy.com]

Sent: 4/25/2019 10:35 AM

To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258911 [

ref:_00Dt0GzXt._500t0FnF9R:ref]

Kelly,

I have attached the most recent bill. The bill shows a pending disconnect notice; however, [REDACTED] made a payment of \$342 on 4/25/19, which cancelled the disconnection order.

Thanks!

Kristi Stanifer

Consumer Affairs Specialist

317-838-1009

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: Stanifer, Kristi

Sent: Tuesday, April 16, 2019 2:55 PM

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

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258911 [

ref:_00Dt0GzXt._500t0FnF9R:ref]

Kelly,

RE: [REDACTED]

[REDACTED]
Cincinnati, OH, 45122

I reviewed the above address for [REDACTED] He has had electric service at this location since 6/6/1994.

Verde Energy USA, Ohio has been the electric supplier from 1/23/19 and there currently is a termination date of 4/23/19.

Per your request, I have attached the bill copies, which will reflect the customer's rate they were being charged. Once the bill becomes available after the 4/23/19 read, I will be able to provide you a copy of that bill, too. Please let me know if you have any questions.

Thanks,

Kristi Stanifer

Consumer Affairs Specialist

317-838-1009

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: Tuesday, April 16, 2019 9:28 AM
To: Commission-AGT@duke-energy.com
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258911 [ref:_00Dt0GzXt._500t0FnF9R:ref]

*** Exercise caution. This is an EXTERNAL email. DO NOT open attachments or click links from unknown senders or unexpected email. ***

Hello,

Could you please provide the customer's rate for the service period from 1/23/2019 until 4/22/2019?

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 4/8/2019 12:00 PM

To: contactthepuco@puco.ohio.gov

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258911 [ref:_00Dt0GzXt._500t0FnF9R:ref]

Good Morning,

To ensure the cost analysis is completed in a timely and acceptable manner; may you please provide the utility's rate for the service period from 1/23/2019 until 4/22/2019?

Kindest Regards,

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

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

Sent: Monday, March 18, 2019 9:17 AM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258911 [ref:_00Dt0GzXt._500t0FnF9R:ref]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00258911

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Goshen, Ohio 45122

SERVICE ADDRESS: [REDACTED] Goshen, Ohio 45122

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

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

DESCRIPTION OF ISSUE:

In Dec 2018, he called and cancelled with Verde and was told it would take one month to fall off his account. He saw them on his Jan bill, but not his Feb bill, so he figured that they were no longer charging him.

In March, he received his bill and they reappeared on Verde was there. He called Verde to dispute the charges and they told him he had never cancelled back in Dec 2018. This is not true, because he did receive a cancellation confirmation number of [REDACTED] from that day. He also stated that he never received a confirmation letter in the mail either. The customer was

switched from Starion to Verde initially. He cancelled again 3-15-19 ad has a confirmation number of [REDACTED]

PUCO Question(s):

How and when was this customer signed up? Who agreed to the contract? How much was the term rate? Fixed or variable? If applicable, when was the reminder sent to address regarding the contract end date? Please provide a copy of the contract, call script, recorded call with the customer and marketer and TPV. If the customer cancelled in December, why was he billed again starting in March? How did this occur?

Sincerely,

Kelly Mabra

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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

ref:_00Dt0GzXt._500t0FnF9R:ref

Martha Lopez | Manager, Regulatory
12140 Wickchester Ln, Ste 100 | Houston, TX 77079
Tel: 832-217-1909 | Fax: 832-320-2944
martha.lopez@sparkenergy.com | <http://www.sparkenergy.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.

Email Created Date: 5/2/2019 10:31:12 AM

Email Text Version:

Kelly,

The Price-to-Compare rate is located on each bill, but I've created a spreadsheet below reflecting the rates. Please let me know if you have any questions.

Verde Energy, USA, Ohio

Usage Period

Bill Due Date

Price to Compare Rate

January 23, 2019 – February 21, 2019

March 18, 2019

4.63 cents per kWh

February 21, 2019 - March 22, 2019

April 16, 2019

4.68 cents per kWh

March 22, 2019 – April 23, 2019

May 16, 2019

4.99 cents per kWh

Thanks,
Kristi Stanifer
Consumer Affairs Specialist
317-838-1009

[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: Wednesday, May 1, 2019 5:23 PM
To: Stanifer, Kristi <Kristi.Stanifer@duke-energy.com>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258911 [ref:_00Dt0GzXt._500t0FnF9R:ref]

I'm sorry. I need the rate the customer would have been charged with Duke, so they can get the credit for the difference from the supplier.

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

From: Stanifer, Kristi [kristi.stanifer@duke-energy.com]
Sent: 4/25/2019 10:35 AM
To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258911 [ref:_00Dt0GzXt._500t0FnF9R:ref]

Kelly,

I have attached the most recent bill. The bill shows a pending disconnect notice; however, [REDACTED] made a payment of \$342 on 4/25/19, which cancelled the disconnection order.

Thanks!
Kristi Stanifer
Consumer Affairs Specialist
317-838-1009

[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: Stanifer, Kristi
Sent: Tuesday, April 16, 2019 2:55 PM
To: PUCO Consumer Call Center
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258911 [ref:_00Dt0GzXt._500t0FnF9R:ref]

Kelly,

RE: [REDACTED]
[REDACTED]
Cincinnati, OH, 45122

I reviewed the above address for [REDACTED] He has had electric service at this location since 6/6/1994.

Verde Energy USA, Ohio has been the electric supplier from 1/23/19 and there currently is a termination date of 4/23/19.

Per your request, I have attached the bill copies, which will reflect the customer's rate they were being charged. Once the bill becomes available after the 4/23/19 read, I will be able to provide you a copy of that bill, too. Please let me know if you have any questions.

Thanks,
Kristi Stanifer
Consumer Affairs Specialist
317-838-1009

[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: Tuesday, April 16, 2019 9:28 AM

To: Commission-AGT@duke-energy.com<mailto:Commission-AGT@duke-energy.com>

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258911 [ref:_00Dt0GzXt._500t0FnF9R:ref]

*** Exercise caution. This is an EXTERNAL email. DO NOT open attachments or click links from unknown senders or unexpected email. ***

Hello,

Could you please provide the customer's rate for the service period from 1/23/2019 until 4/22/2019?

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 4/8/2019 12:00 PM

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

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258911 [ref:_00Dt0GzXt._500t0FnF9R:ref]

Good Morning,

To ensure the cost analysis is completed in a timely and acceptable manner; may you please provide the utility's rate for the service period from 1/23/2019 until 4/22/2019?

Kindest Regards,

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

Brandi Williams | Regulatory Specialist

12140 Wickchester Ln, Ste 100 | Houston, TX 77079

Tel: 281-833-4103

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

From: PUCO Consumer Call Center

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

Sent: Monday, March 18, 2019 9:17 AM

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

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258911 [ref:_00Dt0GzXt._500t0FnF9R: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: 00258911

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Goshen, Ohio 45122

SERVICE ADDRESS: [REDACTED] Goshen, Ohio 45122

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

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

DESCRIPTION OF ISSUE:

In Dec 2018, he called and cancelled with Verde and was told it would take one month to fall off his account. He saw them on his Jan bill, but not his Feb bill, so he figured that they were no longer charging him.

In March, he received his bill and they reappeared on Verde was there. He called Verde to dispute the charges and they told him he had never cancelled back in Dec 2018. This is not true, because he did receive a cancellation confirmation number of [REDACTED] from that day. He also stated that he never received a confirmation letter in the mail either. The customer was switched from Starion to Verde initially. He cancelled again 3-15-19 and has a confirmation number of [REDACTED]

PUCO Question(s):

How and when was this customer signed up? Who agreed to the contract? How much was the term rate? Fixed or variable? If applicable, when was the reminder sent to address regarding the contract end date? Please provide a copy of the contract, call script, recorded call with the customer and marketer and TPV. If the customer cancelled in December, why was he billed again starting in March? How did this occur?

Sincerely,

Kelly Mabra

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Ce32c8db39539475df0ff08d6cf0acfe3%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636924042679989902&sdata=7YzPRVhWwWu8GjPjZwZCDsJaSSWSFtVNPf8OWwmlE9A%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%7Ce32c8db39539475df0ff08d6cf0acfe3%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636924042679989902&sdata=7YzPRVhWwWu8GjPjZwZCDsJaSSWSFtVNPf8OWwmlE9A%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=018t0000004Mjg7>]

ref:_00Dt0GzXt._500t0FnF9R:ref

[https://www.sparkenergy.com/SignatureImages/spark_logo.jpg]

Martha Lopez | Manager, Regulatory

12140 Wickchester Ln, Ste 100 | Houston, TX 77079

Tel: 832-217-1909 | Fax: 832-320-2944

martha.lopez@sparkenergy.com<<mailto:martha.lopez@sparkenergy.com>> |





<http://www.sparkenergy.com><<https://gcc01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.sparkenergy.com&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Ce32c8db39539475df0ff08d6cf0acfe3%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636924042680009918&sdata=Oq0ZQFUVWjnyJUL7Mrzj8f%2FRUCAQg%2B6FiKH0UfuFvuA%3D&reserved=0>>

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.

[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004NPs4>]

[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004NnQI>]

Case Images

Created Date	Images
4/16/2019 2:56:07 PM	
4/25/2019 10:36:21 AM	
5/1/2019 5:22:45 PM	
5/2/2019 10:31:13 AM	

P.O. Box 421289
Houston TX 77242



October 30, 2018

[REDACTED]
[REDACTED]
Goshen, OH 45122

Utility: Duke

Account Number: [REDACTED]

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

Dear [REDACTED]

Starion Energy PA Inc. ("Starion") 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 Starion 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 December 5, 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 Starion 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 Starion will continue with Verde.

If you have a fixed rate plan with Starion, 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 Starion, 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 Starion by December 4, 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,

A handwritten signature in cursive script, appearing to read "Ruzhdi Dauti".

Ruzhdi Dauti
President
Starion Energy PA Inc.
P.O. Box 845
Middlebury, CT 06762
Phone: 1-800-600-3040
Email: service@starionenergy.com
Call Center: Mon-Fri: 9:00AM-5:00PM EST

A handwritten signature in cursive script, appearing to read "N/K".

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@verdeenergyusa.com
Call Center: Mon-Fri: 8:00AM-6:00PM 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 Starion, 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 Starion, your service will continue under the same variable electric rate. After December 4, 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 Starion?

Contract assignment is allowed per the terms and conditions of your Starion agreement. Verde will honor your current agreements with Starion, so no changes will occur with their terms or conditions until the contract end date. If you are a Starion 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 Starion, what does this mean for me?

If the contract expires before the effective date of your transfer, your service will continue under the Starion 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. Starion 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?

Starion 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 December 5, 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?

Yes. You can opt out of the switch to Verde by requesting to stay with Starion, drop to Duke or switch to another CRES while active with Starion. Early Termination Fees will apply if set forth in your current contract with Starion and only if you cancel your agreement with Starion 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 Starion.

Phone: 1-800-600-3040

Email: service@starionenergy.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.

P.O. Box 421289
Houston, TX 77242



October 30, 2018

Utility: Duke

Número de Cuenta: [REDACTED]

NINGUNA ACCIÓN REQUERIDA: Su servicio continuará bajo su contrato de servicio actual sin interrupción.

Estimado/a [REDACTED]

Starion Energy PA Inc. ("Starion") ha apreciado la oportunidad de servir como Proveedor competitivo de electricidad minorista (CRES) para su cuenta de Duke. Sin embargo, de acuerdo con sus términos y condiciones, le escribimos para informarle que Starion asignará su servicio de electricidad a Verde Energy USA Ohio, LLC ("Verde"), otro CRES licenciado por la Comisión de servicios públicos de Ohio, vigente con su primera fecha de lectura del medidor después de la transacción de asignación, en aproximadamente December 5, 2018. Después de dicha fecha, debe ponerse en contacto con Verde directamente con respecto a su servicio de suministro de electricidad.

Verde está manejado por un equipo de expertos en energía con décadas de experiencia en el suministro de energía y servicios públicos. La experiencia del equipo de Verde en los mercados de energía desregulados les permite ofrecer precios competitivos y un servicio al cliente amigable.

No se requiere ninguna acción de su parte cuando ocurre esta transferencia. Verde honrará su acuerdo actual con Starion y no habrá cambios a los términos o condiciones durante la vigencia de su contrato actual. Esta transferencia no causará una interrupción de sus servicios de electricidad y deberá continuar pagando su factura de Duke como es normal y llamar a Duke en caso de interrupción o emergencia tal como lo hace hoy. El mismo soporte de calidad y servicio al que está acostumbrado con Starion continuará con Verde.

Si tiene un plan de tarifa fija con Starion, su servicio continuará con la misma tarifa fija hasta el final del plazo de su contrato o tras la cancelación del servicio (se pueden aplicar tarifas por cancelación anticipada si su contrato actual lo prevé). Si actualmente recibe servicios a una tarifa variable con Starion, su servicio continuará bajo la misma tarifa variable de electricidad. También puede ponerse en contacto con Verde directamente para ver qué otras opciones están disponibles para usted, incluidas las nuevas opciones con Verde cuando se expire su contrato.

Si tiene alguna pregunta sobre la transferencia del servicio, comuníquese con Starion antes de December 4, 2018. Para su comodidad, la información de contacto de ambas compañías se muestra a continuación. Le agradecemos la oportunidad de servirle y confiamos en que disfrutará de su nuevo servicio con Verde.

Saludos cordiales,

A handwritten signature in blue ink that reads "Ruzhdi Dauti".

Ruzhdi Dauti
President
Starion Energy PA Inc.
P.O. Box 845
Middlebury, CT 06762
Teléfono: 1-800-600-3040
Correo electrónico: service@starionenergy.com
Horario del centro de llamadas: Mon-Fri: 9:00AM-5:00PM EST

A handwritten signature in blue ink that reads "Nathan Kroeker".

Nathan Kroeker
Chief Executive Officer and President
Verde Energy USA Ohio, LLC
12140 Wickchester Ln., Ste. 100
Houston, TX 77079
Teléfono: 800-388-3862
Correo electrónico: customercare@verdeenergyusa.com
Horario del centro de llamadas: Mon-Fri: 8:00AM-6:00PM EST

Frequently Asked Questions

¿Se cortará mi servicio de electricidad?

No, esta transferencia no causará una interrupción de sus servicios de electricidad y deberá seguir pagando su factura de Duke como de costumbre.

¿A quién debo llamar en caso de un corte de energía o emergencia?

Su utilidad no ha cambiado; debe llamar a Duke para cualquier interrupción o emergencia tal como lo hace hoy.

¿Cambiará mi tasa actual?

Si tiene un plan de tarifa fija con Starion, su servicio continuará con la misma tarifa fija hasta el final de su período de contrato o tras la cancelación del servicio (pueden aplicarse cargos por cancelación anticipada). Si actualmente recibe servicios a una tarifa variable con Starion, su servicio continuará bajo la misma tarifa variable de electricidad. Después de December 4, 2018 también puede ponerse en contacto con Verde directamente para ver qué otras opciones hay disponibles.

¿Cambiará el ciclo de lectura de mi medidor o los cargos de servicios cambian?

No, continuará recibiendo tu factura de Duke como siempre lo has hecho. El único cambio es que Verde ahora aparecerá como CRES.

¿Qué pasará con mi contrato / acuerdo con Starion?

La asignación de contrato está permitida según los términos y condiciones de su contrato con Starion. Verde honrará sus acuerdos actuales con Starion, por lo que no se producirán cambios con sus términos o condiciones hasta la fecha de finalización del contrato. Si usted es un cliente de Starion en un Plan de Tasa Variable, la tasa variable de electricidad continuará en la misma tasa variable. También será elegible para renovar a un plan de tarifa fija con Verde.

Mi contrato estaba al vencer con Starion, ¿qué significa esto para mí?

Si el contrato expira antes de la fecha de vigencia de su transferencia, su servicio continuará bajo la tarifa variable de Starion a menos que elija una nueva tarifa fija de Verde. Si su contrato expira después de la fecha de vigencia de su transferencia, comuníquese con Verde para obtener sus ofertas actuales del plan.

¿Debo hacer algo para cambiar a Verde?

No, no necesitará hacer nada. Haremos esta transición lo más suave posible para usted. Starion asignará su servicio de electricidad a Verde, otra empresa de CRES autorizada por la Comisión de servicios públicos de Ohio.

¿Cuándo puedo esperar que Verde se convierta a mi compañía oficial de CRES?

Starion asignará su servicio de electricidad a Verde, otra compañía de CRES autorizada por la Comisión de servicios públicos de Ohio, efectiva con su primera fecha de lectura del medidor después del día de la transacción de asignación de December 5, 2018.

¿Tendré que registrarme con Verde o pasar por una verificación de crédito nuevamente?

No, Verde le da la bienvenida como su cliente de una manera clara y sin complicaciones.

¿Cómo sabré cuándo comencé los servicios con Verde?

Verde aparecerá como su compañía de servicios de CRES en la porción de suministro de energía de su factura de servicios de utilidad.

¿Podré optar de no participar en el cambio a Verde?

Si. Usted puede optar de no participar en el cambio a Verde Energy solicitando quedarse con Starion, solicitando a la empresa de Duke o cambiar a otra compañía de servicios de CRES mientras esté activa con Starion. Se aplicarán cargos por cancelación anticipada si se establece en otro contrato actual con Starion solo si cancela su acuerdo con Starion antes de la finalización de su contrato. Su cargo por cancelación anticipada sería \$0.

¿Con quién me pongo en contacto si tengo alguna pregunta?

Si tiene alguna pregunta sobre la transferencia del servicio, comuníquese con Starion.

Teléfono: 1-800-600-3040

Correo electrónico: service@starionenergy.com

Horario del centro de llamadas: de lunes a viernes: 9:00AM-5:00PM EST

¿Cómo puedo obtener más información sobre Verde como mi nueva CRES?

Visite Verde en www.verdeenergy.com.

800-600-3040 | Customer Service

Monday-Friday 9AM-5PM EST

STARION ENERGY

P.O. BOX 845

MIDDLEBURY, CT 06762



www.starionenergy.com

March 06, 2015

[REDACTED]
[REDACTED]
GOSHEN, OH 45122

WELCOME TO STARION ENERGY!

Dear Customer:

Thank you for your recent enrollment with Starion Energy as your energy supplier. We strive to provide our customers with a high quality of service, and it is our goal to exceed your expectations.

This letter serves as your Starion Welcome Letter and confirmation of the Enrollment Details below. The effective date of service will be your next applicable meter-read date, as determined by your utility company. While you are a Starion customer, you will continue to receive one monthly bill and remain with your utility company for delivery service. You will continue to contact your utility company in the event of an emergency or service request.

To rescind this enrollment please refer to the "Rescission" section of your enclosed Terms of Service which contains the applicable rescission procedures based on your state's regulations.

If you feel that this notice has been sent to you in error, please contact us at 1-800-600-3040 during normal business hours or email cancel@starionenergy.com.

Please do not hesitate to call us if you have any questions or concerns. We will be happy to assist you.

Once again, we thank you for selecting Starion Energy and look forward to serving you.

Sincerely,

Starion Energy Customer Service

Enrollment Details

Utility: Duke Energy (Electric)

Utility Account No.: [REDACTED]

Product: Starion Simple

Initial Rate per kWh: \$0.0499

Term: Variable Rate

Early Termination Fee: \$0.00

AMF: \$0.24 per day

Please see Terms of Service for more information.

Agreement to Purchase Electricity Starion Simple Plan – Ohio

Terms of Service

- (1) **Agreement to Purchase Energy:** These Terms of Service ("TOS"), together with the Third-Party Verification ("TPV") and/or signed Enrollment Form, and your Starion Welcome Letter, constitute the agreement between Starion Energy PA, Inc. ("Starion") and the customer ("you" or "Customer"), by which Starion agrees to sell and deliver electricity supply service to the Customer for the price and term indicated in the TPV and/or signed Enrollment Form, and the Customer agrees to the purchase of and accepts electricity supply service from Starion (the "Agreement"). Starion is a Certified Retail Electric Supplier ("CRES") in the State of Ohio. Customer understands that Starion is not affiliated with the Electric Utility ("Utility"), or the Public Utilities Commission of Ohio ("PUCO"). Starion is certified to supply electricity in Ohio, but the prices that Starion charges its customers are not regulated by the PUCO. The Utility will continue to deliver electricity to your home or business ("Distribution Service"), read your meter and bill you. The amount of electricity delivered under this Agreement is subject to change based upon data reflecting Customer's consumption obtained by Starion or the Utility's delivery schedule. Customer affirms that Customer is not currently enrolled in the Percentage of Income Payment Program (PIPP). This Agreement is contingent upon Customer providing complete and accurate information to Starion.
- (2) **Price:** Under the Starion Simple Plan, the price per kilowatt hour (kWh) will be Variable with no price cap and determined each month. New customers may receive a one-time introductory rate as indicated in your TPV and/or signed Enrollment Form and confirmed in your Starion Welcome Letter. *Starion will calculate your bill each month by multiplying (i) the price of electricity per kWh by (ii) the amount of electricity used during the billing cycle, and adding to the product of (i) and (ii) an Account Management Fee, if applicable.*
The Variable price will be determined monthly based on Starion's Variable Price Methodology. The Variable rate may change in response to market conditions in any or all of the PJM, NEISO, NYISO, or MISO territories, including such factors as electricity market pricing, applicable taxes, transmission costs, utility charges, other market price related factors, and Starion's costs and margins, as determined in Starion's discretion. You can find Starion's current variable price by calling 1-800-600-3040. Starion does not represent any guarantee of savings under this Agreement.
An Account Management Fee ("AMF") may apply, as stated in your TPV and/or signed Enrollment Form, and confirmed in your Starion Welcome Letter. The AMF is charged for customer database management, utility data reconciliation, energy procurement, and other operating costs as determined in Starion's discretion.
- (3) **Term:** Service under this Agreement shall commence as of the date your enrollment is deemed effective by your Utility based on your next available meter-read date after processing of the enrollment, and may take up to 1-2 billing cycles. This is a Starion Simple plan (variable rate product with no price cap) and your service will continue on a month-to-month term until it is terminated by you or Starion and your Utility thereafter switches your account to its electric supply service or another CRES chosen by you. While receiving service under the Starion Simple Plan, either you or Starion may terminate this Agreement and cancel your service without penalty.
- (4) **Rescission:** Following enrollment, you will receive a confirmation notice from your Utility regarding the transfer of service. You have the right to rescind this Agreement within seven (7) calendar days following the postmark date of the confirmation notice. To rescind, you must contact your Utility and may do so orally, electronically, or in writing.
- (5) **Termination by Customer:** You may cancel this Agreement at any time by contacting Starion at 1-800-600-3040, Monday through Friday, 9:00AM-5:00PM, EST. You may also cancel via e-mail to cancel@starionenergy.com or by writing to Starion Energy, P.O. Box 845, Middlebury, CT 06762. If you will terminate this Agreement, you will be returned to the Utility unless you choose another CRES. The effective date of termination will occur on the next applicable meter-read date as determined by the Utility and set forth in the Utility's tariff and applicable Ohio law. This Agreement may be terminated without penalty upon Customer's relocation to a different Utility territory or to an area where Starion charges a different price. Upon termination, if Customer returns to electric generation supply service provided by the Utility, the Customer may or may not be served under the same rates, terms and conditions that apply to other customers served by the Utility.
- (6) **Termination by Starion:** Starion reserves the right to terminate this Agreement for any reason upon at least 45 calendar days', but no more than 90 days' advance written notice to you at the Service Address you provided. If Starion terminates this Agreement early, Customer may be returned to the Utility unless Customer chooses another CRES, with no early termination fee. The effective termination date will be on the next applicable meter read date after the 45-day period has expired as set forth in the Utility's tariff and applicable Ohio law.
- (7) **Billing and Payment:** You will continue to receive one monthly bill from your Utility for both electric generation supply service provided by Starion, and the distribution, transmission, and other services provided to you by your Utility, each with taxes thereon. You will make payment for all of these services directly to your Utility in accordance with the payments terms stated in your Utility's tariffs at the billing intervals designated by your Utility and you will be responsible for any late payment fees charged by your Utility. Customer's failure to pay may result in the customer being disconnected in accordance with the Utility's tariff. Starion may terminate this Agreement on at least fourteen calendar days' notice to you in the event you fail to pay the bill or meet any agreed-upon payment arrangements. Starion does not offer budget billing for the electric generation supply portion of the bill. You have the right to request from Starion, twice within a twelve-month period, up to twenty-four months of Customer's payment history, without charge.
- (8) **Cancellation of Existing Service:** If you presently purchase your electric generation service from another CRES, you are responsible for canceling that service pursuant to the terms of your contract with your existing CRES. The Utility may charge switching fees to the Customer, which the Customer will be liable for, if applicable.
- (9) **Privacy Policy and Customer Information and Release Authorization:** By entering into this Agreement, you agree that your Utility may release to Starion, and Starion may obtain, information needed to provide service to you, including your address, account number(s), billing and payment history, credit information, historical and future electricity usage and peak electricity demand, meter readings, and characteristics of electricity service. Starion will not give or sell your personal information to any other party without your consent unless required to do so by law or if necessary to enforce the terms of this Agreement. Starion is prohibited from disclosing Customer's SSN and/or account number(s) without

the Customer's consent except for (i) Starion's own collections and credit reporting; (ii) participation in programs funded by the universal service fund pursuant to 4928.52 of the Ohio Revised Code; or (iii) assigning the Agreement to another CRES.

- (10) **Limitation of Liability:** Starion's liability in connection with this Agreement, including without limitation any alleged liability for Early Termination by Starion as explained above, shall not exceed the amount of your largest monthly invoice for electric generation service during the twelve (12) months immediately preceding termination of this Agreement. In no event shall either party 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.
- (11) **Binding Effects; Agency; Assignment:** This Agreement shall extend to and be binding upon Starion's and Customer's respective successors and permitted assigns; provided, however, that Customer may not assign this Agreement without Starion's prior written consent, and any purported assignment without such consent shall be void. You appoint us as your agent to provide retail electric service, including the electric transportation, transmission and related services appropriate to provide that service to you. Starion may assign its rights and obligations under this Agreement to an affiliate of Starion or to another competitive CRES licensed to do business in Ohio, in whole or in part, in which case Starion will provide Customer any notice required by law.
- (12) **Representations and Warranties:** Starion makes no representations or warranties other than those expressly set forth in this Agreement, and Starion expressly disclaims all other warranties, express or implied. Starion does not represent any guarantee of savings under this Agreement.
- (13) **Force Majeure:** Performance of any obligation required by this Agreement shall be suspended if compliance is prevented by an Act of God, strike, fire, war, civil disturbance, embargo, explosion, breakage or accident to machinery or lines of pipe; repairing or altering machinery or lines of pipe; freezing of wells or lines of pipe; by federal, state or local law, rule, order or regulation or by any other cause reasonably beyond the control of a party. Any party claiming such interference with the performance of its obligations hereunder shall provide notice to the other party, specifying the cause of such interference. A party shall not be required by this paragraph to settle a labor dispute with its own employees on terms it deems unfavorable.
- (14) **Contact Information and Dispute Resolution:** In the event of a billing dispute or a disagreement involving Starion's services, you and we will use our best efforts to resolve the dispute. To discuss your dispute, you should contact a Starion customer service representative by telephone at 1-800-600-3040, by email at info@starionenergy.com, or by letter mailed to Starion Customer Service at P.O. Box 845, Middlebury, CT 06762. Starion's customer service department is available Monday through Friday 9:00AM – 5:00PM, EST. Starion will try to resolve any customer inquiry fairly and in an efficient and timely manner. Starion will provide an acknowledgement of, or response to, your inquiry and report the results of its investigation of your inquiry to you, and may provide a written report upon your request. If your complaint is not resolved after you have called Starion 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) 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 PUCO. The OCC can be contacted at 877-742-5622 (toll-free) from eight a.m. to five p.m. weekdays, or at <http://www.pickocc.org>.
- (15) **Emergencies and Interruptions of Service:** In the event of an electricity emergency or service interruption, contact your specific Utility at its emergency number.
- (16) **Other Provisions:** This Agreement sets forth the entire agreement between you and Starion for the purchase and sale of electricity supply service and supersedes all prior agreements, either written or oral. Nothing in this Agreement shall create or be construed as creating any express or implied rights in any person or entity other than you and Starion. Electronic acceptance of the terms is an agreement to initiate service and begin enrollment. By executing this Agreement, the Customer represents and warrants that he or she is the necessary authority to execute this Agreement. This Agreement is subject to all applicable statutes and to all present and future orders, rules and regulations of governmental authorities having jurisdiction over the subject matter hereof. This Agreement shall be governed by Ohio Law.
- (17) **Contact Information:**

STARION ENERGY

P.O. Box 845, Middlebury, CT 06762; www.starionenergy.com
1-800-600-3040 – Monday through Friday, 9:00AM-5:00PM, EST

Electric Utility: In the event of an emergency such as a downed power line, contact your Electric Utility.

Duke Energy – Emergencies: 800-543-5599; General: 800-544-6900; P.O. Box 1326, Charlotte, NC 28201; www.duke-energy.com/ohio

Account Number [REDACTED] 70 16

For less detailed billing information on your monthly bill, check box on right ☐

Due Date	Amount Due
Apr 16, 2019	\$ 336.79

\$ _____ \$ _____
HeatShare Contribution Amount Enclosed
(for Customer Assistance)

PO Box 1326
Charlotte NC 28201-1326

Page 1 of 2

Name /Service Address	For Inquiries Call	Account Number
[REDACTED]	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 Mar 25 not included Last payment received Mar 18 Bill prepared on Mar 25, 2019 Next meter reading Apr 23, 2019

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Elec	[REDACTED]	Feb 21	Mar 22	29	95635	97811	2,176

Electric - Residential	Current Billing
Usage - 2,176 kWh	Amt Due - Previous Bill \$ 356.25
Duke Energy - Rate RS \$ 112.69	Payment(s) Received 356.25cr
Verde - Rate VE75 224.10	Balance Forward 0.00
Energy USA Ohio	Current Electric Charges 336.79
Current Electric Charges \$ 336.79	Current Amount Due \$ 336.79

In Case No. 18-1185-EL-UNC, the PUCO approved an adjustment to Rider ETCJA, Electric Tax Cuts and Jobs Act Rider (part of the Delivery Riders) effective March 1, 2019. All retail jurisdictional customers shall be assessed a credit of 5.67% of the customer's applicable base distribution charges (i.e., customer charge plus base distribution charge) to refund the electric distribution share of benefits resulting from the Tax Cuts and Jobs Act of 2017. A typical residential customer using 1,000 kWh per month will see a decrease of approximately \$2.13 or (1.9)%.

Important power line safety reminder. Stay away from power lines. Do not work near overhead lines. Always assume that downed lines are energized and dangerous. Report downed power lines to Duke Energy immediately by calling 1-800-543-5599.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 4.68 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. To learn more about Price to Compare, visit www.duke-energy.com or contact Duke Energy for a written explanation.

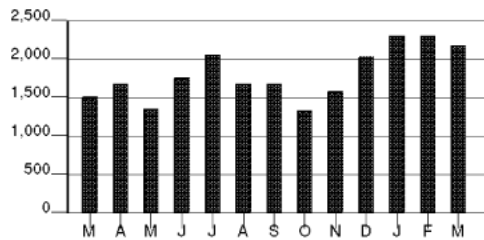
Due Date	Amount Due	After Apr 16, 2019
Apr 16, 2019	\$ 336.79	\$ 341.84

Name	Service Address	Account Number
[REDACTED]	[REDACTED]	[REDACTED]

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$5.99. Peak Demand Reduction = \$1.50. and Renewable Energy = \$2.14.

Explanation of Current Charges		
Electric Meter - [REDACTED] kWh Usage - 2,176 Feb 21 - Mar 22 29 Days	Duke Energy Rate RS - Residential Svc-Winter	
	Distribution-Customer Chg	\$ 6.00
	Delivery Charges	
	Distribution-Energy Chg	
	2,176 kWh @ \$ 0.03148200	68.50
	Delivery Riders	36.69
	Total Delivery Charges	\$ 105.19
	Generation Riders	1.50
		\$ 112.69
	Generation Charge Verde Energy USA Ohio Rate VE75 - Verde Energy USA	
	Supplier Customer Charge	\$ 6.72
	Supplier Energy Charge	
	2,176 kWh @ \$ 0.09990000	217.38
		224.10
Total Current Electric Charges		\$ 336.79

kWh Electric Usage



Calculations based on most recent 12 month history
 Total Usage 22,011
 Average Usage 1,834

	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
Electric	1,524	1,685	1,367	1,759	2,053	1,698	1,678	1,339	1,584	2,048	2,324	2,300	2,176

Account Number [REDACTED] 70 16

Due Date	Amount Due
Mar 18, 2019	\$ 356.25

\$ _____ \$ _____
HeatShare Contribution Amount Enclosed
(for Customer Assistance)

PO Box 1326
Charlotte NC 28201-1326

Page 1 of 2

Name /Service Address	For Inquiries Call	Account Number
[REDACTED]	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 Feb 22 not included Last payment received Feb 18 Bill prepared on Feb 22, 2019 Next meter reading Mar 22, 2019

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Meter Reading Present	Usage
Elec	[REDACTED]	Jan 23 Feb 21	29	93335	95635	2,300

Electric - Residential	Current Billing
Usage - 2,300 kWh	Amt Due - Previous Bill \$ 229.52
Duke Energy - Rate RS \$ 123.20	Payment(s) Received 232.96cr
Verde - Rate VE75 236.49	Balance Forward 3.44cr
Energy USA Ohio	Current Electric Charges 359.69
Current Electric Charges \$ 359.69	Current Amount Due \$ 356.25


PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 4.63 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. To learn more about Price to Compare, visit www.duke-energy.com or contact Duke Energy for a written explanation.

If you have any questions about electric supplier service received from Verde Energy USA Ohio, please call them at 1-800-388-3862 or write to: 101 Merritt 7 3rd Floor Norwalk, CT 06851

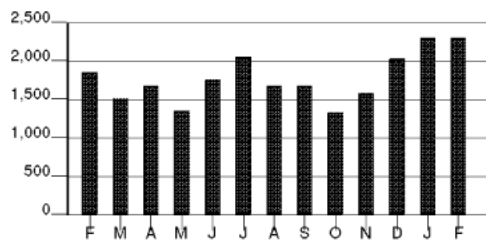
The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$6.34. Peak Demand Reduction = \$1.58. and Renewable Energy = \$1.65.

Due Date	Amount Due	After Mar 18, 2019
Mar 18, 2019	\$ 356.25	\$ 361.59

Name	Service Address	Account Number
[REDACTED]	[REDACTED]	[REDACTED]

Explanation of Current Charges		
Electric		
Meter - [REDACTED]	Duke Energy	
kWh Usage - 2,300	Rate RS - Residential Svc-Winter	
Jan 23 - Feb 21	Distribution-Customer Chg	\$ 6.00
29 Days	Delivery Charges	
	Distribution-Energy Chg	
	2,300 kWh @ \$ 0.03148200	72.41
	Delivery Riders	43.20
	Total Delivery Charges	\$ 115.61
	Generation Riders	1.59
		\$ 123.20
	Generation Charge	
		
	Verde Energy USA Ohio	
	Rate VE75 - Verde Energy USA	
	Supplier Customer Charge	\$ 6.72
	Supplier Energy Charge	
	2,300 kWh @ \$ 0.09990000	229.77
		236.49
	Total Current Electric Charges	\$ 359.69

kWh Electric Usage



Calculations based on most recent 12 month history
 Total Usage 21,359
 Average Usage 1,780

	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB
Electric	1,863	1,524	1,685	1,367	1,759	2,053	1,698	1,678	1,339	1,584	2,048	2,324	2,300

**** DISCONNECT NOTICE ****

Account Number [REDACTED] 70 16

For less detailed billing information on
your monthly bill, check box on right☐

Due Date	Amount Due
May 16, 2019	\$ 606.29

\$ _____ \$ _____
HeatShare Contribution Amount Enclosed
(for Customer Assistance)

PO Box 1327
Charlotte NC 28201-1327

**** DISCONNECT NOTICE ****

Page 1 of 2

Name /Service Address	For Inquiries Call	Account Number
[REDACTED]	Duke Energy 1-800-544-6900 Verde Energy USA Ohio 1-800-388-3862	[REDACTED]

Mail Payments To	Account Information
PO Box 1327 Charlotte NC 28201-1327	Payments after Apr 24 not included Bill prepared on Apr 24, 2019 Next meter reading May 22, 2019

***** DISCONNECT NOTICE ***** ***** DISCONNECT NOTICE ***** ***** DISCONNECT NOTICE *****
***** IMPORTANT:** Your service may be disconnected if your past due amount of \$336.79 is not paid by 05/09/2019. A reconnection charge will be required. In addition, a service deposit may be required; if so, payment arrangements may be available. For questions, please call the number shown above.
 If your service is disconnected for non payment, in addition to a reconnection charge, you may be required to pay a deposit in the amount of \$355.00 before service is restored.

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Meter Reading Present	Usage
Elec	[REDACTED]	Mar 22 Apr 23	32	97811	99474	1,663

Electric - Residential	Current Billing
Usage - 1,663 kWh	Amt Due - Previous Bill \$ 336.79
Duke Energy - Rate RS \$ 91.60	Late Payment Charge(s) 5.05
Verde - Rate VE75 172.85	Balance Forward 341.84
Energy USA Ohio	Current Electric Charges 264.45
Current Electric Charges \$ 264.45	Current Amount Due \$ 606.29

Know what's below. Call before you dig. Always call 811 before you dig, it's the law. Making this free call at least 48 hours before you dig gets utility lines marked and helps protect you from injury and expense. Call 811 or visit oups.org.

**** DISCONNECT NOTICE ****

Due Date	Amount Due	After May 16, 2019
May 16, 2019	\$ 606.29	\$ 615.38

Name	Service Address	Account Number
[REDACTED]	[REDACTED]	[REDACTED]

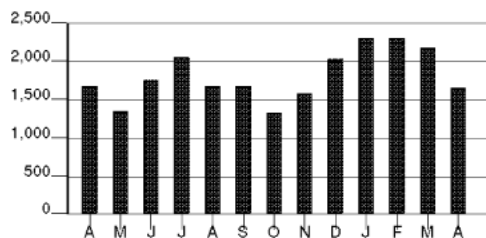
Per the Electric Security Plan approved in Case No. 17-1263-EL-SSO, the PUCO approved adjustments to Rider AER-R (Alternative Energy Recovery), Rider DCI (Distribution Capital Investment), and Rider SCR (Supplier Cost Reconciliation). In Case No. 17-872-EL-RDR, the PUCO approved an adjustment to Rider PSR, Price Stabilization Rider (part of the Delivery Riders). Overall, a typical residential customer using 1,000 kWh per month will see an increase of approximately \$2.74 or 2.4% per month effective April 2019.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 4.99 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. To learn more about Price to Compare, visit 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 = \$4.58. Peak Demand Reduction = \$1.15. and Renewable Energy = \$1.64.

Explanation of Current Charges		
Electric Meter - [REDACTED] kWh Usage - 1,663 Mar 22 - Apr 23 32 Days	Duke Energy Rate RS - Residential Svc-Winter	
	Distribution-Customer Chg	\$ 6.00
	Delivery Charges	
	Distribution-Energy Chg	
	1,663 kWh @ \$ 0.03148200	52.35
	Delivery Riders	32.10
	Total Delivery Charges	\$ 84.45
	Generation Riders	1.15
		\$ 91.60
	Generation Charge Verde Energy USA Ohio Rate VE75 - Verde Energy USA	
	Supplier Customer Charge	\$ 6.72
	Supplier Energy Charge	
	1,663 kWh @ \$ 0.09990000	166.13
		172.85
Total Current Electric Charges		\$ 264.45

kWh Electric Usage



Calculations based on most recent 12 month history
 Total Usage 21,989
 Average Usage 1,832

	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR
Electric	1,685	1,367	1,759	2,053	1,698	1,678	1,339	1,584	2,048	2,324	2,300	2,176	1,663



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: 00258930	Owner: Michael Coady
Account Name: [REDACTED]	Account in Question: Verde Energy USA Ohio LLC
Type:	Account Holder:
Status: Closed	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

CASE DATES:

Date Opened: 03-15-2019

Date Closed: 04-11-2019

Case Age in Business Days: 19

Contact Information

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

Service Address Information

Service Account Number:	Service Address County: Summit
Service Address Street: [REDACTED]	Service Address State: Ohio
Service Address City: Norton	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: 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:

Customer is calling about an electric supplier whose name he does not have. Advised to call OE and have his name removed from the customer list provided to suppliers. He thinks he is on the national DNC list. Provided DNC number to register and confirm, as well as FCC and FTC numbers. Advised that we would need the supplier name and then we could get them to see marketing him. Provided case ID and invited a call back.

Called the customer to go over the company response and close. Reached voice mail. Left message advising that the company has advised that all vendors were contacted on 3/20/2019 and notified not to contact [REDACTED] effective immediately as of 3/20/2019. 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 call transferred by LG. He says that he has not heard from Verde for about a week. He says that he received a couple of calls from Frontier Utilities using an unlisted number. Frontier called yesterday for the first time in a long time. He asked them not to call in the future. Advised him to call the PUCO if Frontier continued to bother him.

Case Comments

Created Date	Comment
3/15/2019 11:19:10 AM	Customer is calling about an electric supplier whose name he does not have. Advised to call OE and have his name removed from the customer list provided to suppliers. He thinks he is on the national DNC list. Provided DNC number to register and confirm, as well as FCC and FTC numbers. Advised that we would need the supplier name and then we could get them to see marketing him. Provided case ID and invited a call back.
3/18/2019 9:06:49 AM	Customer called back and said the company calling is Verde. Customer said the reps calling are named Jacob or Sam. Opening investigation regarding calls. Invited call back.
3/20/2019 1:12:37 PM	Called the customer to see if he had determined whether or not he was on the national DNC. He had not. With his permission, I sent a request to verify if he was registered of the DNC web site. Advised that he would receive an e-mail with the answer in a few minutes and that I would call him back in about an hour to see what result he received.
3/20/2019 2:35:52 PM	Called the customer back. Reached his wife. Left message asking for a return call. Left hotline number and case ID.
3/20/2019 3:26:26 PM	Customer returned Mike's call. Xfrd to vm.

3/20/2019 3:38:48 PM	<p>Received a call from the customer who asked for a call back. He also provided his cell number which I added to the account.</p> <p>Called the customer back. He says that he received the FCC e-mail and advised that he has been on the National DNC list since 2003. Asked him to forward a copy to me and provided e-mail address.</p>
3/20/2019 3:55:49 PM	Caller confirming that email was received. Confirmed with caller.
3/20/2019 4:04:26 PM	Called the customer and confirmed that I had received his e-mail. Advised that I would be back in touch once I had received Verde's response.
3/27/2019 2:51:15 PM	Called the customer to go over the company response and close. Reached voice mail. Left message advising that the company has advised that all vendors were contacted on 3/20/2019 and notified not to contact [REDACTED] effective immediately as of 3/20/2019. 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.
3/27/2019 2:52:18 PM	<p>Customer is calling about an electric supplier whose name he does not have. Advised to call OE and have his name removed from the customer list provided to suppliers. He thinks he is on the national DNC list. Provided DNC number to register and confirm, as well as FCC and FTC numbers. Advised that we would need the supplier name and then we could get them to see marketing him. Provided case ID and invited a call back.</p> <p>Called the customer to go over the company response and close. Reached voice mail. Left message advising that the company has advised that all vendors were contacted on 3/20/2019 and notified not to contact [REDACTED] effective immediately as of 3/20/2019. 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>
3/27/2019 4:30:56 PM	trans to INV VM with permission.
4/3/2019 8:22:07 AM	Called the customer. Reached voice mail. Left message asking for a return call. Left hotline number and case ID.
4/3/2019 8:25:18 AM	The customer is returning a call from MC. I transferred the customer to MC. I provided my name, lcb.
4/3/2019 8:33:44 AM	Received a call from the customer transferred by LG. He isn't sure if he has records of the phone numbers and/or times. Advised that I would make a note to call him in a week, while he collects data. Advised that Verde is probably trying to isolate which call center is making the calls.
4/3/2019 3:00:41 PM	<p>-caller says his name is [REDACTED] and provided case 00258930</p> <p>-calling to speak with MC >> returning MC's call</p> <p>-call routed over to MC for furtherance</p> <p>-per MC - Roger is the customer's middle name >> consumer acct updated in Salesforce</p>
4/3/2019 3:02:38 PM	Received a call from the customer transferred by LD. For some reason, he thought I had just called him. Advised that I did not, but that I did make a note to call him in a week to see what data he could provide on the Verde calls. Invited a call back.

4/11/2019 9:13:07 AM	Called the customer to see what information he could provide. His wife answered the phone and he was unavailable. She said that she would have him return my call. Offered the hotline number but she said that he had it.
4/11/2019 10:16:00 AM	The customer is returning a call from MC. I transferred the customer to MC.
4/11/2019 10:28:46 AM	Received a call transferred by LG. He says that he has not heard from Verde for about a week. He says that he received a couple of calls from Frontier Utilities using an unlisted number. Frontier called yesterday for the first time in a long time. He asked them not to call in the future. Advised him to call the PUCO if Frontier continued to bother him.
4/11/2019 10:29:21 AM	<p>Customer is calling about an electric supplier whose name he does not have. Advised to call OE and have his name removed from the customer list provided to suppliers. He thinks he is on the national DNC list. Provided DNC number to register and confirm, as well as FCC and FTC numbers. Advised that we would need the supplier name and then we could get them to see marketing him. Provided case ID and invited a call back.</p> <p>Called the customer to go over the company response and close. Reached voice mail. Left message advising that the company has advised that all vendors were contacted on 3/20/2019 and notified not to contact Mr. Himes effective immediately as of 3/20/2019. 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 call transferred by LG. He says that he has not heard from Verde for about a week. He says that he received a couple of calls from Frontier Utilities using an unlisted number. Frontier called yesterday for the first time in a long time. He asked them not to call in the future. Advised him to call the PUCO if Frontier continued to bother him.</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: 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

Email Created Date: 3/18/2019 9:25:44 AM

Email Text Version:

96

Normal

0

false

false

false

EN-US

X-NONE

X-NONE

Initial Submission of a Consumer Complaint

Provider of ElectricPlease Respond Within 3 Business Days

CASE ID:

00258930COMPANY: CUSTOMER:

44203SERVICE ADDRESS:

Ohio 44203AIQ:

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:

This customer contacted the PUCO for assistance in getting the company and all of its affiliates to cease efforts to enroll him in one of its energy programs.

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

OhioService Monitoring and

Enforcement DepartmentLead Customer Service Investigator (800) 686-PUCO

(7826)www.PUCO.ohio.gov

0

false

false

false

EN-US

X-NONE

X-NONE

This

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

ref:_00Dt0GzXt._500t0FnFSb:ref

Email Created Date: 3/20/2019 11:37:05 AM

Email Text Version:

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00258930.

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") and states that he does not want to be contacted by Verde or anyone affiliated with Verde. Mr. Himes is requesting to be placed on Verde's Do Not Call, Do Not Mail and Do Not Knock lists.

Outcome:

We'd like to confirm that [REDACTED] telephone number of [REDACTED] has been added onto Verde's internal "Do Not Call" list. Additionally, the address of [REDACTED] [REDACTED] has been added onto Verde's internal "Do Not Mail" and "Do Not Knock" lists as of 3/18/2019.

Please be aware that the National Do Not Call Registry allows telemarketers up to 31 days from the date of your request to cease calls.

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, March 18, 2019 8:26 AM

To: Regulatory

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258930 [

ref:_00Dt0GzXt._500t0FnFSb: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: 00258930

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

SERVICE ADDRESS: [REDACTED]

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

This customer contacted the PUCO for assistance in getting the company and all of its affiliates to cease efforts to enroll him in one of its energy programs.

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%7C34595bd3208047ade54a08d6ad49e547%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636886930225332756&sdata=uwkMUlInMuL8Q5xA6j8B%2B73ID5pZWPEoTHPZmlx7c5g%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=018t0000004MjYr>]

ref:_00Dt0GzXt._500t0FnFSb:ref

Email Created Date: 3/20/2019 3:49:42 PM

Email Text Version:

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00258930

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

SERVICE ADDRESS: [REDACTED]

[REDACTED] 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,

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: 3/26/2019 2:31:13 PM

Email Text Version:

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00258930

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

SERVICE ADDRESS: [REDACTED]

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,

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: 3/26/2019 2:49:19 PM

Email Text Version:

Good afternoon,

Allow me to apologize for the delay in response. All vendors were contacted on 3/20/2019 and notified not to contact [REDACTED] effective immediately as of 3/20/2019.

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: Tuesday, March 26, 2019 1:31 PM
To: Regulatory
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258930 [ref:_00Dt0GzXt._500t0FnFSb:ref]

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

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00258930

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

SERVICE ADDRESS: [REDACTED]

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:
NIQ: 3303367530

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 find attached an e-mail which [REDACTED] received from the Federal Communications Commission. It states that his phone number has been registered on the National Do Not Call list since July 2, 2003. As such, he should never have been solicited by phone in the first place and should not have to wait 31 days for the company to cease soliciting him by phone.

Please contact the company vendors to expedite his request not to be solicited by phone and advise.

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%7C7ae5c9032a7b4bc6419f08d6b21bbf35%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C636892229575815506&sdata=X37AjnzlVvSP4b0GTpgzqyoi5RXZKWnE2hvp206XC%2B8%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%7C7ae5c9032a7b4bc6419f08d6b21bbf35%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C636892229575815506&sdata=X37AjnzlVvSP4b0GTpgzqyoi5RXZKWnE2hvp206XC%2B8%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=018t0000004Mwyl>]

ref: _00Dt0GzXt._500t0FnFSb:ref

Email Created Date: 3/27/2019 5:06:15 PM

Email Text Version:

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00258930

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]
[REDACTED]

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,

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: 4/2/2019 3:33:39 PM

Email Text Version:

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00258930

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

SERVICE ADDRESS: [REDACTED]

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,

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: 4/2/2019 6:27:46 PM

Email Text Version:

Good afternoon,

Please have Mr. Himes provide the details of the calls he states he is receiving such as the telephone number in which the phone calls are coming from so that we may further investigate his claims for resolution.

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: Tuesday, April 02, 2019 2:34 PM
To: Regulatory
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00258930 [ref:_00Dt0GzXt._500t0FnFSb:ref]

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

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00258930

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

SERVICE ADDRESS: [REDACTED]

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:

I received a call from the customer who advised that he received another sales call from the company again on March 27, 2019, after the calls were supposed to have ceased.

Please investigate and advise.

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%7C68bf1c886d3c4a5f94c508d6b7ba6a1b%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636898408618193265&sdata=g%2BtwQiPqdZgermBd7EZIPcNBxuqgZA1sSNlijbPTMaQ%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=018t0000004NACq>]

ref:_00Dt0GzXt._500t0FnFSb:ref

Case Images

Created Date	Images
3/20/2019 11:37:06 AM	
3/26/2019 2:49:21 PM	
4/2/2019 6:27:47 PM	



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: 00259060

Account Name: [REDACTED]

Type:

Status: Closed

Preferred Contact Method: No Preference

Owner: Cindi Mack

Account in Question: Verde Energy USA
Ohio LLC

Account Holder:

Priority: Standard

Service Type: Residential

CASE DATES:

Date Opened: 03-15-2019

Case Age in Business Days: 32

Date Closed: 04-29-2019

Contact Information

Contact: [REDACTED]

Preferred Contact Method: No Preference

Phone: [REDACTED]

Mobile: [REDACTED]

Preferred Contact Time:

Email: [REDACTED]@aol.com

Service Address Information

Service Account Number:

Service Address Street: [REDACTED]

Service Address City: Springboro

Service Address Country: United States

Service Address County: Warren

Service Address State: Ohio

Service Address Zip:

Service Address Phone:

Industry Information

AIQ Industry: Electric

AIQ Sub-Industry: Competitive Retail Electric Service
Provider

AIQ Sub-Sub-Industry:

Non-Jurisdictional Case: ☐

Territory Account: 001t0000008OFY3AAO

General Code: Marketing -- Electric

Specific Code: Misleading Information /
Materials

Additional Information

PUCO ID: 345478

Case Formal Complaint Specialist Approved:

Docketing Case Number:

Legacy Case ID:

Case Formal Complaint Supervisor Approved:

Transportation Information

Crossing ID:
Railroad:
Railroad Street Name:

Description Information

Description:

Resolution:

Left vm advd of co. recent response. Close case

Case Comments

Created Date	Comment
3/15/2019 3:40:37 PM	<p>customer called, stated that she has been receiving harassing calls. she says one man named Alex called her from Verde and told her that they could lower her rate, but assured she would stay with Duke Energy. they sent her through the TPV process and she listened to the terms and realized that she would be switching to Verde, so she said no and declined the switch. the guy Alex came back on the line and said they would turn off her gas and electric in an hour if she didn't complete the TPV. she says she she did not complete it but she was scared. she says that she is 77yrs old. they also told her they would charge her \$2000 to turn her service back on. she says that these threats frightened her, so she called her son, who told her to call Duke. she was advised to call the PUCO and report this as well.</p> <p>i advised we can contact the supplier Verde regarding the harassing calls and misinformation and threats.</p>
4/5/2019 12:21:52 PM	<p>Customer called, says she received another call today this morning from a marketer claiming to represent Verde Energy and said he wants to reduce her energy bill. She declined. Then he was rude and yelled at her. She still said no she wasn't interested. Then he hung up and called back. He told her they would shut off her electric and gas at noon today if she didn't sign up. Duke Energy had confirmed before that they couldn't do that. He said his name was Alex. This all happened about an hour ago.</p> <p>It takes a while for her to get to the phone. She will call back if she misses a call from the PUCO.</p>

4/12/2019 3:31:54 PM	<p>I discussed the following w/cust. On Mar 15, 2019, a solicitation call was made to her by Alex Co. provided a copy of the call and TPV. Advd that I listened to the call briefly, that the co. provided and that the agents name was not Alex and that there was nothing that I heard that he was aggressive or said that the elect would be turned off. She said this is only one of the call as there were at least two others where Alex was rude, and said the elect would be turned off. She said but there have been many others too. When the call was transferred, she doubted the enrollment and it was not completed.</p> <p>Co. confirms that she was contacted by an Alex in an attempt to solicit her services onto Verde. Because she declined the services, the enrollment was not completed.</p> <p>In addition, we would like to confirm that when a customer is enrolled with Verde or any other supplier, that the services do remain with the local utility, but Verde is listed as a line item on their invoices.</p> <p>Lastly, co. confirmed that due to the allegations presented in regards to the agent Alex, that he has been suspended from the program and is not eligible for rehire. *****Advd that I will go back and listen to the call thru its entirety, and get back to the co. to confirm and verify that her contact info has been placed on their internal do not solicit or call list. She appreciated that. ***In review of the entire call, I never heard anything to support the customer's allegations.</p>
4/29/2019 3:51:32 PM	<p>Following up on our previous ph call that took place on Apr 12... Advd that Verde confirmed that her phone number of [REDACTED] has been placed on their internal 'Do not call' list and the address of [REDACTED] Springboro, OH 45066 was entered onto the 'Do not solicit' list. The co. states that the sales call that was provided to me on 4/2/2019 was the only sales call that they were able to locate to where she was contacted by the co. Advd cls case at this time. Should she receive other calls, and if they continue to call her after she's ask them to stop, cb and PUCO can reach out to the co. in question. RTHL# w/any concerns.</p>
4/29/2019 3:52:18 PM	Left vm advd of co. recent response. Close case

Web Information

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

Web Account in Question:
Web US Dot #:

System Information

Created by: 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: 3/18/2019 11:06:02 AM

Email Text Version:

96

Normal

0

false

false

false

EN-US

X-NONE

X-NONE

Initial Submission of a Consumer Complaint

Provider of ElectricPlease Respond Within 3 Business Days

CASE ID:

00259060COMPANY: CUSTOMER: [REDACTED] ADDRESS: [REDACTED] Springboro,
Ohio

45066SERVICE ADDRESS: [REDACTED] Springboro,
Ohio 45066AIQ:

Verde Energy USA Ohio LLCSERVICE ACCOUNT NUMBER: NIQ:

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

DESCRIPTION OF ISSUE: Good morning!

[REDACTED] spoke to staff regarding misleading and deceptive marketing tactics used by a sales agent, Alex.

She said that the calls have been harassing. Alex told her that her rate could be lowered, but assured her she'd stay with Duke Energy. He sent her through to the TPV. When listening to the terms, she realized she'd be switching to Verde so, she declined.

Alex came back on the line with her and told her that her service would be turned off in an hour is she didn't complete the TPV. She said she didn't, but she's 77 years old and this scared her. Alex then told her they would charge her \$2,000.00 to turn her service back on.

Please forward a copy of the sales call for review. Please forward the TPV that wasn't completed. Please verify that the enrollment did not process. Address the alleged allegation with Alex and advise what action the company is taking to correct this. If there is any other information that I should know, it would be greatly appreciated. Sincerely, Cindi Mack Public Utilities Commission of

OhioService Monitoring and

Enforcement DepartmentCustomer Service Lead Investigator (800) 686-PUCO
(7826)www.PUCO.ohio.gov

96

Normal
0

false
false
false

EN-US
X-NONE
X-NONE

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

ref:_00Dt0GzXt._500t0FnIKn:ref

Email Created Date: 3/20/2019 3:26:29 PM

Email Text Version:

Good afternoon,

Verde is in response to PUCO Complaint No. 00259060.

We would like to advise that the information provided on the complaint is not sufficient information for Verde to initiate an investigation.

Would you all be able to provide Ms. [REDACTED] phone number where she is receiving these calls? And if possible, may we also have the phone number that is contacting Ms. [REDACTED] so that the information can be forwarded to Verde's Compliance Manager-Vendor & Quality Assurance for investigation purposes?

We hope to hear back from you soon.

Kindest regards,

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

Sent: Monday, March 18, 2019 10:06 AM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259060 [

ref:_00Dt0GzXt._500t0FnIKn: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: 00259060

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Springboro, Ohio 45066

SERVICE ADDRESS: [REDACTED] Springboro, Ohio 45066

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

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

DESCRIPTION OF ISSUE:

Good morning!

[REDACTED] spoke to staff regarding misleading and deceptive marketing tactics used by a sales agent, Alex.

She said that the calls have been harassing. Alex told her that her rate could be lowered, but assured her she'd stay with Duke Energy. He sent her through to the TPV. When listening to the terms, she realized she'd be switching to Verde so, she declined.

Alex came back on the line with her and told her that her service would be turned off in an hour if she didn't complete the TPV. She said she didn't, but she's 77 years old and this scared her. Alex then told her they would charge her \$2,000.00 to turn her service back on.

Please forward a copy of the sales call for review.
Please forward the TPV that wasn't completed.
Please verify that the enrollment did not process.

Address the alleged allegation with Alex and advise what action the company is taking to correct this. If there is any other information that I should know, it would be greatly appreciated.

Sincerely,

Cindi Mack

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Lead Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cf349160c7c72429432ce08d6ad69f16a%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636887067865912775&sdata=ILGdv0UfNboGKaM1Han18vifxoapTSTCDgrX2hTjPWY%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%7Cf349160c7c72429432ce08d6ad69f16a%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636887067865912775&sdata=ILGdv0UfNboGKaM1Han18vifxoapTSTCDgrX2hTjPWY%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=018t0000004MjnD>]

ref:_00Dt0GzXt._500t0FnIKn:ref

Email Created Date: 3/28/2019 10:33:54 AM

Email Text Version:

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 3/20/2019 3:26 PM

To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259060 [

ref:_00Dt0GzXt._500t0FnIKn:ref]

Good afternoon,

Verde is in response to PUCO Complaint No. 00259060.

We would like to advise that the information provided on the complaint is not sufficient information for Verde to initiate an investigation.

Would you all be able to provide Ms. [REDACTED] phone number where she is receiving these calls? And if possible, may we also have the phone number that is contacting Ms. [REDACTED] so that the information can be forwarded to Verde's Compliance Manager-Vendor & Quality Assurance for investigation purposes?

We hope to hear back from you soon.

Kindest regards,

From: Cindi Mack <contactthepuco@puc.state.oh.us>
Sent: Monday, March 18, 2019 10:06 AM
To: Regulatory <regulatory@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259060 [ref:_00Dt0GzXt._500t0FnIKn: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: 00259060
COMPANY:
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Springboro, Ohio 45066
SERVICE ADDRESS: [REDACTED] Springboro, Ohio 45066
AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER:
NIQ:

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

DESCRIPTION OF ISSUE:

Case Number: 00259060

Good morning!

██████ spoke to staff regarding misleading and deceptive marketing tactics used by a sales agent, Alex.

She said that the calls have been harassing. Alex told her that her rate could be lowered, but assured her she'd stay with Duke Energy. He sent her through to the TPV. When listening to the terms, she realized she'd be switching to Verde so, she declined.

Alex came back on the line with her and told her that her service would be turned off in an hour is she didn't complete the TPV. She said she didn't, but she's 77 years old and this scared her. Alex then told her they would charge her \$2,000.00 to turn her service back on.

Please forward a copy of the sales call for review.

Please forward the TPV that wasn't completed.

Please verify that the enrollment did not process.

Address the alleged allegation with Alex and advise what action the company is taking to correct this. If there is any other information that I should know, it would be greatly appreciated.

Sincerely,

Cindi Mack

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Lead Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cf349160c7c72429432ce08d6ad69f16a%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636887067865912775&sdata=ILGdv0UfNboGKaM1Han18vifxoapTSTCDgrX2hTjPWY%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%7Cf349160c7c72429432ce08d6ad69f16a%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636887067865912775&sdata=ILGdv0UfNboGKaM1Han18vifxoapTSTCDgrX2hTjPWY%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=018t0000004MjnD]

ref:_00Dt0GzXt._500t0FnIKn:ref

Email Created Date: 4/2/2019 7:06:56 PM

Email Text Version:

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00259060.

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

[REDACTED] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") because she states that she received multiple harassing calls and the agent, Alex told her that her rate could be lowered, but assured her she would stay with her utility. After listening to the terms, she declined the offer, but was advised her services would be disconnected and wanted this matter investigated.

On 3/15/2019, Ms. [REDACTED] received a solicitation call from an Outbound Telemarketing agent, Alex Watson with, KAA Energy agency. Attached you will find the sales call that was completed this day following the transition to the Third Party Verification call. When the call was transferred, Ms. [REDACTED] doubted the enrollment and it was not completed.

As such, we would like to confirm that Ms. [REDACTED] was contacted by an Alex in an attempt to solicit her services onto Verde. However, because Ms. [REDACTED] declined the services the enrollment was not completed. In addition, we would like to confirm that when a customer is enrolled with Verde or any other supplier, that the services do remain with the local utility, but Verde is listed as a line item on their invoices.

Lastly, we would like to confirm that due to the allegations presented in regards to the agent Alex, that he has been suspended from the program and is not eligible for rehire.

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

Kindest Regards,

Xiomara Mendoza

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

Sent: Thursday, March 28, 2019 9:34 AM

To: Customer Concerns <customerconcerns@sparkenergy.com>

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259060 [

ref:_00Dt0GzXt._500t0FnIKn:ref]

Good morning!

Ms. [REDACTED] gave permission to pass along her number for you to research; [REDACTED] With regret, she said she did not make a note of the number that was calling her. She did think it was a 614 area code.

Thanks,

Cindi

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 3/20/2019 3:26 PM

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

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259060 [ref:_00Dt0GzXt._500t0FnIKn:ref]

Good afternoon,

Verde is in response to PUCO Complaint No. 00259060.

We would like to advise that the information provided on the complaint is not sufficient information for Verde to initiate an investigation.

Would you all be able to provide Ms. [REDACTED] phone number where she is receiving these calls? And if possible, may we also have the phone number that is contacting Ms. [REDACTED] so that the information can be forwarded to Verde's Compliance Manager-Vendor & Quality Assurance for investigation purposes?

We hope to hear back from you soon.

Kindest regards,

From: Cindi Mack

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

Sent: Monday, March 18, 2019 10:06 AM

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

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259060 [ref:_00Dt0GzXt._500t0FnIKn: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: 00259060

COMPANY:

Case Number: 00259060

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Springboro, Ohio 45066
SERVICE ADDRESS: [REDACTED] Springboro, Ohio 45066
AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER:
NIQ:

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

DESCRIPTION OF ISSUE:

Good morning!

[REDACTED] spoke to staff regarding misleading and deceptive marketing tactics used by a sales agent, Alex.

She said that the calls have been harassing. Alex told her that her rate could be lowered, but assured her she'd stay with Duke Energy. He sent her through to the TPV. When listening to the terms, she realized she'd be switching to Verde so, she declined.

Alex came back on the line with her and told her that her service would be turned off in an hour if she didn't complete the TPV. She said she didn't, but she's 77 years old and this scared her. Alex then told her they would charge her \$2,000.00 to turn her service back on.

Please forward a copy of the sales call for review.
Please forward the TPV that wasn't completed.
Please verify that the enrollment did not process.
Address the alleged allegation with Alex and advise what action the company is taking to correct this. If there is any other information that I should know, it would be greatly appreciated.

Sincerely,

Cindi Mack
Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Lead Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C2b160f694d6f47862a3408d6b7bfc42a%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636898431736635627&sdata=fzQx9U%2BVX4nTUxZ3ST7kaRcyP4LottW1ktEpr%2BVfDRk%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=018t0000004MjnD]

ref:_00Dt0GzXt._500t0FnIKn:ref

[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004N07S]

Email Created Date: 4/12/2019 3:40:42 PM

Email Text Version:

Please place Ms. [REDACTED] contact information on your internal do not call/do not solicit list and please confirm that the company will no longer contact her.

Additionally, is there other recorded calls of Alex harassing Ms. [REDACTED] Based on the call that you provided me, there was nothing to support the customer's allegations.

Cindi

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 4/2/2019 7:05 PM

To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259060 [

ref:_00Dt0GzXt._500t0FnIKn:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00259060.

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

[REDACTED] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") because she states that she received multiple harassing calls and the agent, Alex told her that her rate could be lowered, but assured her she would stay with her utility. After listening to the terms, she declined the offer, but was advised her services would be disconnected and wanted this matter investigated.

On 3/15/2019, Ms. [REDACTED] received a solicitation call from an Outbound Telemarketing agent, Alex Watson with, KAA Energy agency. Attached you will find the sales call that was completed this day following the transition to the Third Party Verification call. When the call was transferred, Ms. [REDACTED] doubted the enrollment and it was not completed.

As such, we would like to confirm that Ms. [REDACTED] was contacted by an Alex in an attempt to solicit her services onto Verde. However, because Ms. [REDACTED] declined the services the enrollment was not completed. In addition, we would like to confirm that when a customer is enrolled with Verde or any other supplier, that the services do remain with the local utility, but Verde is listed as a line item on their invoices.

Lastly, we would like to confirm that due to the allegations presented in regards to the agent Alex, that he has been suspended from the program and is not eligible for rehire.

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

Kindest Regards,

Xiomara Mendoza

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

Sent: Thursday, March 28, 2019 9:34 AM

To: Customer Concerns <customerconcerns@sparkenergy.com>

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259060 [ref:_00Dt0GzXt._500t0FnIKn:ref]

Good morning!

Ms. [REDACTED] gave permission to pass along her number for you to research; (937) 748-2103. With regret, she said she did not make a note of the number that was calling her. She did think it was a 614 area code.

Thanks,
Cindi

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 3/20/2019 3:26 PM

To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259060 [ref:_00Dt0GzXt._500t0FnIKn:ref]

Good afternoon,

Verde is in response to PUCO Complaint No. 00259060.

We would like to advise that the information provided on the complaint is not sufficient information for Verde to initiate an investigation.

Would you all be able to provide Ms. [REDACTED] phone number where she is receiving these calls? And if possible, may we also have the phone number that is contacting Ms. [REDACTED] so that the information can be forwarded to Verde's Compliance Manager-Vendor & Quality Assurance for investigation purposes?

We hope to hear back from you soon.

Kindest regards,

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

Sent: Monday, March 18, 2019 10:06 AM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259060 [ref:_00Dt0GzXt._500t0FnIKn:ref]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00259060

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Springboro, Ohio 45066

SERVICE ADDRESS: [REDACTED] Springboro, Ohio 45066

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

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

DESCRIPTION OF ISSUE:

Good morning!

[REDACTED] spoke to staff regarding misleading and deceptive marketing tactics used by a sales agent, Alex.

She said that the calls have been harassing. Alex told her that her rate could be lowered, but assured her she'd stay with Duke Energy. He sent her through to the TPV. When listening to the terms, she realized she'd be switching to Verde so, she declined.

Alex came back on the line with her and told her that her service would be turned off in an hour if she didn't complete the TPV. She said she didn't, but she's 77 years old and this scared her. Alex then told her they would charge her \$2,000.00 to turn her service back on.

Please forward a copy of the sales call for review.

Please forward the TPV that wasn't completed.

Please verify that the enrollment did not process.

Address the alleged allegation with Alex and advise what action the company is taking to correct this. If there is any other information that I should know, it would be greatly appreciated.

Sincerely,

Cindi Mack

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Lead Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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

ref:_00Dt0GzXt._500t0FnIKn:ref

Email Created Date: 4/16/2019 2:07:42 PM

Email Text Version:

Good afternoon Cindi,

We would like to confirm that Ms. [REDACTED] phone number of [REDACTED] has been entered onto Verde's internal 'Do not call' list and the address of [REDACTED] Springboro, OH 45066 was entered onto the 'Do not solicit' list.

Lastly, the sales call that was provided on the response sent on 4/2/2019 was the only sales call that Verde has that was made to Ms. [REDACTED]

Thank you,

Xiomara Mendoza

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

Sent: Friday, April 12, 2019 2:41 PM

To: Customer Concerns <customerconcerns@sparkenergy.com>

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259060 [ref:_00Dt0GzXt._500t0FnIKn:ref]

Please place Ms. [REDACTED] contact information on your internal do not call/do not solicit list and please confirm that the company will no longer contact her.

Additionally, is there other recorded calls of Alex harassing Ms. [REDACTED] Based on the call that you provided me, there was nothing to support the customer's allegations.

Cindi

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 4/2/2019 7:05 PM

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

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259060 [ref:_00Dt0GzXt._500t0FnIKn:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00259060.

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

██████████ has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") because she states that she received multiple harassing calls and the agent, Alex told her that her rate could be lowered, but assured her she would stay with her utility. After listening to the terms, she declined the offer, but was advised her services would be disconnected and wanted this matter investigated.

On 3/15/2019, Ms. ██████████ received a solicitation call from an Outbound Telemarketing agent, Alex Watson with, KAA Energy agency. Attached you will find the sales call that was completed this day following the transition to the Third Party Verification call. When the call was transferred, Ms. ██████████ doubted the enrollment and it was not completed.

As such, we would like to confirm that Ms. ██████████ was contacted by an Alex in an attempt to solicit her services onto Verde. However, because Ms. ██████████ declined the services the enrollment was not completed. In addition, we would like to confirm that when a customer is enrolled with Verde or any other supplier, that the services do remain with the local utility, but Verde is listed as a line item on their invoices.

Lastly, we would like to confirm that due to the allegations presented in regards to the agent Alex, that he has been suspended from the program and is not eligible for rehire.

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

Kindest Regards,

Xiomara Mendoza

From: PUCO Consumer Call Center

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

Sent: Thursday, March 28, 2019 9:34 AM

To: Customer Concerns

<customerconcerns@sparkenergy.com<mailto:customerconcerns@sparkenergy.com>>

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259060 [ref:_00Dt0GzXt._500t0FnIKn:ref]

Good morning!

Ms. ██████████ gave permission to pass along her number for you to research; ██████████ With regret, she said she did not make a note of the number that was calling her. She did think it was a 614 area code.

Thanks,

Cindi

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 3/20/2019 3:26 PM

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

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259060 [ref:_00Dt0GzXt._500t0FnIKn:ref]

Good afternoon,

Verde is in response to PUCO Complaint No. 00259060.

We would like to advise that the information provided on the complaint is not sufficient information for Verde to initiate an investigation.

Would you all be able to provide Ms. [REDACTED] phone number where she is receiving these calls? And if possible, may we also have the phone number that is contacting Ms. [REDACTED] so that the information can be forwarded to Verde's Compliance Manager-Vendor & Quality Assurance for investigation purposes?

We hope to hear back from you soon.

Kindest regards,

From: Cindi Mack

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

Sent: Monday, March 18, 2019 10:06 AM

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

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259060 [

ref:_00Dt0GzXt._500t0FnIKn: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: 00259060

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Springboro, Ohio 45066

SERVICE ADDRESS: [REDACTED] Springboro, Ohio 45066

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

***Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business

days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)***

DESCRIPTION OF ISSUE:

Good morning!

████████ spoke to staff regarding misleading and deceptive marketing tactics used by a sales agent, Alex.

She said that the calls have been harassing. Alex told her that her rate could be lowered, but assured her she'd stay with Duke Energy. He sent her through to the TPV. When listening to the terms, she realized she'd be switching to Verde so, she declined.

Alex came back on the line with her and told her that her service would be turned off in an hour is she didn't complete the TPV. She said she didn't, but she's 77 years old and this scared her. Alex then told her they would charge her \$2,000.00 to turn her service back on.

Please forward a copy of the sales call for review.

Please forward the TPV that wasn't completed.

Please verify that the enrollment did not process.

Address the alleged allegation with Alex and advise what action the company is taking to correct this. If there is any other information that I should know, it would be greatly appreciated.

Sincerely,

Cindi Mack

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Lead Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov<<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C2b160f694d6f47862a3408d6b7bfc42a%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636898431736635627&sdata=fzQx9U%2BVX4nTUxZ3ST7kaRcyP4LottW1ktEpr%2BVfDRk%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=018t0000004MjnD]

ref:_00Dt0GzXt._500t0FnIKn:ref

[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004N07S]

[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004NNot]

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: 00259064

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: 03-15-2019

Case Age in Business Days: 1

Date Closed: 03-15-2019

Contact Information

Contact: [REDACTED]

Preferred Contact Method: No Preference

Phone: [REDACTED]

Mobile:

Preferred Contact Time:

Email: [REDACTED]

Service Address Information

Service Account Number:

Service Address County: Wood

Service Address Street: [REDACTED]

Service Address State: Ohio

Service Address City: Perrysburg

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: Billing -- Electric

AIQ Sub-Sub-Industry:

Specific Code: Billing Inquiry

Non-Jurisdictional Case: ☐

Additional Information

PUCO ID: 345478

Case Formal Complaint Specialist Approved:

Docketing Case Number:

Case Formal Complaint Supervisor Approved:

Legacy Case ID:

Transportation Information

Crossing ID:
Railroad:
Railroad Street Name:

Description Information

Description:

Resolution:

ICB

Case Comments

Created Date	Comment
3/15/2019 3:53:08 PM	Customer calling about Verde. Customer is paying over 16 per kwh. Customer wanted to know info about class action lawsuit. Advised I was not aware of a class action suite against Verde. Advised customer to cancel if the rate was too high. Customer states he did cancel away from Verde. Avised customer that change can take 1 or 2 billing cycles. Invited call back.
3/15/2019 3:53:58 PM	ICB

Web Information

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

System Information

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

Case Emails

Case Images

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



Public Utilities Commission

Mike DeWine, Governor
Sam Randazzo, Chairman

Commissioners

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

Case Detail

Case Number: 00259289

Account Name: [REDACTED]

Type:

Status: Pending Reply

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: 03-18-2019

Case Age in Business Days: 36

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 Street: [REDACTED]

Service Address City: Brooklyn

Service Address Country: United States

Service Address County: Cuyahoga

Service Address State: Ohio

Service Address Zip:

Service Address Phone: [REDACTED]

Industry Information

AIQ Industry: Gas

AIQ Sub-Industry: Competitive Retail Natural Gas Service
Provider

AIQ Sub-Sub-Industry:

Non-Jurisdictional Case: ☐

Territory Account: 001t0000008OFYQAA4

General Code: Marketing -- Gas

Specific Code: Misleading Information /
Materials

Additional Information

PUCO ID: 345478

Case Formal Complaint Specialist Approved:

Docketing Case Number:

Legacy Case ID:

Case Formal Complaint Supervisor Approved:

Transportation Information

Crossing ID:
Railroad:
Railroad Street Name:

Description Information

Description:

Resolution:

ICB

Case Comments

Created Date	Comment
3/18/2019 9:24:20 AM	Customer calling about Verde. Customer said he does remember signing up with Verde but doesn't remember exactly what he signed up for. Customer not sure if he signed up over the phone or in person. Customer doesn't remember what rate he was offered/promised and doesn't have a copy of the contract. Customer wants to know if he can switch suppliers. Advised customer of ETF. Advised customer of SCO option or picking supplier with A2A. Invited call back.
3/18/2019 9:25:37 AM	ICB
5/2/2019 2:26:09 PM	Customer called in asking for A2A chart as he stated that the company was over-charging him. He stated that he did agree to sign-up with them but he has no ideal of the terms of the agreement. He thinks he is being over-charged as his bills are high but seem to be going down. He is thinking that he wants to cancel. Advised him that an ETF may be involved if he cancels early. He stated that he used to have Titan and he wanted to check back with them to see if he can get them back. Advised will send for investigation so that the PUCO can determine the terms that he signed-up for and if he was charged according to those rates. Also we can also check to see if there is an ETF involved in the contract if he were to cancel before the end of the term. Advised he may want to wait for a response from the PUCO before making any changes. He stated he would wait to hear from the PUCO. Advised him of the investigation process and gave him the case id number.

Web Information

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

Web Account in Question:
Web US Dot #:

System Information

Created by: 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: 5/3/2019 1:55:12 PM

Email Text Version:

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00259289

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Brooklyn, Ohio 44144

SERVICE ADDRESS: [REDACTED] Brooklyn, Ohio 44144

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) or O.A.C. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

This customer has contacted the PUCO regarding their enrollment with your company.

Please review the account and advise:

When, how, and by whom the enrollment was completed?

If the enrollment was for a fixed, variable, or variable with an introductory rate product.

What was the customer billed per CCF/MCF/kWh for all service periods during which the customer was enrolled?

The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.

Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.

Are there any early termination fees associated with this enrollment? If so, will the fees be waived and if not, why?

Please also provide copies of all enrollment materials to include (as applicable):

The sales script and/or sales call used to market this customer.

The signed agreement for service.

The Terms and Conditions of Service.

The signed Acknowledgement form.

The Welcome Letter mailed to the customer.

The Third Party Verification recording for this enrollment.

The contract expiration notices mailed to the 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

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._500t0FnPzV:ref

Case Images

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



Public Utilities Commission

Mike DeWine, Governor
Sam Randazzo, Chairman

Commissioners

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

Case Detail

Case Number: 00259298	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: 03-18-2019

Date Closed: 03-18-2019

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

Industry Information

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

Additional Information

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

Transportation Information

Crossing ID:
Railroad:
Railroad Street Name:

Description Information

Description:

Resolution:

RT Verde

Case Comments

Created Date	Comment
3/18/2019 9:49:15 AM	customer called, stated that she has concerns about her electric bill. she says she has Verde and they are charging her \$0.0929/kwh. she says she believes she also has NOPEC. i advised her of the customer choice program and aggregation. she says she signed up with Verde last summer but didn't receive notice of her contract expiring. i advised she should contact them to find out more about her contract details. she says they came around to her door and told her that Verde and eliminate the customer charge from her bill. i advised that is false. advised of her the TPV process. ICB.
3/18/2019 9:49:29 AM	RT 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
--------------	--------

This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

11/1/2019 2:52:50 PM

in

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

Summary: Exhibit Exhibit 7 - Part 28 on behalf of The Office of The Ohio Consumers' Counsel electronically filed by Mrs. Tracy J Greene on behalf of O'Brien, Angela D