



# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

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

## Case Detail

Case Number: 00264799	Owner: Leah Lehman
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: 04-16-2019  
Case Age in Business Days: 11

Date Closed: 05-01-2019

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

## Industry Information

AIQ Industry: Electric	Territory Account: 001t0000008OFZLAA4
AIQ Sub-Industry: Competitive Retail Electric Service Provider	General Code: Marketing -- Electric
AIQ Sub-Sub-Industry:	Specific Code: Misleading Information / Materials
Non-Jurisdictional Case: <input type="checkbox"/>	

## Additional Information

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

## Transportation Information

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Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

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**Description:**

**Resolution:**

The customer enrolled in electric and gas service with Verde on April 6, 2019. The company received rescission requests for the electric and gas accounts on April 13 and April 15. The service will not begin flow with the electric or gas account.

## Case Comments

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Created Date	Comment
4/16/2019 3:18:21 PM	cust stating Verde energy has been trying to get her service they kept calling. when they called today 4/16 they lied saying all people in Columbus are going with Verde and her contract with constellation is expired and she needed to sign up. so cust agreed. she then called constellation and they adv thats not true her contract isn't up until 2020. cust gave Verde her account info and wants to make sure the switch doesn't happen and for them to take her off any list they have. adv cust of investigation process icb
4/30/2019 2:34:17 PM	I called at 9:55 and was told to call back. I called again at 2:33. There was no answer and no option to leave voicemail.
5/1/2019 1:24:39 PM	I called the customer and advised that The customer enrolled in electric and gas service with Verde on April 6, 2019. The company received rescission requests for the electric and gas accounts on April 13 and April 15. The service will not begin flow with the electric or gas account. She has been removed from Verde's solicitation list.  She states that is not what her complaint was about. She states that her complaint was that she was told by the worker that everyone in Columbus had to go with Verde. She was very surprised about the fact that Verde was lying to her.  I advised that information is in the complaint; however it is difficult to prove the misleading information, but the complaint has been noted and addressed with Verde. The investigation that was sent up was to confirm with Verde that the service was cancelled and to remove her from the company's contact list.
5/1/2019 1:25:30 PM	The customer enrolled in electric and gas service with Verde on April 6, 2019. The company received rescission requests for the electric and gas accounts on April 13 and April 15. The service will not begin flow with the electric or gas account.

## Web Information

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

Web Account in Question:  
Web US Dot #:

## System Information

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Created by: Courtney Fleming  
# Tasks Correspondence Review: 0  
# Tasks Correspondence Review: 0

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

## Case Emails

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**Email Created Date: 4/16/2019 3:36:38 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: 00264799

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Columbus, Ohio 43204

SERVICE ADDRESS: [REDACTED] Columbus, Ohio 43204

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED] (electric)  
[REDACTED] gas)

NIQ:

Case Number: 00264799

\*\*\*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.



Sincerely,

Leah Lehman

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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ref:\_00Dt0GzXt.\_500t0GKD7J:ref

**Email Created Date: 4/18/2019 2:35:14 PM**

**Email Text Version:**

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00264799.

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

[REDACTED] has filed a complaint with the Public Utility Commission of Ohio ("PUCO") because she is disputing the enrollment with the company.

Investigative Results:

- On 04/06/2019, [REDACTED] authorized the electric and gas account to Verde via door to door representative associated with Alpha Energy Consultants LLC. (TPV Attached)

- o The electric account was enrolled into 12 month rate of \$0.0899 cents/kWh.

- o The gas account was enrolled into a 12 month fixed rate of \$0.725/CCF.
  - On 04/12/2019, Verde generated and sent a Welcome Letter for the electric account. (Letter Attached)
  - On 04/13/2019, Verde was in receipt of a rescission transaction for the electric account.
  - On 04/15/2019, Verde generated and sent a Welcome Letter for the gas account. (Letter Attached)
  - On 04/16/2019, Verde was in receipt of PUCO Complaint No. 00264799.
- Outcome:

We'd like to confirm that per the attached TPV completed on 04/06/2019, [REDACTED] authorized the electric account to Verde without any objections; however, please be aware that Verde received a rescission transaction request from the utility for the electric account on 04/13/2019 and the electric account did not become active. Furthermore, Verde submitted a cancellation request for the gas account immediately upon receipt of PUCO Complaint No. 00264799.

Lastly, as it stands, due to the nature of this complaint, Verde submitted a rescind request to the utility for the gas account and the utility has yet to effectuate a service rescission date.

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

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

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

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From: PUCO Consumer Call Center <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
Sent: Tuesday, April 16, 2019 2:38 PM  
To: Regulatory <[regulatory@sparkenergy.com](mailto:regulatory@sparkenergy.com)>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00264799 [ref:\_00Dt0GzXt.\_500t0GKD7J:ref ]

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

Initial Submission of a Consumer Complaint  
Provider of Natural Gas or Electric Supply  
Please Respond Within 3 Business Days

CASE ID: 00264799

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Columbus, Ohio 43204

SERVICE ADDRESS: [REDACTED] Columbus, Ohio 43204

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED] (electric)

[REDACTED] (gas)

NIQ:

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

1. When, how, and by whom the enrollment was completed?
2. If the enrollment was for a fixed, variable, or variable with an introductory rate product.
3. What was the customer billed per CCF/MCF/kWh for all service periods during which the customer was enrolled?
4. The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.
5. Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.

6. 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):

1. The sales script and/or sales call used to market this customer.
2. The signed agreement for service.
3. The Terms and Conditions of Service.
4. The signed Acknowledgement form.
5. The Welcome Letter mailed to the customer.
6. The Third Party Verification recording for this enrollment.
7. The contract expiration notices mailed to the customer.

Sincerely,

Leah Lehman

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%7Cc2bf66e3a5f74d28c9b708d6c42c68f7%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636912092971615657&sdata=UdZxl9Xk09%2BxvxMg7TlwM4f%2Fo5ChoOoCV6lYpY7Ouys%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%7Cc2bf66e3a5f74d28c9b708d6c42c68f7%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636912092971615657&sdata=UdZxl9Xk09%2BxvxMg7TlwM4f%2Fo5ChoOoCV6lYpY7Ouys%3D&reserved=0)

>

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ref:\_00Dt0GzXt.\_500t0GKD7J:ref

**Email Created Date: 4/22/2019 9:38:51 AM**

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00264799

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Columbus, Ohio 43204

SERVICE ADDRESS: [REDACTED] Columbus, Ohio 43204

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ:

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

**DESCRIPTION OF ISSUE:**

Please be aware that in the TPV it states that a welcome letter with the terms and conditions would be sent within 3-5 business days. The OAC requires that a welcome letter with terms and conditions be sent for both gas and electric enrollments within 1 business day. Also, the representative in the TPV only referred to AEP during parts of the call: AEP will be sending an enrollment notification, AEP will provide a utility cancellation confirmation number, etc.

Has Columbia Gas of Ohio confirmed the enrollment rescission?

Sincerely,

Leah Lehman  
Public Utilities Commission of Ohio

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

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

From: Customer Concerns [customerconcerns@sparkenergy.com]  
Sent: 4/18/2019 2:33 PM  
To: contactthepuco@puco.ohio.gov  
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00264799 [ref:\_00Dt0GzXt.\_500t0GKD7J:ref ]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00264799.

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

[REDACTED] has filed a complaint with the Public Utility Commission of Ohio ("PUCO") because she is disputing the enrollment with the company.

Investigative Results:

- On 04/06/2019, [REDACTED] authorized the electric and gas account to Verde via door to door representative associated with Alpha Energy Consultants LLC. (TPV Attached)
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- On 04/15/2019, Verde generated and sent a Welcome Letter for the gas account. (Letter Attached)
- On 04/16/2019, Verde was in receipt of PUCO Complaint No. 00264799.

Outcome:

We'd like to confirm that per the attached TPV completed on 04/06/2019, [REDACTED] authorized the electric account to Verde without any objections; however, please be aware that Verde received a rescission transaction request from the utility for the electric account on 04/13/2019 and the electric account did not become active. Furthermore, Verde submitted a cancellation request for the gas account immediately upon receipt of PUCO Complaint No. 00264799.

Lastly, as it stands, due to the nature of this complaint, Verde submitted a rescind request to the utility for the gas account and the utility has yet to effectuate a service rescission date.

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

Kindest Regards,

Edwin Quinonez

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

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

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From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>  
Sent: Tuesday, April 16, 2019 2:38 PM  
To: Regulatory <regulatory@sparkenergy.com>  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00264799 [ref:\_00Dt0GzXt.\_500t0GKD7J:ref ]

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00264799

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Columbus, Ohio 43204

SERVICE ADDRESS: [REDACTED] Columbus, Ohio 43204

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED] (electric)

[REDACTED] (gas)

NIQ:

\*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v) or O.A.C. 4901:1-21-06(D)(1)(h)(v)\*\*\*



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This customer has contacted the PUCO regarding their enrollment with your company.

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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.

Sincerely,

Leah Lehman

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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**Email Created Date: 4/23/2019 11:56:25 AM**

**Email Text Version:**

Good Morning Ms. Lehman,

Thank you for allowing me to address your additional concerns.

After review of the gas account, I was able to determine that the utility rejected our request to rescind the gas enrollment that was originally sent on 04/16/2019. I went ahead and resubmitted the cancellation and will monitor the account.

Additionally, we have forwarded the details of this complaint to our vendors to ensure that they are complying with O.A.C. 4901:1-29-06(E)(1)(g) and O.A.C. 4901:1-21-06(D)(2)(a)(vii) and they have confirmed that this has been updated in all their scripts.

Please let me know if you have any additional concerns.

Best Regards,

Edwin Quinonez

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

Edwin Quinonez | Regulatory Specialist

12140 Wickchester Ln, Ste 100 | Houston, TX 77079

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

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

Sent: Monday, April 22, 2019 8:39 AM

To: Customer Concerns <customerconcerns@sparkenergy.com>

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00264799 [ref:\_00Dt0GzXt.\_500t0GKD7J:ref ]

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

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00264799

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Columbus, Ohio 43204

SERVICE ADDRESS: [REDACTED] Columbus, Ohio 43204

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ:

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

DESCRIPTION OF ISSUE:

Please be aware that in the TPV it states that a welcome letter with the terms and conditions would be sent within 3-5 business days. The OAC requires that a welcome letter with terms and

conditions be sent for both gas and electric enrollments within 1 business day. Also, the representative in the TPV only referred to AEP during parts of the call: AEP will be sending an enrollment notification, AEP will provide a utility cancellation confirmation number, etc.

Has Columbia Gas of Ohio confirmed the enrollment rescission?

Sincerely,

Leah Lehman

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%7Ca7d04f7cc2e24171736d08d6c80437c0%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636916317784812188&sdata=oqohWset5nqHUhArInKVON83VlIU3SgwCRkuh6P3jg4%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%7Ca7d04f7cc2e24171736d08d6c80437c0%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636916317784812188&sdata=oqohWset5nqHUhArInKVON83VlIU3SgwCRkuh6P3jg4%3D&reserved=0)

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Edwin Quinonez | Regulatory Specialist

12140 Wickchester Ln, Ste 100 | Houston, TX 77079

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

Connect with Spark Energy

[[https://www.sparkenergy.com/SignatureImages/spark\\_facebook.png](https://www.sparkenergy.com/SignatureImages/spark_facebook.png)][https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.facebook.com%2FSparkEnergy%3Fsk%3Dapp\\_107354565965963&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Ca7d04f7cc2e24171736d08d6c80437c0%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636916317784822195&sdata=XRu0cPqus5z7NF5sAtHRgBaJAAm03mana%2BNc7uccfPs%3D&reserved=0](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.facebook.com%2FSparkEnergy%3Fsk%3Dapp_107354565965963&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Ca7d04f7cc2e24171736d08d6c80437c0%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636916317784822195&sdata=XRu0cPqus5z7NF5sAtHRgBaJAAm03mana%2BNc7uccfPs%3D&reserved=0)

[[https://www.sparkenergy.com/SignatureImages/spark\\_twitter.png](https://www.sparkenergy.com/SignatureImages/spark_twitter.png)]<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Ftwitter.com%2FSparkEnergy%2Flists%2Fspark-energy%2Fmembers&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Ca7d04f7cc2e2>

4171736d08d6c80437c0%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636916317784832214&sdata=noX4mHDDVxCYorBJ30W3hJ92Zftm3fRH%2Bsk%2BXTPLPcY%3D&reserved=0>[https://www.sparkenergy.com/SignatureImages/spark\_linkedin.png]<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fspark-energy&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Ca7d04f7cc2e24171736d08d6c80437c0%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636916317784842216&sdata=atdB8Fz%2Fwduo0nrzlIfmZq5wEv1Me74ViHWhFm4DiaE%3D&reserved=0>[https://www.sparkenergy.com/SignatureImages/spark\_youtube.png]<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.youtube.com%2Fsparkenergy&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Ca7d04f7cc2e24171736d08d6c80437c0%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636916317784852223&sdata=yK6BqaBIEkGt3rfbtZnbzd46837fZLha0YWQ%2BKBA92w%3D&reserved=0>[https://www.sparkenergy.com/SignatureImages/spark\_blog.png]<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.sparkenergy.com%2Fblog%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Ca7d04f7cc2e24171736d08d6c80437c0%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636916317784862236&sdata=7gpvu0%2BW5fkkbV36ZQP5Mxuv8z9wlhGYBX6A%2BBNvQco%3D&reserved=0>

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 4/18/2019 2:33 PM

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

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00264799 [ref:\_00Dt0GzXt.\_500t0GKD7J:ref ]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00264799.

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

[REDACTED] has filed a complaint with the Public Utility Commission of Ohio ("PUCO") because she is disputing the enrollment with the company.

Investigative Results:

- On 04/06/2019, [REDACTED] authorized the electric and gas account to Verde via door to door representative associated with Alpha Energy Consultants LLC. (TPV Attached)
- o The electric account was enrolled into 12 month rate of \$0.0899 cents/kWh.
- o The gas account was enrolled into a 12 month fixed rate of \$0.725/CCF.
- On 04/12/2019, Verde generated and sent a Welcome Letter for the electric account. (Letter Attached)
- On 04/13/2019, Verde was in receipt of a rescission transaction for the electric account.
- On 04/15/2019, Verde generated and sent a Welcome Letter for the gas account. (Letter Attached)
- On 04/16/2019, Verde was in receipt of PUCO Complaint No. 00264799.  
Outcome:

We'd like to confirm that per the attached TPV completed on 04/06/2019, [REDACTED] authorized the electric account to Verde without any objections; however, please be aware that Verde received a rescission transaction request from the utility for the electric account on 04/13/2019 and the electric account did not become active. Furthermore, Verde submitted a cancellation request for the gas account immediately upon receipt of PUCO Complaint No. 00264799.

Lastly, as it stands, due to the nature of this complaint, Verde submitted a rescind request to the utility for the gas account and the utility has yet to effectuate a service rescission date.

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

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

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

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you are not the intended recipient you are notified that disclosing, copying, distributing, or taking any action in reliance on the contents of this information is strictly prohibited.

From: PUCO Consumer Call Center  
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>  
Sent: Tuesday, April 16, 2019 2:38 PM  
To: Regulatory <regulatory@sparkenergy.com<mailto:regulatory@sparkenergy.com>>  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00264799 [ref:\_00Dt0GzXt.\_500t0GKD7J:ref ]

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

Initial Submission of a Consumer Complaint  
Provider of Natural Gas or Electric Supply  
Please Respond Within 3 Business Days

CASE ID: 00264799  
COMPANY:  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Columbus, Ohio 43204  
SERVICE ADDRESS: [REDACTED] Columbus, Ohio 43204  
AIQ: Verde Energy USA Ohio LLC  
SERVICE ACCOUNT NUMBER: [REDACTED] (electric)  
[REDACTED] (gas)  
NIQ:

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

1. When, how, and by whom the enrollment was completed?

2. If the enrollment was for a fixed, variable, or variable with an introductory rate product.
3. What was the customer billed per CCF/MCF/kWh for all service periods during which the customer was enrolled?
4. The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.
5. Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.
6. 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):

1. The sales script and/or sales call used to market this customer.
2. The signed agreement for service.
3. The Terms and Conditions of Service.
4. The signed Acknowledgement form.
5. The Welcome Letter mailed to the customer.
6. The Third Party Verification recording for this enrollment.
7. The contract expiration notices mailed to the customer.

Sincerely,

Leah Lehman  
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%7Ca7d04f7cc2e24171736d08d6c80437c0%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636916317784872238&sdata=ndTfU1VKwHGwlewfFV5zB7Vx92ZWZK%2FJ4KRePUOdv0%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%7Ca7d04f7cc2e24171736d08d6c80437c0%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636916317784872238&sdata=ndTfU1VKwHGwlewfFV5zB7Vx92ZWZK%2FJ4KRePUOdv0%3D&reserved=0)

>



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[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004NRmm>]

ref:\_00Dt0GzXt.\_500t0GKD7J:ref

[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004NXP7>]

**Email Created Date: 4/23/2019 12:11:21 PM**

**Email Text Version:**

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

From: Edwin Quinonez [equinonez@sparkenergy.com]

Sent: 4/23/2019 11:56 AM

To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00264799 [

ref:\_00Dt0GzXt.\_500t0GKD7J:ref ]

Good Morning Ms. Lehman,

Thank you for allowing me to address your additional concerns.

After review of the gas account, I was able to determine that the utility rejected our request to rescind the gas enrollment that was originally sent on 04/16/2019. I went ahead and resubmitted the cancellation and will monitor the account.

Additionally, we have forwarded the details of this complaint to our vendors to ensure that they are complying with O.A.C. 4901:1-29-06(E)(1)(g) and O.A.C. 4901:1-21-06(D)(2)(a)(vii) and they have confirmed that this has been updated in all their scripts.

Please let me know if you have any additional concerns.

Best Regards,

Edwin Quinonez

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

equinonez@verdeenergy.com

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From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>  
Sent: Monday, April 22, 2019 8:39 AM  
To: Customer Concerns <customerconcerns@sparkenergy.com>  
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00264799 [ref:\_00Dt0GzXt.\_500t0GKD7J:ref ]

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00264799  
COMPANY:  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Columbus, Ohio 43204  
SERVICE ADDRESS: [REDACTED] Columbus, Ohio 43204  
AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]  
NIQ:

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

DESCRIPTION OF ISSUE:

Please be aware that in the TPV it states that a welcome letter with the terms and conditions would be sent within 3-5 business days. The OAC requires that a welcome letter with terms and conditions be sent for both gas and electric enrollments within 1 business day. Also, the representative in the TPV only referred to AEP during parts of the call: AEP will be sending an enrollment notification, AEP will provide a utility cancellation confirmation number, etc.

Has Columbia Gas of Ohio confirmed the enrollment rescission?

Sincerely,

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

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

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

Connect with Spark Energy

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 4/18/2019 2:33 PM

To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00264799 [ref:\_00Dt0GzXt.\_500t0GKD7J:ref ]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00264799.

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

[REDACTED] has filed a complaint with the Public Utility Commission of Ohio ("PUCO") because she is disputing the enrollment with the company.

Investigative Results:

- On 04/06/2019, [REDACTED] authorized the electric and gas account to Verde via door to door representative associated with Alpha Energy Consultants LLC. (TPV Attached)

- o The electric account was enrolled into 12 month rate of \$0.0899 cents/kWh.

- o The gas account was enrolled into a 12 month fixed rate of \$0.725/CCF.

- On 04/12/2019, Verde generated and sent a Welcome Letter for the electric account. (Letter Attached)

- On 04/13/2019, Verde was in receipt of a rescission transaction for the electric account.
- On 04/15/2019, Verde generated and sent a Welcome Letter for the gas account. (Letter Attached)
- On 04/16/2019, Verde was in receipt of PUCO Complaint No. 00264799.

Outcome:

We'd like to confirm that per the attached TPV completed on 04/06/2019, [REDACTED] authorized the electric account to Verde without any objections; however, please be aware that Verde received a rescission transaction request from the utility for the electric account on 04/13/2019 and the electric account did not become active. Furthermore, Verde submitted a cancellation request for the gas account immediately upon receipt of PUCO Complaint No. 00264799.

Lastly, as it stands, due to the nature of this complaint, Verde submitted a rescind request to the utility for the gas account and the utility has yet to effectuate a service rescission date.

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

Kindest Regards,

Edwin Quinonez

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

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

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From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>  
Sent: Tuesday, April 16, 2019 2:38 PM  
To: Regulatory <regulatory@sparkenergy.com>  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00264799 [ref:\_00Dt0GzXt.\_500t0GKD7J:ref ]

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00264799

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Columbus, Ohio 43204

SERVICE ADDRESS: [REDACTED] Columbus, Ohio 43204

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED] (electric)  
[REDACTED] (gas)

NIQ:

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

Sincerely,

Leah Lehman

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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ref:\_00Dt0GzXt.\_500t0GKD7J:ref

## Case Images

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Created Date	Images
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Verde Energy USA  
100% Renewable Energy

## Welcome to the Verde Energy Family

>000899 00972 017 P51121



4/12/2019

Dear [REDACTED]

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

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

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

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

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

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

Warm Regards,

Nathan Kroeker  
CEO & President



### Account Number

### Plan

### Rate

### Term

### Monthly Fee

### Early Termination Fee

\$

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

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



VE WELCOME 10.17.18 English





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

Verde Energy USA Ohio, LLC ("Verde") is a utility company that provides energy services to its customers. Verde's services are provided under the terms and conditions of this agreement. Verde's services are provided under the terms and conditions of this agreement. Verde's services are provided under the terms and conditions of this agreement.

**Price:** Verde's rates are subject to change without notice. Verde's rates are subject to change without notice. Verde's rates are subject to change without notice. Verde's rates are subject to change without notice. Verde's rates are subject to change without notice.

**Term:** Verde's services are provided under the terms and conditions of this agreement. Verde's services are provided under the terms and conditions of this agreement. Verde's services are provided under the terms and conditions of this agreement. Verde's services are provided under the terms and conditions of this agreement.

**Right of Rescission & Termination:** Verde's services are provided under the terms and conditions of this agreement. Verde's services are provided under the terms and conditions of this agreement. Verde's services are provided under the terms and conditions of this agreement. Verde's services are provided under the terms and conditions of this agreement.

**Billing:** Verde's services are provided under the terms and conditions of this agreement. Verde's services are provided under the terms and conditions of this agreement. Verde's services are provided under the terms and conditions of this agreement. Verde's services are provided under the terms and conditions of this agreement.

**Emergency:** Verde's services are provided under the terms and conditions of this agreement. Verde's services are provided under the terms and conditions of this agreement. Verde's services are provided under the terms and conditions of this agreement. Verde's services are provided under the terms and conditions of this agreement.

Verde Energy USA Ohio, LLC	Verde Energy USA Ohio, LLC
Verde Energy USA Ohio, LLC	Verde Energy USA Ohio, LLC
Verde Energy USA Ohio, LLC	Verde Energy USA Ohio, LLC
Verde Energy USA Ohio, LLC	Verde Energy USA Ohio, LLC
Verde Energy USA Ohio, LLC	Verde Energy USA Ohio, LLC
Verde Energy USA Ohio, LLC	Verde Energy USA Ohio, LLC
Verde Energy USA Ohio, LLC	Verde Energy USA Ohio, LLC
Verde Energy USA Ohio, LLC	Verde Energy USA Ohio, LLC

**Customer Relocation:** Verde's services are provided under the terms and conditions of this agreement. Verde's services are provided under the terms and conditions of this agreement. Verde's services are provided under the terms and conditions of this agreement. Verde's services are provided under the terms and conditions of this agreement.

**Changes to Agreement:** Verde's services are provided under the terms and conditions of this agreement. Verde's services are provided under the terms and conditions of this agreement. Verde's services are provided under the terms and conditions of this agreement. Verde's services are provided under the terms and conditions of this agreement.











>001718 [REDACTED] 019 P51121



Dear [REDACTED]

Warm Regards,

N/C

Nathan Kroeker  
CEO & President

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

Account Number

Plan

Rate

Term

Monthly Fee

\$

Early Termination Fee

\$



VE WELCOME 10.17.18 English











**Governing Law:** This Agreement shall be governed by the laws of the State of New York, and any dispute arising out of or in connection with this Agreement shall be referred to the exclusive jurisdiction of the courts of the State of New York.

☐☐ **Agreement For Mandatory Arbitration & Class Action Waiver (the “Arbitration Agreement”):**

[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: 00264802	Owner: Leah Lehman
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: 04-16-2019

Date Closed: 05-01-2019

Case Age in Business Days: 11

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

## Industry Information

AIQ Industry: Gas	Territory Account: 001t0000008OFY7AAO
AIQ Sub-Industry: Competitive Retail Natural Gas Service Provider	General Code: Marketing -- Gas
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:**

The customer enrolled in electric and gas service with Verde on April 6, 2019. The company received rescission requests for the electric and gas accounts on April 13 and April 15. The service will not begin flow with the electric or gas account.

## Case Comments

---

Created Date	Comment
4/16/2019 3:19:52 PM	cust stating Verde energy has been trying to get her service they kept calling. when they called today 4/16 they lied saying all people in Columbus are going with Verde and her contract with constellation is expired and she needed to sign up. so cust agreed. she then called constellation and they adv thats not true her contract isn't up until 2020. cust gave Verde her account info and wants to make sure the switch doesn't happen and for them to take her off any list they have. adv cust of investigation process icb
4/30/2019 9:55:21 AM	I called. A gentleman answered and stated to call back later when Ms. [REDACTED] is awake.
4/30/2019 2:33:23 PM	I called and there was no answer and no option to leave a voicemail.
5/1/2019 1:23:59 PM	I called the customer and advised that The customer enrolled in electric and gas service with Verde on April 6, 2019. The company received rescission requests for the electric and gas accounts on April 13 and April 15. The service will not begin flow with the electric or gas account. She has been removed from Verde's solicitation list.  She states that is not what her complaint was about. She states that her complaint was that she was told by the worker that everyone in Columbus had to go with Verde. She was very surprised about the fact that Verde was lying to her.  I advised that information is in the complaint; however it is difficult to prove the misleading information, but the complaint has been noted and addressed with Verde. The investigation that was sent up was to confirm with Verde that the service was cancelled and to remove her from the company's contact list.

5/1/2019 1:24:24 PM

The customer enrolled in electric and gas service with Verde on April 6, 2019. The company received rescission requests for the electric and gas accounts on April 13 and April 15. The service will not begin flow with the electric or gas account.

## Web Information

---

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

Web Account in Question:  
Web US Dot #:

## System Information

---

Created by: Courtney Fleming  
# Tasks Correspondence Review: 0  
# Tasks Correspondence Review:0

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

## Case Emails

---

**Email Created Date: 4/23/2019 12:12:00 PM**

### **Email Text Version:**

Initial Submission of a Consumer Complaint

Please Respond Within 10 Business Days

CASE ID: 00264802

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] [REDACTED] Columbus, Ohio 43204

SERVICE ADDRESS: [REDACTED] [REDACTED] Columbus, Ohio 43204

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ:

Case Number: 00264802

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

DESCRIPTION OF ISSUE:

Ms. [REDACTED] has a dispute regarding Verde Energy. Verde states that Columbia Gas rejected the rescind request for enrollment.

Did Columbia Gas reject a rescind or cancellation request from Verde on this account?  
Has Verde been cancelled from the account? If so, when is the cancellation date?

Sincerely,

Leah Lehman

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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

ref: \_00Dt0GzXt.\_500t0GKDAr:ref

**Email Created Date: 4/29/2019 9:21:32 AM**

**Email Text Version:**

Leah, please see the information below.



15660085 - 001

COLUMBUS

1. Did Columbia Gas reject a rescind or cancellation request from Verde on this account?

The customer called in and said they no longer wanted to be with Verde so someone from the Call Center submitted the rescission, effective 4/15. The Marketer tried to submit a drop on 4/18, but it would have been rejected for two reasons. One, the enrollment had already been rescinded by the Call Center. And two, the supplier entered only two digits in their marketer rate code in their file (VU). Suppliers must submit the 5 digit marketer rate code they enrolled the customer on (VUC12).

2. Has Verde been cancelled from the account? Yes.

3. If so, when is the cancellation date? The cancellation was effective April 15th.

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>  
To: "customerrelations@nisource.com" <customerrelations@nisource.com>,  
Date: 04/23/2019 12:14 PM  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00264802 [ ref:\_00Dt0GzXt.\_500t0GKDAr:ref ]

---

USE CAUTION: This email was sent from an external source. Think before you click links or open attachments. If suspicious, please forward to security@nisource.com<mailto:security@nisource.com> for review.

Initial Submission of a Consumer Complaint  
Please Respond Within 10 Business Days

CASE ID: 00264802

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Columbus, Ohio 43204

SERVICE ADDRESS: [REDACTED] Columbus, Ohio 43204

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ:

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

DESCRIPTION OF ISSUE:

Ms. [REDACTED] has a dispute regarding Verde Energy. Verde states that Columbia Gas rejected the rescind request for enrollment.

Did Columbia Gas reject a rescind or cancellation request from Verde on this account?  
Has Verde been cancelled from the account? If so, when is the cancellation date?

Sincerely,

Leah Lehman

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%2Furldefense.proofpoint.com%2Fv%2Furl%3Fu%3Dhttps-](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Furldefense.proofpoint.com%2Fv%2Furl%3Fu%3Dhttps-3A__www.puco.ohio.gov_%26d%3DDwMCAw%26c%3DYOzCdXTMOJcLV4Fef-GHbw%26r%3Dp1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU%26m%3DUrgxE6BMjqbV78ad9l7SgNrPKCRdCdHX0bbFmjtGess%26s%3DMBM3AykygvAaVX93AQs26H31lo0GsgyExETfwFRAYyg%26e%3D&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Ce5ac493f91e9491db4e108d6cca59037%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636921408799685606&sdata=5Hv9Q7iMPnSBj4ExsNIHRA96C%2BCuFG2LR8Fka8VW8EY%3D&reserved=0)

[3A\\_\\_www.puco.ohio.gov\\_%26d%3DDwMCAw%26c%3DYOzCdXTMOJcLV4Fef-](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Furldefense.proofpoint.com%2Fv%2Furl%3Fu%3Dhttps-3A__www.puco.ohio.gov_%26d%3DDwMCAw%26c%3DYOzCdXTMOJcLV4Fef-GHbw%26r%3Dp1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU%26m%3DUrgxE6BMjqbV78ad9l7SgNrPKCRdCdHX0bbFmjtGess%26s%3DMBM3AykygvAaVX93AQs26H31lo0GsgyExETfwFRAYyg%26e%3D&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Ce5ac493f91e9491db4e108d6cca59037%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636921408799685606&sdata=5Hv9Q7iMPnSBj4ExsNIHRA96C%2BCuFG2LR8Fka8VW8EY%3D&reserved=0)

[GHbw%26r%3Dp1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU%26m%3DUrgxE6BMjqbV78ad9l7SgNrPKCRdCdHX0bbFmjtGess%26s%3DMBM3AykygvAaVX93AQs26H31lo0GsgyExETfwFRAYyg%26e%3D&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Ce5ac493f91e9491db4e108d6cca59037%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636921408799685606&sdata=5Hv9Q7iMPnSBj4ExsNIHRA96C%2BCuFG2LR8Fka8VW8EY%3D&reserved=0](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Furldefense.proofpoint.com%2Fv%2Furl%3Fu%3Dhttps-3A__www.puco.ohio.gov_%26d%3DDwMCAw%26c%3DYOzCdXTMOJcLV4Fef-GHbw%26r%3Dp1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU%26m%3DUrgxE6BMjqbV78ad9l7SgNrPKCRdCdHX0bbFmjtGess%26s%3DMBM3AykygvAaVX93AQs26H31lo0GsgyExETfwFRAYyg%26e%3D&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Ce5ac493f91e9491db4e108d6cca59037%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636921408799685606&sdata=5Hv9Q7iMPnSBj4ExsNIHRA96C%2BCuFG2LR8Fka8VW8EY%3D&reserved=0)

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ref:\_00Dt0GzXt.\_500t0GKDAr:ref

## Case Images

---

Created Date	Images
4/29/2019 9:21:34 AM	



# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

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

## Case Detail

Case Number: 00264849

Account Name: [REDACTED]

Type:

Status: Reply Received

Preferred Contact Method:

Owner: Darita Patterson

Account in Question: Verde Energy USA  
Ohio LLC

Account Holder: [REDACTED]

Priority: Standard

Service Type: Residential

### CASE DATES:

Date Opened: 04-16-2019

Case Age in Business Days: 14

Date Closed:

## Contact Information

Contact: [REDACTED]

Preferred Contact Method:

Phone: [REDACTED]

Preferred Contact Time:

Mobile:

Email: [REDACTED]

## Service Address Information

Service Account Number: [REDACTED]

Service Address County: Cuyahoga

Service Address Street: [REDACTED]

Service Address State: Ohio

Service Address City: Cleveland Heights

Service Address Zip:

Service Address Country: United States

Service Address Phone: [REDACTED]

## 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: ☐

## 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
4/16/2019 4:56:30 PM	Gentleman named Mike Jackson called to solicit me to change my electric supplier. He claimed my current rate was 13cents per kilowatt hr, which it wasn't. And he offered me a fixed rate of 8.99. I believe he was providing me false and misleading information, but the biggest concern is that he said we were eligible for this special rate because I was over 70. I have no idea how he knew my age and my husband's age. That makes me very uncomfortable where he got that info. Plus, he claimed that we were getting a special rate because we were seniors. Unfortunately, he offered me a rate that was much higher than their posted rate on Apples to Apples. These telemarketers are very misleading, claim my rate is not on my bill (which it is). Very unprofessional and unpleasant experience. I have called then and rescinded my enrollment and went back to my previous provider.
4/25/2019 5:19:17 PM	Valid TPV for 8.99 for 12 months. Requesting sales call for review.

## Web Information

---

Web Name: [REDACTED]

Web Home Phone:

Web Email: [REDACTED]

Web Company:

Web Zip Code: 33``8

Web Account in Question: Illuminating co? Verde energy????

Web US Dot #:

## System Information

---

Created by: Default User  
# 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:** 4/16/2019 4:56:31 PM

**Email Text Version:**

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Your case number is 00264849.

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

Sincerely,

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

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

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

ref:\_00Dt0GzXt.\_500t0GKEJt:ref

**Email Created Date:** 4/17/2019 10:49:10 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:

00264849COMPANY: CUSTOMER: [REDACTED] ADDRESS: [REDACTED] Cleveland Heights, Ohio

44118SERVICE ADDRESS: [REDACTED] Cleveland Heights, Ohio 44118AIQ:

Verde Energy USA Ohio LLCSERVICE ACCOUNT NUMBER: [REDACTED] [REDACTED]

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



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

Please review the email provided below and respond to the following:-Please address the dishonest sales tactics used.-Please ensure there is no pending enrollments for this residence and place on your DNS list.-Please explain what information Verde has about potential customers and how it is obtained.-Please provide any additional information which may be useful.

DESCRIPTION OF ISSUE:

Gentleman named Mike Jackson called to solicit me to change my electric supplier. He claimed my current rate was 13cents per kilowatt hr, which it wasn't. And he offered me a fixed rate of 8.99. I believe he was providing me false and misleading information, but the biggest concern is that he said we were eligible for this special rate because I was over 70. I have no idea how he knew my age and my husband's age. That makes me very uncomfortable where he got that info. Plus, he claimed that we were getting a special rate because we were seniors.

Unfortunately, he offered me a rate that was much higher than their posted rate on Apples to Apples. These telemarketers are very misleading, claim my rate is not on my bill (which it is). Very unprofessional and unpleasant experience. I have called then and rescinded my enrollment and went back to my previous provider. Sincerely, Darita Patterson Public Utilities Commission of

OhioService Monitoring and

Enforcement DepartmentCustomer Service Investigator (800) 686-PUCO

(7826)www.PUCO.ohio.gov

96

Normal

0

false

false  
false

EN-US  
X-NONE  
X-NONE





















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publicly available to anyone who requests it.

ref:\_00Dt0GzXt.\_500t0GKEJt:ref

**Email Created Date: 4/22/2019 12:09:01 PM**

**Email Text Version:**

Good Morning Ms. Patterson,

Per O.A.C. 4901:1-21-06(D)(1)(h)(v), attached you will find the TPV for PUCO Complaint No. 00264849. Please be aware that Verde will provide a final response to PUCO Complaint No. 00264849 by 04/26/2019.

Best Regards,

Edwin Quinonez

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

Edwin Quinonez | Regulatory Specialist

12140 Wickchester Ln, Ste 100 | Houston, TX 77079

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

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

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

Sent: Wednesday, April 17, 2019 9:49 AM

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

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00264849 [ref:\_00Dt0GzXt.\_500t0GKEJt: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: 00264849

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Cleveland Heights, Ohio 44118

SERVICE ADDRESS: [REDACTED] Cleveland Heights, Ohio 44118

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED] [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)\*\*\*

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

- Please address the dishonest sales tactics used.
- Please ensure there is no pending enrollments for this residence and place on your DNS list.
- Please explain what information Verde has about potential customers and how it is obtained.
- Please provide any additional information which may be useful.

DESCRIPTION OF ISSUE:

Gentleman named Mike Jackson called to solicit me to change my electric supplier. He claimed my current rate was 13cents per kilowatt hr, which it wasn't. And he offered me a fixed rate of 8.99.

I believe he was providing me false and misleading information, but the biggest concern is that he said we were eligible for this special rate because I was over 70. I have no idea how he knew my age and my husband's age. That makes me very uncomfortable where he got that info. Plus, he claimed that we were getting a special rate because we were seniors. Unfortunately, he offered me a rate that was much higher than their posted rate on Apples to Apples. These telemarketers are very misleading, claim my rate is not on my bill (which it is). Very unprofessional and unpleasant experience. I have called then and rescinded my enrollment and went back to my previous provider.

Sincerely,

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

[www.PUCO.ohio.gov](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C9a2911f637614d74455108d6c73cd146%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636915461363324779&sdata=Emhq1043P8PDJGSX9Hev2g0XzejMbNYIGfti6%2FzqBg%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%7C9a2911f637614d74455108d6c73cd146%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636915461363324779&sdata=Emhq1043P8PDJGSX9Hev2g0XzejMbNYIGfti6%2FzqBg%3D&reserved=0>>

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[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004NT8Q]

ref:\_00Dt0GzXt.\_500t0GKEJt:ref

**Email Created Date: 4/25/2019 5:22:33 PM**

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00264849

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Cleveland Heights, Ohio 44118

SERVICE ADDRESS: [REDACTED] !Case.Service\_Address\_City\_\_c}, Ohio 44118

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED] [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Sincerely,

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

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

**Email Created Date: 4/26/2019 7:05:39 PM**

**Email Text Version:**

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00264849.

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

[REDACTED] has filed a complaint with the Public Utility Commission of Ohio ("PUCO") because she stated that she was contacted by an individual who was providing me false and misleading information in attempt to switch her service. She goes on to state that it was a very unprofessional and unpleasant experience.

Investigative Results:

- On 04/16/2019, [REDACTED] authorized the electric account to Verde via Outbound Telemarketer representative Mike Jo (Agent ID: 3703) associated with Hound Energy LLC into a 12 month fixed rate of \$0.0899 cents/kWh. (TPV Attached)
  - On 04/17/2019, Verde was in receipt of PUCO Complaint No. 00264849.
    - o On this date, Verde submitted a request to rescind the enrollment to the utility.
    - o On this date, Verde was in receipt of a rescind rejection due to "No Active Account".
  - On 04/22/2019, Verde submitted a request to rescind the enrollment to the utility.
    - o On this date, Verde was in receipt of a rescind rejection due to "No Active Account".
  - On 04/24/2019, Verde generated and sent a Welcome Letter. (Letter Attached)
- Outcome:

We'd like to confirm that per the attached Sales Call & TPV, [REDACTED] willingly and knowingly authorized the enrollment to Verde without any objections. Furthermore, Ms. [REDACTED] sounded very confident in her decision to enroll her electric service to Verde and did not seem concerned or worried whatsoever. As such, Verde has deemed the enrollment as valid with no credits or adjustments warranted.

Lastly, please be aware that Verde has attempted to rescind Ms. [REDACTED] electric enrollment however, we have been unsuccessful. In addition, we have been attempting to contact Ms.



██████ at the phone number listed on the complaint and have not been able to make contact. In effort not to further delay the customer's resolution we ask that the PUCO contact Ms. ██████ to have the enrollment cancelled directly through the utility.

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

Kindest Regards,

Edwin Quinonez

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

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

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

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

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

Sent: Thursday, April 25, 2019 4:23 PM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00264849 [ref:\_00Dt0GzXt.\_500t0GKEJt:ref ]

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

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00264849

COMPANY:

CUSTOMER: ██████████

ADDRESS: ██████████ Cleveland Heights, Ohio 44118

SERVICE ADDRESS: ██████████ Cleveland Heights, Ohio 44118

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]  
NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Please provide a copy of the sales portion of the call.

Sincerely,

Darita Patterson  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cabb378fa3bc49768e3a08d6ca9b822c%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C636919167247158703&sdata=2gzYbtNN7Z83BdONslzMK5mM2FSRElybYfUwzL%2FBr1g%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%7Cabb378fa3bc49768e3a08d6ca9b822c%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C636919167247158703&sdata=2gzYbtNN7Z83BdONslzMK5mM2FSRElybYfUwzL%2FBr1g%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=018t0000004Ne9n>]

ref:\_00Dt0GzXt.\_500t0GKEJt:ref  
**Email Created Date: 5/1/2019 11:43:33 AM**

**Email Text Version:**  
PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00264849

Case Number: 00264849

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Cleveland Heights, Ohio 44118

SERVICE ADDRESS: [REDACTED] !Case.Service\_Address\_City\_\_c}, Ohio 44118

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED] [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Sincerely,

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

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

**Email Created Date: 5/1/2019 12:43:36 PM**

**Email Text Version:**

Good Moring Ms. Patterson,

Thank you for allowing me to address your additional concerns.

After re-evaluating the sales call, I was able to determine that the sale agent did not in-fact identify himself as calling from Verde at the beginning of the interaction; however, ultimately the representative advised her that he was calling from Verde and even spelled the name out. The representative went on to provide details of the plan to include the rate in which Mr. [REDACTED] then agrees to without disputes or concerns.

Additionally, on our response sent on 04/26/2019, we indicated that we have attempted to rescind Ms. [REDACTED] account but have been unsuccessful. We have also been unsuccessful in reaching Ms. [REDACTED] via the phone number provided. As such, the electric account became

active; however, because Ms. [REDACTED] rescinded her enrollment, Verde will perform a cost analysis from 05/01/2019 to termination. If a credit is deemed due, Ms. [REDACTED] will be refunded accordingly.

Lastly, please be aware that Verde has now submitted a request to cancel the electric account to the utility and the utility has yet to effectuate a service cancellation date.

Please let me know if you have any additional concerns,

Edwin Quinonez

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

Edwin Quinonez | Regulatory Specialist

12140 Wickchester Ln, Ste 100 | Houston, TX 77079

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

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

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

Edwin Quinonez | Regulatory Specialist

12140 Wickchester Ln, Ste 100 | Houston, TX 77079

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

Connect with Spark Energy

[[https://www.sparkenergy.com/SignatureImages/spark\\_facebook.png](https://www.sparkenergy.com/SignatureImages/spark_facebook.png)]<[https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.facebook.com%2FSparkEnergy%3Fsk%3Dapp\\_107354565965963&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C5954c174d0794ad950bc08d6ce542514%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636923258137966168&sdata=DaNI8O6MZh0S%2BYUX9n%2BHPGVvMz6%2F0RS%2FeTjP1VY3J0%3D&reserved=0](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.facebook.com%2FSparkEnergy%3Fsk%3Dapp_107354565965963&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C5954c174d0794ad950bc08d6ce542514%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636923258137966168&sdata=DaNI8O6MZh0S%2BYUX9n%2BHPGVvMz6%2F0RS%2FeTjP1VY3J0%3D&reserved=0)> [[https://www.sparkenergy.com/SignatureImages/spark\\_twitter.png](https://www.sparkenergy.com/SignatureImages/spark_twitter.png)]<<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Ftwitter.com%2FSparkEnergy%2Flists%2Fspark-energy%2Fmembers&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C5954c174d0794ad950bc08d6ce542514%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636923258137976170&sdata=UvoaEW1uQdD7nkExnWMH7VDPjrn%2BH8jFU9sGtEJIAA4%3D&reserved=0>> [[https://www.sparkenergy.com/SignatureImages/spark\\_linkedin.png](https://www.sparkenergy.com/SignatureImages/spark_linkedin.png)]<<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fspark->

energy&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C5954c174d0794ad950bc08d6ce542514%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636923258137986183&sdata=dfsjke19Sx8v95aM34FiNPtLluP1%2BDnijqlwyaVKu2g%3D&reserved=0>[https://www.sparkenergy.com/SignatureImages/spark\_youtube.png]<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.youtube.com%2Fsparkenergy&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C5954c174d0794ad950bc08d6ce542514%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636923258137996185&sdata=tKqxHc0E9Kzlv1xcQgpHbcKc9X0KQwbtt8YkcU2gAp4%3D&reserved=0>[https://www.sparkenergy.com/SignatureImages/spark\_blog.png]<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.sparkenergy.com%2Fblog%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C5954c174d0794ad950bc08d6ce542514%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636923258138006193&sdata=O6evh8zgRRgVkJ0js6sNv%2BVua2yB9Rks5ssimx5X0wpM%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.

From: Darita Patterson <contactthepuco@puc.state.oh.us>  
Sent: Wednesday, May 01, 2019 10:44 AM  
To: Regulatory <regulatory@sparkenergy.com>  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00264849 [ref:\_00Dt0GzXt.\_500t0GKEJt:ref ]

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

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00264849

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Cleveland Heights, Ohio 44118

SERVICE ADDRESS: [REDACTED] Cleveland Heights, Ohio 44118

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED] [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

The customer is asked for her account information without ever providing any information on what she is agreeing to or identifying himself as a Verde representative trying to enroll her. She was simply told the co is calling to give her a fixed rate "benefit" then enrolled in a rate higher than the utility rate. She was also told "we are giving you a new supplier" which suggest she is speaking with the utility. She was never told the representative is calling from Verde and she feels she was misled from the very start of the call. I agree. There is nothing about this interaction that suggest it is a sales call.

Please cancel immediately and refund all charges billed over the co PTC and place customer on your "DNS" list.

Sincerely,

Darita Patterson  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C5954c174d0794ad950bc08d6ce542514%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636923258138016200&sdata=ELixyIA0iHuEVsNGZ42dUcM9Zt2mhrFK7Y1YvPP1ujs%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%7C5954c174d0794ad950bc08d6ce542514%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636923258138016200&sdata=ELixyIA0iHuEVsNGZ42dUcM9Zt2mhrFK7Y1YvPP1ujs%3D&reserved=0)

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[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004NmCi>]

ref:\_00Dt0GzXt.\_500t0GKEJt:ref

Case Images

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

## Welcome to the Verde Energy Family

>003440 00992 025 P51121



Cleveland Heights, OH 44118-2939



4/24/2019

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

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

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

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

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

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

Warm Regards,

Nathan Kroeker  
CEO & President

## My Plan Details

### Account Number

[REDACTED]

### Plan

Price Lock 12

### Rate

8.99 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 PMART06943274



VE\_WELCOME\_10.17.18\_English







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

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

1. **Price:** During the first 12 Months. of service, Verde will supply electricity to Customer at a 100% renewable fixed generation rate of 8.99 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](http://www.verdeenergy.com)), and Customer will receive individual notice of the Change if required by applicable law. Customer should review the website periodically for applicable Changes. Customer’s continued use of Verde’s products and services following a Change constitutes Customer’s acceptance of this Agreement as so Changed.



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

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

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

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

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

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

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

15. **Rewards, Bonuses and/or Incentives Program Terms.** Rewards, Bonuses and/or Incentives are subject to the following terms and conditions.

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

Rewards, bonuses, and/or incentives are also subject to the rewards, bonuses, and/or incentives' terms and conditions stated in the offer and as may be located on our website(s) and those terms and conditions in the Terms of Service between Verde Energy and you, including, but not limited to, all terms related to dispute resolution, **in addition to the terms and conditions set forth herein**. More information on the terms and conditions of any reward, bonus, and/or incentive programs are available by calling 1-800-388-3862. Verde Energy reserves the right to disqualify any account holder from participation in rewards, bonuses and/or incentives' programs.

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

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

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

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



term “Dispute” refers to any dispute, action, claim, or other controversy between the parties, whether in contract, warranty, tort, statute, regulation, ordinance, or any other legal or equitable basis.

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

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

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

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

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

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







# 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: 00264996	Owner: Cindi Mack
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: 04-17-2019

Date Closed: 05-03-2019

Case Age in Business Days: 12

## 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: Lucas
Service Address Street: [REDACTED]	Service Address State: Ohio
Service Address City: Toledo	Service Address Zip:
Service Address Country: United States	Service Address Phone: [REDACTED]

## Industry Information

AIQ Industry: Electric	Territory Account: 001t0000008OFZyAAO
AIQ Sub-Industry: Competitive Retail Electric Service Provider	General Code: General -- Electric
AIQ Sub-Sub-Industry:	Specific Code: Do Not Call List
Non-Jurisdictional Case: <input type="checkbox"/>	

## Additional Information

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

## Transportation Information

---

Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

---

**Description:**

**Resolution:**

DNS, ICB  
May 3- advd cust of co. rsp

## Case Comments

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Created Date	Comment
4/17/2019 12:12:50 PM	Caller states that for the past several years he has been receiving calls from suppliers attempting to solicit his business. Advised caller to contact TE to be put on Do Not Solicit list. ICB if caller is able to ascertain names of suppliers.
4/17/2019 12:13:17 PM	DNS, ICB
4/18/2019 4:26:55 PM	Caller called to provide co names that have been calling (Verde and/OR Verdigris) He want the calls to stop Advised send up for investigation UNABLE TO PROVIDE CASE NUMBER CALLER IS BLIND ICB
5/3/2019 11:15:06 AM	Per ph conv w/cust., discussed the following: Mr. [REDACTED] telephone number of [REDACTED] registered on the National Do Not Call Registry as of 4/30/2015. Verde has added his telephone number to our internal "Do Not Contact" list and his service address of [REDACTED] [REDACTED] Toledo, Ohio 43609 to be added to our "Do Not Solicit" list. He said that he is receiving other calls. Advd that he could inform them that they are violating the federal rules by calling and that he is going to file a complaint w/the FCC Or, if he get the name of the supplier, he can call puco. He said ok, he'll do that. He thanked me for the call.
5/3/2019 11:15:36 AM	DNS, ICB May 3- advd cust of co. rsp

## 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 Yonkura  
# 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:** 4/19/2019 1:08:34 PM

**Email Text Version:**

96

Normal  
0

false  
false  
false

EN-US  
X-NONE  
X-NONE























Initial Submission of a Consumer Complaint

Provider of Electric Please Respond Within 3 Business Days

CASE ID:

00264996

CUSTOMER: [REDACTED] ADDRESS: [REDACTED]

[REDACTED] Toledo, Ohio

43609

SERVICE ADDRESS: [REDACTED]

[REDACTED] Toledo,

Ohio 43609 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,

Mr. [REDACTED] states that your agents continue to call him and solicit for his business. He is requesting that the company stop calling him.

-Are you able to identify the agents that are contacting him?-If so, why do they continue after he's requested that they stop?-Can you verify that his number is on the national do not call list?-If it is, why are your agents calling him?-Please confirm that his contact information has been placed on your internal do not call and do not solicit list, and that the calls will stop. Sincerely, Cindi Mack Public Utilities Commission of Ohio Service 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.\_500t0GKKAV:ref

**Email Created Date: 4/24/2019 12:59:42 PM**

**Email Text Version:**

Good Afternoon,

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

As such, in an effort to accurately respond and resolve this matter, Verde has forwarded Mr. [REDACTED] concerns to our Compliance Manager-Vendor Quality Assurance for further review and will provide a final response by the end of business on 5/3/2019.

In addition, Verde has submitted a request to add Mr. [REDACTED] telephone number of ([REDACTED]) [REDACTED] to our "Do Not Contact" list and service address of [REDACTED] [REDACTED] Toledo, Ohio 43609 to be added to our "Do Not Solicit" list.

Kindest Regards,

[<https://www.sparkenergy.com/SignatureImages/verdeusa.png>]  
Brandi Williams | Regulatory Specialist  
12140 Wickchester Ln, Ste 100 | Houston, TX 77079  
Tel: 281-833-4103  
bwilliams@verdeenergy.com<mailto:bwilliams@verdeenergy.com>

From: Cindi Mack  
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>  
Sent: Friday, April 19, 2019 12:09 PM  
To: Regulatory <regulatory@sparkenergy.com<mailto:regulatory@sparkenergy.com>>  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00264996 [ref:\_00Dt0GzXt.\_500t0GKKAV: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: 00264996

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED]  
[REDACTED] Toledo, Ohio 43609

SERVICE ADDRESS: [REDACTED]  
[REDACTED] Toledo, Ohio 43609  
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,

Mr. [REDACTED] states that your agents continue to call him and solicit for his business. He is requesting that the company stop calling him.

- Are you able to identify the agents that are contacting him?
- If so, why do they continue after he's requested that they stop?
- Can you verify that his number is on the national do not call list?
- If it is, why are your agents calling him?
- Please confirm that his contact information has been placed on your internal do not call and do not solicit list, and that the calls will stop.

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%7C4cbe23110f1b49afe2b908d6c8d63b4b%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636917219789505759&sdata=3B30UnReyNO9kXf%2FK8fES%2BfzF%2FHs%2BtS27yfnAdV4Pfs%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%7C4cbe23110f1b49afe2b908d6c8d63b4b%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636917219789505759&sdata=3B30UnReyNO9kXf%2FK8fES%2BfzF%2FHs%2BtS27yfnAdV4Pfs%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=018t0000004NWWYw]

ref:\_00Dt0GzXt.\_500t0GKKAV:ref

**Email Created Date: 5/2/2019 4:55:01 PM**

**Email Text Version:**

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00264996.

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

[REDACTED] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") because he continues to receive solicitation calls from Verde.

Verde would like to apologize for any inconvenience this matter may have caused Mr. [REDACTED]. Verde would like to confirm that Mr. [REDACTED] telephone number of [REDACTED] registered on the National Do Not Call Registry as of 4/30/2015. Additionally, to ensure no future contact, Verde has added Mr. [REDACTED] telephone number to our internal "Do Not Contact" list and his service address of [REDACTED] [REDACTED] Toledo, Ohio 43609 to be added to our "Do Not Solicit" list.

In as much, while our Compliance Manager - Vendor Quality Assurance has reached out to our vendors regarding this occurrence, none has confirmed contacting Mr. [REDACTED].

Lastly, as it stands, there are no pending or active enrollments in our systems with the [REDACTED] [REDACTED] information provided.

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

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: Cindi Mack

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

Sent: Friday, April 19, 2019 12:09 PM

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

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00264996 [

ref:\_00Dt0GzXt.\_500t0GKKAV: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: 00264996

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED]  
[REDACTED] Toledo, Ohio 43609

SERVICE ADDRESS: [REDACTED]  
[REDACTED] Toledo, Ohio 43609  
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,

Mr. [REDACTED] states that your agents continue to call him and solicit for his business. He is requesting that the company stop calling him.

- Are you able to identify the agents that are contacting him?
- If so, why do they continue after he's requested that they stop?
- Can you verify that his number is on the national do not call list?
- If it is, why are your agents calling him?
- Please confirm that his contact information has been placed on your internal do not call and do not solicit list, and that the calls will stop.

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%7C9bb5b636efb64d15453508d6cf406fef%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636924272996213924&sdata=ZFclGmeYpO3Pwpg7XS5As3Mn6XeGRytFyRGggi5b6Uo%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=018t0000004NWWYw]

ref:\_00Dt0GzXt.\_500t0GKKAV:ref

## Case Images

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Created Date	Images
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# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

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

## Case Detail

Case Number: 00265075

Account Name: [REDACTED]

Type:

Status: Closed

Preferred Contact Method: No Preference

Owner: Christina Cassady

Account in Question: Verde Energy USA  
Ohio LLC

Account Holder:

Priority: Standard

Service Type: Residential

### CASE DATES:

Date Opened: 04-17-2019

Date Closed: 04-17-2019

Case Age in Business Days: 1

## Contact Information

Contact: [REDACTED]

Preferred Contact Method: No Preference

Phone: [REDACTED]

Preferred Contact Time:

Mobile:

Email: [REDACTED]

## Service Address Information

Service Account Number:

Service Address County: Summit

Service Address Street: [REDACTED]

Service Address State: Ohio

Service Address City: Akron

Service Address Zip:

Service Address Country: United States

Service Address Phone: [REDACTED]

## Industry Information

AIQ Industry: Electric

Territory Account:

AIQ Sub-Industry: Competitive Retail Electric Service  
Provider

General Code: Marketing -- Electric

AIQ Sub-Sub-Industry:

Specific Code: Misleading Information /  
Materials

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:**

Caller stated to note her complaint, advised caller I would.

## Case Comments

---

Created Date	Comment
4/17/2019 3:38:37 PM	Caller states Verde lied to her when she was marketed by phone in Feb 2019. States they promised to bill her at ".929 percent." She states that suppliers can say anything they want by phone and its unfair to seniors. And she states it is unfair that she has to wait two billing cycles to drop the supplier when she told OE in March that she didn't want the supplier. ****Asked caller what the supplier charged per kWh, caller stated ".92 percent." Asked her if she means the offer was for \$0.0929 per kWh and she was billed ... caller cut me off, stated no. She states the bill was too high and the supplier charged \$9.20. Asked her what the actual rate per kWh billed by the supplier was, she stated ".929 percent." Asked her to verify - the supplier charged her what she agreed to?? Caller stated NO . Caller then told me to just document her complaint and ended the call. Advised caller I would note her concerns.
4/17/2019 3:39:16 PM	Caller stated to note her complaint, advised caller I would.

## 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: Christina Cassady  
# Tasks Correspondence Review: 0  
# Tasks Correspondence Review:0

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

**Case Emails**

---

**Case Images**

---

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



# 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: 00265211

Account Name: [REDACTED]

Type:

Status: Closed

Preferred Contact Method: No Preference

Owner: Lee Garry

Account in Question: Verde Energy USA  
Ohio LLC

Account Holder:

Priority: Standard

Service Type: Residential

### CASE DATES:

Date Opened: 04-18-2019

Case Age in Business Days: 9

Date Closed: 04-30-2019

## 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 [REDACTED]

Service Address City: Bremen

Service Address Country: United States

Service Address County: Fairfield

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:

General Code: Marketing -- Electric

Specific Code: Enrollment Dispute

## Additional Information

PUCO ID: 345478

Case Formal Complaint Specialist Approved:

Docketing Case Number:

Legacy Case ID:

Case Formal Complaint Supervisor Approved:

## Transportation Information

---

Crossing ID:  
Railroad:  
Railroad XXXX Name:

## Description Information

---

**Description:**

**Resolution:**

SPOKE WITH CUSTOMER TO CLOSE  
verified enrollment was stopped.

## Case Comments

---

Created Date	Comment
4/18/2019 10:52:33 AM	Caller states his wife spoke with Verde but she did not agree to enroll. He received intro info. I explained AEP should also send confirmation notice with instructions how to cancel with AEP. He states he has AEPE as his supplier also and wants to stay with them. He was told to call them to reinstate with them but they knew nothing about what he was calling about. He asked if Verde was under an investigation by the PUCO as he saw on the news. I advised they are. explained time frames for INV. icb.
4/23/2019 4:59:26 PM	interim email recvd.
4/30/2019 5:13:36 PM	SPOKE WITH CUSTOMER TO CLOSE verified enrollment was stopped.

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

## Case Emails

---

**Email Created Date: 4/18/2019 12:44:19 PM**



**Email Text Version:**

96

Normal

0

false

false

false

EN-US

X-NONE

X-NONE





















Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply Please Respond Within 3 Business Days

CASE ID:

00265211COMPANY: CUSTOMER: ADDRESS:

Bremen, Ohio

43107SERVICE ADDRESS: Bremen,

Ohio 43107AIQ:

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. 4901:1-29-06(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.

Sincerely, Lee Garry Public Utilities Commission of OhioService Monitoring and

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

96

Normal  
0

false  
false  
false

EN-US  
X-NONE  
X-NONE























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ref:\_00Dt0GzXt.\_500t0GKRM4:ref

**Email Created Date: 4/22/2019 4:36:47 PM**

**Email Text Version:**

Good afternoon,

Verde is in response to PUCO Complaint No. 00265211. Attached you will find the TPV that was completed on 3/29/2019. As such, Verde will have a final response on or before 5/2/2019.

Kindest regards,

Xiomara Mendoza

From: Lee Garry <contactthepuco@puc.state.oh.us>

Sent: Thursday, April 18, 2019 11:44 AM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265211 [ ref:\_00Dt0GzXt.\_500t0GKRM4:ref ]

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

Initial Submission of a Consumer Complaint  
Provider of Natural Gas or Electric Supply  
Please Respond Within 3 Business Days

CASE ID: 00265211

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Bremen, Ohio 43107

SERVICE ADDRESS: [REDACTED] Bremen, Ohio 43107

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

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

1. When, how, and by whom the enrollment was completed?
2. If the enrollment was for a fixed, variable, or variable with an introductory rate product.
3. What was the customer billed per CCF/MCF/kWh for all service periods during which the customer was enrolled?
4. The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.
5. Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.
6. 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):

1. The sales script and/or sales call used to market this customer.
2. The signed agreement for service.
3. The Terms and Conditions of Service.
4. The signed Acknowledgement form.
5. The Welcome Letter mailed to the customer.
6. The Third Party Verification recording for this enrollment.
7. The contract expiration notices mailed to the customer.

Sincerely,



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

www.PUCO.ohio.gov<<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cbd8fa594516540e23e9a08d6c7623a2d%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636915622041261139&sdata=2b8%2Fn2WMXQfmQSWLb3ga5YQl89jHSxdRs3FgwFZ3njM%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=018t0000004NUXH>]

ref:\_00Dt0GzXt.\_500t0GKRM4:ref

**Email Created Date: 4/25/2019 5:55:43 PM**

**Email Text Version:**

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00265211.

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") regarding the enrollment with Verde.

**Investigative Results:**

- On 3/29/2019, [REDACTED] enrolled the electric account with Verde via Outbound Telemarketing Agent, Steven Rogues with New Wave Power, LLC. (Sales Call and TPV Attached)
- On 3/30/2019, the utility accepted the enrollment transaction with the start date of 5/7/2019.
- On 4/5/2019, Verde generated and sent the Welcome Letter. (Letter Attached)

- On 4/17/2019, [REDACTED] contacted Verde questioning the enrollment. The agent informed that she would have the TPV generated to provide to him.

- o On this same day, per his request, a cancellation transaction was submitted to the utility and it was successfully rescinded.

- On 4/18/2019, Verde received PUCO Complaint NO. 000265211.

Outcome:

Verde would like to confirm that per the attached Sales Call and TPV, that [REDACTED] willingly enrolled the electric account. However, due to discrepancies within the TPV that are not in compliance with the Ohio Administration Codes, this enrollment has been deemed as a "No Sale".

Lastly, please know that due to the cancellation request that was submitted on the account, the enrollment was cancelled and the account will not become active.

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

Kindest Regards,

Xiomara Mendoza

From: Lee Garry <contactthepuco@puc.state.oh.us>

Sent: Thursday, April 18, 2019 11:44 AM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265211 [

ref:\_00Dt0GzXt.\_500t0GKRM4:ref ]

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

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00265211

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Bremen, Ohio 43107

SERVICE ADDRESS: [REDACTED] Bremen, Ohio 43107

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

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

days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v) 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:

1. When, how, and by whom the enrollment was completed?
2. If the enrollment was for a fixed, variable, or variable with an introductory rate product.
3. What was the customer billed per CCF/MCF/kWh for all service periods during which the customer was enrolled?
4. The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.
5. Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.
6. 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):

1. The sales script and/or sales call used to market this customer.
2. The signed agreement for service.
3. The Terms and Conditions of Service.
4. The signed Acknowledgement form.
5. The Welcome Letter mailed to the customer.
6. The Third Party Verification recording for this enrollment.
7. The contract expiration notices mailed to the customer.

Sincerely,

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

[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cd244275b7d43410da83708d6c9c89b36%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636918261328115519&sdata=o8H%2Fz%2BzrTGIF3ECmlo3J4YSSQF5KFAJm%2Bnwlqs%2F6b84%3D&resended=0>](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cd244275b7d43410da83708d6c9c89b36%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636918261328115519&sdata=o8H%2Fz%2BzrTGIF3ECmlo3J4YSSQF5KFAJm%2Bnwlqs%2F6b84%3D&resended=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=018t0000004NUXH>]

ref:\_00Dt0GzXt.\_500t0GKRM4:ref

## Case Images

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

## Welcome to the Verde Energy Family

>001460 00967 024 P51121



Bremen, OH 43107-1132



4/5/2019

Dear [REDACTED]

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

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

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

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

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

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

Warm Regards,

Nathan Kroeker  
CEO & President

## My Plan Details

### Account Number

[REDACTED]

### Plan

Price Lock 12

### Rate

8.99 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 SPRIN06922344



VE\_WELCOME\_10.17.18\_English





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

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

1. **Price:** During the first 12 Months. of service, Verde will supply electricity to Customer at a 100% renewable fixed generation rate of 8.99 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](http://www.verdeenergy.com)), and Customer will receive individual notice of the Change if required by applicable law. Customer should review the website periodically for applicable Changes. Customer’s continued use of Verde’s products and services following a Change constitutes Customer’s acceptance of this Agreement as so Changed.



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

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

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

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

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

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

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

15. **Rewards, Bonuses and/or Incentives Program Terms.** Rewards, Bonuses and/or Incentives are subject to the following terms and conditions.

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

Rewards, bonuses, and/or incentives are also subject to the rewards, bonuses, and/or incentives' terms and conditions stated in the offer and as may be located on our website(s) and those terms and conditions in the Terms of Service between Verde Energy and you, including, but not limited to, all terms related to dispute resolution, **in addition to the terms and conditions set forth herein**. More information on the terms and conditions of any reward, bonus, and/or incentive programs are available by calling 1-800-388-3862. Verde Energy reserves the right to disqualify any account holder from participation in rewards, bonuses and/or incentives' programs.

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

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

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

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





term “Dispute” refers to any dispute, action, claim, or other controversy between the parties, whether in contract, warranty, tort, statute, regulation, ordinance, or any other legal or equitable basis.

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

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

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

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

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

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







# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

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

## Case Detail

Case Number: 00265219

Account Name: [REDACTED]

Type:

Status: Reply Received

Preferred Contact Method: No Preference

Owner: Darita Patterson

Account in Question: Verde Energy USA  
Ohio LLC

Account Holder:

Priority: Standard

Service Type: Residential

### CASE DATES:

Date Opened: 04-18-2019

Case Age in Business Days: 12

Date Closed:

## Contact Information

Contact: [REDACTED]

Preferred Contact Method: No Preference

Phone: [REDACTED]

Mobile:

Preferred Contact Time:

Email:

## Service Address Information

Service Account Number:

Service Address Street: [REDACTED]

Service Address City: Columbus

Service Address Country: United States

Service Address County: Franklin

Service Address State: Ohio

Service Address Zip:

Service Address Phone: [REDACTED]

## Industry Information

AIQ Industry: Electric

AIQ Sub-Industry: Competitive Retail Electric Service  
Provider

AIQ Sub-Sub-Industry:

Non-Jurisdictional Case: ☐

Territory Account:

General Code: Marketing -- Electric

Specific Code: 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:**

Confirmed there are no pending enrollments and DNC list

## Case Comments

---

Created Date	Comment
4/18/2019 11:06:52 AM	Caller states he has been getting calls from the same rep from India or such accent. rep would call 7 times a day. caller would hang up on the rep and he would call right back. He was very rude, he would tell the customer to stop talking and talk over the customer. kept telling caller what to write down. caller states he did not agree to enroll and wants the calls to stop. Caller repeated several times that the person would say to him "I will do the talking" and "I will tell you what to write down". He hung up and person would call right back and continue to be rude and pressuring. He states he did not agree to enroll.  explained time frames.
4/30/2019 3:29:11 PM	Confirmed there are no pending enrollments and DNC list

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

## Case Emails

---

**Email Created Date: 4/18/2019 12:26:53 PM**

**Email Text Version:**

96

Normal

0

false

false

false

EN-US

X-NONE

X-NONE





















## Initial Submission of a Consumer Complaint

Provider of Electric Please Respond Within 3 Business Days

CASE ID:

00265219COMPANY: CUSTOMER: [REDACTED] ADDRESS: [REDACTED] Columbus, Ohio  
43224SERVICE ADDRESS: [REDACTED] Columbus,  
Ohio 43224AIQ:

Verde Energy USA Ohio LLCSERVICE 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)\*\*\*

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

-Please place this customer on your DNS list immediately and cease all forms of contact.-Please  
state whether there are any pending enrollments for this account. If so, please provide  
enrollment TPV. -Please cancel any and all pending enrollments immediately.-Please address  
the representatives behavior. -Please provide any additional information which may be useful.

### DESCRIPTION OF ISSUE:

Caller states he has been getting calls from the same rep from India or such accent. rep would  
call 7 times a day. caller would hang up on the rep and he would call right back. He was very  
rude, he would tell the customer to stop talking and talk over the customer. kept telling caller  
what to write down. caller states he did not agree to enroll and wants the calls to stop. Caller  
repeated several times that the person would say to him "I will do the talking" and "I will tell  
you what to write down". He hung up and person would call right back and continue to be rude  
and pressuring. He states he did not agree to enroll. Sincerely, Darita Patterson Public Utilities  
Commission of

OhioService Monitoring and

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

Normal  
0

false  
false  
false

EN-US  
X-NONE  
X-NONE

























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**Email Created Date: 4/23/2019 3:30:54 PM**

**Email Text Version:**

Good Afternoon,

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

After careful review, Verde has confirmed there are no active or pending enrollments located in our system with the name, service address and phone number provided in PUCO Complaint No. 00265219. For this reason, there is no TPV available.

In as much, Verde will be providing a final response by the end of business on 5/1/2019.

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

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

Sent: Thursday, April 18, 2019 11:27 AM

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

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265219 [

ref:\_00Dt0GzXt.\_500t0GKRVU: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: 00265219

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Columbus, Ohio 43224

SERVICE ADDRESS: [REDACTED] Columbus, Ohio 43224

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)\*\*\*

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

- Please place this customer on your DNS list immediately and cease all forms of contact.
- Please state whether there are any pending enrollments for this account. If so, please provide enrollment TPV.
- Please cancel any and all pending enrollments immediately.
- Please address the representatives behavior.
- Please provide any additional information which may be useful.

DESCRIPTION OF ISSUE:

Caller states he has been getting calls from the same rep from India or such accent. rep would call 7 times a day. caller would hang up on the rep and he would call right back. He was very rude, he would tell the customer to stop talking and talk over the customer. kept telling caller what to write down. caller states he did not agree to enroll and wants the calls to stop. Caller repeated several times that the person would say to him "I will do the talking" and "I will tell you what to write down". He hung up and person would call right back and continue to be rude and pressuring. He states he did not agree to enroll.

Sincerely,

Darita Patterson  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C7ba09320a4b14b1ca0c908d6c822313a%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636916446511834470&sdata=0GvbdkZL3unHUsQHNP4mCdOLF9CjgZ0UCOeQumEhcY4%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=018t0000004NUVz]

ref:\_00Dt0GzXt.\_500t0GKRVU:ref

**Email Created Date: 5/1/2019 1:29:23 PM**

**Email Text Version:**

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00265219.

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

[REDACTED] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") because he has been getting calls from the same sales agent at least seven (7) times a day. Mr. [REDACTED] states the sales agent is very rude and aggressive. Mr. [REDACTED] is requesting to have the calls stopped and does not want to enroll for service with Verde.

As an initial matter, Verde would like to apologize for any inconvenience this matter may have caused Mr. [REDACTED]. After careful review, Verde would like to confirm that there are no active or pending enrollments in our system with the information provided in PUCO Complaint No. 00265219.

After further review, Verde identified telesales sales agent, James Aramas with third party vendor, New Wave Power, made three (3) attempts to enroll Mr. [REDACTED] in which none were successful. However, because we take complaints of this nature very seriously, Verde has forwarded Mr. [REDACTED] concerns to our Compliance Manager - Vendor Quality Assurance to assist in retrieving the sales calls associated with this matter. As such, Verde would like to confirm that the third party vendor, New Wave Power and its' agents are no longer doing business with Verde.

In addition, Verde has submitted a request to add Mr. [REDACTED] telephone number of [REDACTED] to our internal "Do Not Contact" list and service address of [REDACTED] Columbus, Ohio 43224 to be added to our internal "Do Not Solicit" list.

Lastly, as it stands, there are no active or pending enrollments in our system for Mr. [REDACTED]

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

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

Sent: Thursday, April 18, 2019 11:27 AM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265219 [

ref:\_00Dt0GzXt.\_500t0GKRVU: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: 00265219

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Columbus, Ohio 43224

SERVICE ADDRESS: [REDACTED] Columbus, Ohio 43224

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)\*\*\*

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

- Please place this customer on your DNS list immediately and cease all forms of contact.
- Please state whether there are any pending enrollments for this account. If so, please provide enrollment TPV.

- Please cancel any and all pending enrollments immediately.
- Please address the representatives behavior.
- Please provide any additional information which may be useful.

DESCRIPTION OF ISSUE:

Caller states he has been getting calls from the same rep from India or such accent. rep would call 7 times a day. caller would hang up on the rep and he would call right back. He was very rude, he would tell the customer to stop talking and talk over the customer. kept telling caller what to write down. caller states he did not agree to enroll and wants the calls to stop. Caller repeated several times that the person would say to him "I will do the talking" and "I will tell you what to write down". He hung up and person would call right back and continue to be rude and pressuring. He states he did not agree to enroll.

Sincerely,

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

[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cdf597ffe7e54af3a66208d6ce5a8ad4%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636923285602275742&sdata=ZITp%2Be4oLTmBoyBY0d8XFbCR%2BsQhPX8afG2L2IJbqsQ%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%7Cdf597ffe7e54af3a66208d6ce5a8ad4%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636923285602275742&sdata=ZITp%2Be4oLTmBoyBY0d8XFbCR%2BsQhPX8afG2L2IJbqsQ%3D&reserved=0)

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[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004NUVz>]

ref:\_00Dt0GzXt.\_500t0GKRVU:ref

Case Images

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Created Date	Images
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# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

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

## Case Detail

Case Number: 00265297	Owner: Lee Garry
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: 04-18-2019  
Case Age in Business Days: 8

Date Closed: 05-02-2019

## Contact Information

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

## Service Address Information

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

## 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: Posed as Utility
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:

returned customer's call. Caller was still concerned they would try to enroll his service. Explained they do not have a completed TPV so they would not process an enrollment.

## Case Comments

---

Created Date	Comment
4/18/2019 3:00:39 PM	<p>██████ received a call this afternoon from Jack Jordan (id#12125) from Verde Energy. Although per the customer's caller id, the call was from The Illuminating Company. Once the customer gave Jack the last 4 of SS# so that he could get this 30% discount that he was being sold on, the customer grew concerned when Jack finally admitted to being with Verde Energy. The customer then told him that he was not interested in switching and hung up. Jack called CEI pretending to be ██████. The Illuminating advised customer the PUCO to report Verde Energy. Customer is concerned and does not want to be switched. He is now working with CEI and now has a special code required before being able to obtain his account info.</p> <p>* Customer does not have his account number</p> <p>I advised caller that we could report Verde and this representative's sales tactics and have Verde review the calls. I informed caller that he needs to respond to CEI's rescission letter to stop the switch to Verde.</p>
5/1/2019 2:57:09 PM	<p>LM ON VM TO CLOSE</p> <p>explained we addressed the sales call with Verde and verified they did not enroll his service.</p> <p>icb</p>
5/2/2019 9:39:13 AM	<p>Customer called because he still had questions after receiving L.G.'s message. Transferred to L.G.'s vm.</p>
5/2/2019 10:02:45 AM	<p>returned customer's call. Caller was still concerned they would try to enroll his service. Explained they do not have a completed TPV so they would not process an enrollment.</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: Alfred Thompson  
# Tasks Correspondence Review: 0  
# Tasks Correspondence Review:0

Last Modified by: Lee Garry  
Next Activity Date:  
Case Grade Created: ☐  
Case Grade Target: ☐

## Case Emails

---

**Email Created Date:** 4/19/2019 11:04:40 AM

**Email Text Version:**

96

Normal  
0

false  
false  
false

EN-US  
X-NONE  
X-NONE





















## Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply Please Respond Within 3 Business Days

CASE ID:

00265297COMPANY: CUSTOMER: [REDACTED] ADDRESS: [REDACTED] Euclid, Ohio

44123SERVICE ADDRESS: [REDACTED] Euclid,

Ohio 44123AIQ:

Verde Energy USA Ohio LLCSERVICE ACCOUNT NUMBER: NIQ:

[REDACTED] \*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v) 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. He also states the caller ID showed the call was from Cleveland Electric Illuminating 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?Explain why and how CEI's number was used on the caller ID.

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.

Sincerely, Lee Garry Public Utilities Commission of  
OhioService Monitoring and  
Enforcement DepartmentCustomer Service Investigator (800) 686-PUCO  
(7826)www.PUCO.ohio.gov

96

Normal  
0

false  
false  
false

EN-US  
X-NONE  
X-NONE

























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ref: \_00Dt0GzXt.\_500t0GKTy8:ref

**Email Created Date: 4/25/2019 6:02:06 PM**

**Email Text Version:**

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00265297.

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") regarding the enrollment with Verde and the number that appeared on his caller ID, when he was contacted.

On 4/18/2019, [REDACTED] received a solicitation call from the sales representative, Henry Peterson with New Wave Power, LLC. Attached you will find both the Sales Call and the TPV attempt. We would like to confirm that because [REDACTED] did not proceed with the TPV, no enrollment was submitted with Verde.

Lastly, Verde has forwarded [REDACTED] information to Verde's Compliance Manager-Vendor & Quality Assurance regarding the caller ID allegations, and it is still being reviewed for resolution.

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

Kindest Regards,

Xiomara Mendoza

From: Lee Garry <contactthepuco@puc.state.oh.us>

Sent: Friday, April 19, 2019 10:05 AM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265297 [ref:\_00Dt0GzXt.\_500t0GKTy8:ref ]

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

Initial Submission of a Consumer Complaint  
Provider of Natural Gas or Electric Supply  
Please Respond Within 3 Business Days

CASE ID: 00265297

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Euclid, Ohio 44123

SERVICE ADDRESS: [REDACTED] Euclid, Ohio 44123

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ: [REDACTED]

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

Please review the account and advise:

1. When, how, and by whom the enrollment was completed?
2. If the enrollment was for a fixed, variable, or variable with an introductory rate product.
3. What was the customer billed per CCF/MCF/kWh for all service periods during which the customer was enrolled?
4. The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.
5. Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.
6. Are there any early termination fees associated with this enrollment? If so, will the fees be waived and if not, why?
7. Explain why and how CEI's number was used on the caller ID.

Please also provide copies of all enrollment materials to include (as applicable):

1. The sales script and/or sales call used to market this customer.
2. The signed agreement for service.
3. The Terms and Conditions of Service.
4. The signed Acknowledgement form.
5. The Welcome Letter mailed to the customer.
6. The Third Party Verification recording for this enrollment.
7. The contract expiration notices mailed to the customer.

Sincerely,

Lee Garry  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Ce7fa845bcf774ba095d908d6c9c9a36a%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636918265212406620&sdata=LsLj%2Feyfq8O%2FKLJJmfRV3qaxPhNbkcDHI%2BHroNnwY5U%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%7Ce7fa845bcf774ba095d908d6c9c9a36a%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636918265212406620&sdata=LsLj%2Feyfq8O%2FKLJJmfRV3qaxPhNbkcDHI%2BHroNnwY5U%3D&reserved=0)

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ref:\_00Dt0GzXt.\_500t0GKTy8:ref

**Email Created Date: 4/30/2019 5:40:03 PM**

**Email Text Version:**

Good afternoon,

Verde is in response to PUCO Complaint No. 00265297.

Verde's Compliance Manager-Vendor & Quality Assurance has confirmed that the solicitation calls made to [REDACTED] did not contain the local utility's phone number. As such, we would like to advise that it is against our company policies that the agent/vendor uses this type of tactics.

Thank you,

Xiomara Mendoza

From: Customer Concerns <customerconcerns@sparkenergy.com>

Sent: Thursday, April 25, 2019 5:02 PM

To: 'Lee Garry' <contactthepuco@puc.state.oh.us>

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265297 [ref:\_00Dt0GzXt.\_500t0GKTy8:ref ]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00265297.

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") regarding the enrollment with Verde and the number that appeared on his caller ID, when he was contacted.

On 4/18/2019, [REDACTED] received a solicitation call from the sales representative, Henry Peterson with New Wave Power, LLC. Attached you will find both the Sales Call and the TPV attempt. We would like to confirm that because [REDACTED] did not proceed with the TPV, no enrollment was submitted with Verde.

Lastly, Verde has forwarded [REDACTED] information to Verde's Compliance Manager-Vendor & Quality Assurance regarding the caller ID allegations, and it is still being reviewed for resolution.

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

Kindest Regards,

Xiomara Mendoza

From: Lee Garry <contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>  
Sent: Friday, April 19, 2019 10:05 AM  
To: Regulatory <regulatory@sparkenergy.com<mailto:regulatory@sparkenergy.com>>  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265297 [  
ref:\_00Dt0GzXt.\_500t0GKTy8:ref ]

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

Initial Submission of a Consumer Complaint  
Provider of Natural Gas or Electric Supply  
Please Respond Within 3 Business Days

CASE ID: 00265297

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Euclid, Ohio 44123

SERVICE ADDRESS: [REDACTED] Euclid, Ohio 44123

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ: [REDACTED]

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

Please review the account and advise:

1. When, how, and by whom the enrollment was completed?
2. If the enrollment was for a fixed, variable, or variable with an introductory rate product.
3. What was the customer billed per CCF/MCF/kWh for all service periods during which the customer was enrolled?

4. The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.
5. Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.
6. Are there any early termination fees associated with this enrollment? If so, will the fees be waived and if not, why?
7. Explain why and how CEI's number was used on the caller ID.

Please also provide copies of all enrollment materials to include (as applicable):

1. The sales script and/or sales call used to market this customer.
2. The signed agreement for service.
3. The Terms and Conditions of Service.
4. The signed Acknowledgement form.
5. The Welcome Letter mailed to the customer.
6. The Third Party Verification recording for this enrollment.
7. The contract expiration notices mailed to the customer.

Sincerely,

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

[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cd95545b21acf4ee6688c08d6cdb46376%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636922571990293418&sdata=hAd2bpdqqlwcH%2F5RBjzi5Tmq%2BwgtBiTfLtyHid5nbsk%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%7Cd95545b21acf4ee6688c08d6cdb46376%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636922571990293418&sdata=hAd2bpdqqlwcH%2F5RBjzi5Tmq%2BwgtBiTfLtyHid5nbsk%3D&reserved=0)

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[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004NWPV>]

ref:\_00Dt0GzXt.\_500t0GKTy8:ref

## Case Images

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Created Date	Images
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# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

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

## Case Detail

Case Number: 00265318

Account Name: [REDACTED]

Type:

Status: Pending Reply

Preferred Contact Method: No Preference

Owner: Leah Lehman

Account in Question: Verde Energy USA  
Ohio LLC

Account Holder:

Priority: Standard

Service Type: Residential

### CASE DATES:

Date Opened: 04-18-2019

Case Age in Business Days: 13

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:

Service Address Street: [REDACTED]

Service Address City: Hamilton

Service Address Country: United States

Service Address County: Butler

Service Address State: Ohio

Service Address Zip:

Service Address Phone: [REDACTED]

## Industry Information

AIQ Industry: Electric

AIQ Sub-Industry: Competitive Retail Electric Service  
Provider

AIQ Sub-Sub-Industry:

Non-Jurisdictional Case: ☐

Territory Account: 001t0000008OFY3AAO

General Code: General -- Electric

Specific Code: Do Not Call List

## 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:

## Case Comments

---

Created Date	Comment
4/18/2019 3:28:55 PM	cust is stating Verde keeps calling him. someone named Dave called and he keeps calling since February cust wants the calls to stop adv cust of national do not call list cust said hes already on also adv getting on duke do not market list adv we can reach out to verde about the calls icb

## Web Information

---

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

## System Information

---

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

## Case Emails

---

**Email Created Date: 4/19/2019 10:50:20 AM**

### **Email Text Version:**

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00265318

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Hamilton, Ohio 45013

SERVICE ADDRESS: [REDACTED] Hamilton, Ohio 45013

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:

Mr. [REDACTED] states that Verde has continuously called him. He states that a representative named Dave has called him numerous times since February. He has requested to be removed from the company's call list and he is already on the national do not call registry.

Please remove this customer from your solicitation lists.

Sincerely,

Leah Lehman

Case Number: 00265318

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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ref: \_00Dt0GzXt.\_500t0GKUHR:ref

**Email Created Date: 4/24/2019 2:16:57 PM**

**Email Text Version:**

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00265318.

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

[REDACTED] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") because he continues to receive solicitation calls from Verde.

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

As such, Verde would like to confirm that Mr. [REDACTED] currently has an active electric service account with Verde. In as much, Verde has submitted a request to have Mr. [REDACTED] telephone number of [REDACTED] removed from any future solicitation calls for new service. However, because Mr. [REDACTED] has an active account, Verde may contact him for new offers or account related issues.

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

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

From: PUCO Consumer Call Center  
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>  
Sent: Friday, April 19, 2019 9:51 AM  
To: Regulatory <regulatory@sparkenergy.com<mailto:regulatory@sparkenergy.com>>  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265318 [  
ref:\_00Dt0GzXt.\_500t0GKUHR: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: 00265318  
COMPANY:  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Hamilton, Ohio 45013  
SERVICE ADDRESS: [REDACTED] Hamilton, Ohio 45013  
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:

Mr. [REDACTED] states that Verde has continuously called him. He states that a representative named Dave has called him numerous times since February. He has requested to be removed from the company's call list and he is already on the national do not call registry.

Please remove this customer from your solicitation lists.

Sincerely,

Leah Lehman  
Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)

<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cfaf8fece00c24a2846ef08d6c8e10590%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636917266118243685&sdata=eDpJI6ATOICdwkI21N4LkowE1vEZ4Bk2Zs%2Fe1DOtJ2Q%3D&reserved=0>

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[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004NWOX>]

ref:\_00Dt0GzXt.\_500t0GKUHR:ref

[[https://www.sparkenergy.com/SignatureImages/spark\\_logo.jpg](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) <<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%7Cfaf8fece00c24a2846ef08d6c8e10590%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636917266118253687&sdata=EypDGBXmT4AFfC%2FDjFSH82%2FF5OYADCbX3X4yQTL1Ltc%3D&reserved=0](http://www.sparkenergy.com&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cfaf8fece00c24a2846ef08d6c8e10590%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636917266118253687&sdata=EypDGBXmT4AFfC%2FDjFSH82%2FF5OYADCbX3X4yQTL1Ltc%3D&reserved=0)

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**Email Created Date: 4/24/2019 2:57:09 PM**

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00265318

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Hamilton, Ohio 45013

SERVICE ADDRESS: [REDACTED] Hamilton, Ohio 45013

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:**

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.

Sincerely,

Leah Lehman  
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: 4/24/2019 2:15 PM  
To: contactthepuco@puco.ohio.gov  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265318 [ref:\_00Dt0GzXt.\_500t0GKUHR:ref ]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00265318.

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

[REDACTED] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") because he continues to receive solicitation calls from Verde.

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

As such, Verde would like to confirm that Mr. [REDACTED] currently has an active electric service account with Verde. In as much, Verde has submitted a request to have Mr. [REDACTED] telephone number of [REDACTED] removed from any future solicitation calls for new service. However,

because Mr. [REDACTED] has an active account, Verde may contact him for new offers or account related issues.

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

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: Friday, April 19, 2019 9:51 AM  
To: Regulatory <regulatory@sparkenergy.com>  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265318 [ref:\_00Dt0GzXt.\_500t0GKUHR:ref ]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00265318

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Hamilton, Ohio 45013

SERVICE ADDRESS: [REDACTED] Hamilton, Ohio 45013

AIQ: Verde Energy USA Ohio LLC

Case Number: 00265318



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:

Mr. [REDACTED] states that Verde has continuously called him. He states that a representative named Dave has called him numerous times since February. He has requested to be removed from the company's call list and he is already on the national do not call registry.

Please remove this customer from your solicitation lists.

Sincerely,

Leah Lehman

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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ref:\_00Dt0GzXt.\_500t0GKUHR: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: 4/30/2019 7:48:42 AM**

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00265318  
COMPANY:  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Hamilton, Ohio 45013  
SERVICE ADDRESS: [REDACTED] Hamilton, Ohio 45013  
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:  
Please provide the information requested on April 24.

Sincerely,

Leah Lehman  
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: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]  
Sent: 4/24/2019 2:57 PM  
To: customerconcerns@sparkenergy.com  
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265318 [ref:\_00Dt0GzXt.\_500t0GKUHR:ref ]

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00265318  
COMPANY:  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Hamilton, Ohio 45013  
SERVICE ADDRESS: [REDACTED] Hamilton, Ohio 45013  
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:

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.

Sincerely,

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

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 4/24/2019 2:15 PM

To: contactthepuco@puco.ohio.gov

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265318 [ref:\_00Dt0GzXt.\_500t0GKUHR:ref ]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00265318.

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

[REDACTED] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") because he continues to receive solicitation calls from Verde.

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

As such, Verde would like to confirm that Mr. [REDACTED] currently has an active electric service account with Verde. In as much, Verde has submitted a request to have Mr. [REDACTED] telephone number of [REDACTED] removed from any future solicitation calls for new service. However, because Mr. [REDACTED] has an active account, Verde may contact him for new offers or account related issues.

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

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: Friday, April 19, 2019 9:51 AM  
To: Regulatory <regulatory@sparkenergy.com>  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265318 [ref:\_00Dt0GzXt.\_500t0GKUHR:ref ]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00265318

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Hamilton, Ohio 45013

SERVICE ADDRESS: [REDACTED] Hamilton, Ohio 45013

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:

Mr. [REDACTED] states that Verde has continuously called him. He states that a representative named Dave has called him numerous times since February. He has requested to be removed from the company's call list and he is already on the national do not call registry.

Please remove this customer from your solicitation lists.

Sincerely,

Leah Lehman

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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ref:\_00Dt0GzXt.\_500t0GKUHR: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](mailto:martha.lopez@sparkenergy.com) | <http://www.sparkenergy.com>

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**Email Created Date: 5/1/2019 5:46:07 PM**

**Email Text Version:**

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00265318.

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

Investigative Results:

- \* On 1/22/2019, [REDACTED] authorized the electric service with telesales agent, Blessing Sylves with third party vendor, Energy Telemarketers, Inc. As a result, the electric service enrolled onto Verde's Clean Power Plus 6 plan, which offers a 6-month fixed rate of 8.69 cents/kWh with a \$6.72 Monthly Service Fee and \$0 Early Termination Fee. (TPV Attached)

- \* On 1/23/2019, Verde submitted an enrollment request to the utility.

- \* On 1/24/2019, Verde received an inbound enrollment response from the utility with the effective date of 2/28/2019.

- \* On 2/8/2019, Verde generated and mailed the Welcome Letter. (Letter Attached)

- \* On 2/28/2019, the electric service became active with Verde.

- \* On 4/8/2019, Verde received an inbound termination transaction from the utility with the effective date of 4/29/2019.

- \* On 4/15/2019, Verde received a reinstatement transaction from the utility.

- \* On the same day, Verde received an inbound transaction from the utility with the effective date of 4/29/2019.

- \* On 4/21/2019, Verde received PUCO Complaint No. 00265318.

- \* On 4/29/2019, the electric service terminated with Verde.

Outcome:

Verde would like to confirm per the attached TPV completed on 1/22/2019, [REDACTED] willingly and knowingly authorized the electric service to Verde without any objections. However, due to noticeable discrepancies within the TPV and Welcome Letter, Verde agrees the enrollment should be deemed as a "No Sale".

In addition, we have determined that the TPV is not in compliance with O.A.C. 4901:1-29-06(E) (1) (g). Consequently, Verde agrees to process a cost analysis to the utility rate from 2/28/2019 (date of inception) until 4/29/2019 (date of termination). Upon completion of the cost analysis, a copy of the calculations will be provided.

Additionally, Verde has forwarded this occurrence to our Compliance Manager - Vendor Quality Assurance for further review and to retrieve the Sales Call.



Lastly, as it stands, the electric service terminated on 4/29/2019 without penalty, with the termination date being solely determined by the utility.

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

Kindest Regards,

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

Sent: Tuesday, April 30, 2019 6:49 AM

To: Customer Concerns <customerconcerns@sparkenergy.com>

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265318 [ref:\_00Dt0GzXt.\_500t0GKUHR:ref ]

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

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00265318

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Hamilton, Ohio 45013

SERVICE ADDRESS: [REDACTED] Hamilton, Ohio 45013

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:

Please provide the information requested on April 24.

Sincerely,

Case Number: 00265318

18

Leah Lehman  
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%7C338b6fedd4984b10d6fb08d6ce7e4edd%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636923439584013465&sdata=eyufbKgD81HQ1Ca7Sag11qqagKNuDAHlkZkMzEyNGZU%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%7C338b6fedd4984b10d6fb08d6ce7e4edd%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636923439584013465&sdata=eyufbKgD81HQ1Ca7Sag11qqagKNuDAHlkZkMzEyNGZU%3D&reserved=0)

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

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]  
Sent: 4/24/2019 2:57 PM  
To: customerconcerns@sparkenergy.com<mailto:customerconcerns@sparkenergy.com>  
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265318 [ref:\_00Dt0GzXt.\_500t0GKUHR:ref ]

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

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00265318  
COMPANY:  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Hamilton, Ohio 45013  
SERVICE ADDRESS: [REDACTED] Hamilton, Ohio 45013  
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:

Please review the account and advise:

1. When, how, and by whom the enrollment was completed?
2. If the enrollment was for a fixed, variable, or variable with an introductory rate product.
3. What was the customer billed per CCF/MCF/kWh for all service periods during which the customer was enrolled?
4. The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.
5. Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.
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Please also provide copies of all enrollment materials to include (as applicable):

1. The sales script and/or sales call used to market this customer.
2. The signed agreement for service.
3. The Terms and Conditions of Service.
4. The signed Acknowledgement form.
5. The Welcome Letter mailed to the customer.
6. The Third Party Verification recording for this enrollment.
7. The contract expiration notices mailed to the customer.

Sincerely,

Leah Lehman  
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%7C338b6fedd4984b10d6fb08d6ce7e4edd%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636923439584023466&sdata=hfY0ISGtbdGRNLHfxpKjeh7kExNcL6nIBVhbmwKsUsY%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%7C338b6fedd4984b10d6fb08d6ce7e4edd%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636923439584023466&sdata=hfY0ISGtbdGRNLHfxpKjeh7kExNcL6nIBVhbmwKsUsY%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: 4/24/2019 2:15 PM

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

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265318 [

ref:\_00Dt0GzXt.\_500t0GKUHR:ref ]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00265318.

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

[REDACTED] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") because he continues to receive solicitation calls from Verde.

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

As such, Verde would like to confirm that Mr. [REDACTED] currently has an active electric service account with Verde. In as much, Verde has submitted a request to have Mr. [REDACTED] telephone number of [REDACTED] removed from any future solicitation calls for new service. However, because Mr. [REDACTED] has an active account, Verde may contact him for new offers or account related issues.

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

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: Friday, April 19, 2019 9:51 AM  
To: Regulatory <regulatory@sparkenergy.com<mailto:regulatory@sparkenergy.com>>  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265318 [  
ref:\_00Dt0GzXt.\_500t0GKUHR: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: 00265318  
COMPANY:  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Hamilton, Ohio 45013  
SERVICE ADDRESS: [REDACTED] Hamilton, Ohio 45013  
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:

Mr. [REDACTED] states that Verde has continuously called him. He states that a representative named Dave has called him numerous times since February. He has requested to be removed from the company's call list and he is already on the national do not call registry.

Please remove this customer from your solicitation lists.

Sincerely,

Leah Lehman

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%7C338b6fedd4984b10d6fb08d6ce7e4edd%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636923439584033474&sdata=IP2hOGeu2ofWs8FAAg1Z1KCuSq%2FGVEOssLi7Ut7gKIU%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%7C338b6fedd4984b10d6fb08d6ce7e4edd%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636923439584033474&sdata=IP2hOGeu2ofWs8FAAg1Z1KCuSq%2FGVEOssLi7Ut7gKIU%3D&reserved=0>>

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[[https://www.sparkenergy.com/SignatureImages/spark\\_logo.jpg](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)<<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%7C338b6fedd4984b10d6fb08d6ce7e4edd%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636923439584043476&sdata=s0GnmsG%2FbmqodK%2FiE2aGX0IXwHNpOS8UtXP6UNT9hJU%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.

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[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004NjAF]

**Email Created Date: 5/2/2019 7:56:48 AM**

**Email Text Version:**

Initial Submission of a Consumer Complaint

Please Respond Within 10 Business Days

CASE ID: 00265318

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Hamilton, Ohio 45013

SERVICE ADDRESS: [REDACTED] Hamilton, Ohio 45013

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:

This customer has a complaint regarding Verde Energy. Please provide a copy of the past six months bills.

Sincerely,

Case Number: 00265318

Leah Lehman

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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

ref:\_00Dt0GzXt.\_500t0GKUHR:ref

**Email Created Date: 5/2/2019 3:13:51 PM**

**Email Text Version:**

Good Afternoon,

Attached you will find the Sales Call requested for PUCO Complaint No. 00265318.

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

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

Sent: Wednesday, April 24, 2019 1:57 PM

To: Customer Concerns <[customerconcerns@sparkenergy.com](mailto:customerconcerns@sparkenergy.com)>



Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265318 [ref:\_00Dt0GzXt.\_500t0GKUHR:ref ]

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

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00265318

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Hamilton, Ohio 45013

SERVICE ADDRESS: [REDACTED] Hamilton, Ohio 45013

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:

Please review the account and advise:

1. When, how, and by whom the enrollment was completed?
2. If the enrollment was for a fixed, variable, or variable with an introductory rate product.
3. What was the customer billed per CCF/MCF/kWh for all service periods during which the customer was enrolled?
4. The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.
5. Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.
6. 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):

1. The sales script and/or sales call used to market this customer.
2. The signed agreement for service.
3. The Terms and Conditions of Service.
4. The signed Acknowledgement form.
5. The Welcome Letter mailed to the customer.
6. The Third Party Verification recording for this enrollment.
7. The contract expiration notices mailed to the customer.

Sincerely,

Leah Lehman

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%7C16fc0cf95c0246e4d61408d6cf323abd%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636924212017561374&sdata=yYqpJMsvPqFgAP3GYqIKn3qpc0B84u%2BUm9472Jx0r3w%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%7C16fc0cf95c0246e4d61408d6cf323abd%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636924212017561374&sdata=yYqpJMsvPqFgAP3GYqIKn3qpc0B84u%2BUm9472Jx0r3w%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: 4/24/2019 2:15 PM

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

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265318 [ref:\_00Dt0GzXt.\_500t0GKUHR:ref ]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00265318.

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

[REDACTED] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") because he continues to receive solicitation calls from Verde.

Verde would like to apologize for any inconvenience that Mr. [REDACTED] may have experienced. As such, Verde would like to confirm that Mr. [REDACTED] currently has an active electric service account with Verde. In as much, Verde has submitted a request to have Mr. [REDACTED] telephone number of [REDACTED] removed from any future solicitation calls for new service. However, because Mr. [REDACTED] has an active account, Verde may contact him for new offers or account related issues.

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

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

From: PUCO Consumer Call Center

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

Sent: Friday, April 19, 2019 9:51 AM

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

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265318 [

ref: \_00Dt0GzXt.\_500t0GKUHR: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: 00265318

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Hamilton, Ohio 45013

SERVICE ADDRESS: [REDACTED] Hamilton, Ohio 45013

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:

Mr. [REDACTED] states that Verde has continuously called him. He states that a representative named Dave has called him numerous times since February. He has requested to be removed from the company's call list and he is already on the national do not call registry.

Please remove this customer from your solicitation lists.

Sincerely,

Leah Lehman

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%7C16fc0cf95c0246e4d61408d6cf323abd%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636924212017571376&sdata=ndGiPKfLoPXeK1KpTMF8rdluFtKTSpORiyzFSirRxE%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%7C16fc0cf95c0246e4d61408d6cf323abd%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636924212017571376&sdata=ndGiPKfLoPXeK1KpTMF8rdluFtKTSpORiyzFSirRxE%3D&reserved=0)

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[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004NWOX>]

ref:\_00Dt0GzXt.\_500t0GKUHR: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%7C16fc0cf95c0246e4d61408d6cf323abd%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636924212017591392&sdata=G1q8iKOlpvi7NGZOhk6gaVCleGeyh4%2F0r99I8cZH3WU%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.

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## Case Images

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

## Welcome to the Verde Energy Family

>003718 00886 026 P51121



Hamilton, OH 45013-4206



2/8/2019

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

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

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

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

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

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

Warm Regards,

Nathan Kroeker  
CEO & President

## My Plan Details

### Account Number

[REDACTED]

### Plan

Clean Power 6 Plus

### Rate

8.69 Cents/KWH

### Term

6 Months

### Monthly Fee

\$6.72

### 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 KWELC20190123064849



VE\_WELCOME\_10.17.18\_English





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

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

1. **Price:** During the first 6 Months. of service, Verde will supply electricity to Customer at a 100% renewable fixed generation rate of 8.69 Cents/KWH Plus \$6.72 per month. After the first 6 Months of service, Verde will supply electricity to Customer at a 100% renewable variable generation rate that may change monthly with market conditions. Verde will purchase and retire renewable energy certificates (“RECs”) or attributes to ensure that an amount equal to 100% of Customer’s electricity usage is generated by renewable sources. Customer shall also pay and be responsible for all other amounts related to the purchase and delivery of electricity, including applicable taxes and service and delivery charges from the Utility. Verde will serve only the supply portion of Customer’s electricity bill. All other services currently supplied by the Utility will continue to be supplied by the Utility. No deposit is required by Verde for service.
2. **Term:** Verde is authorized to switch Customer’s utility supplier for the generation service charge. This Agreement will start when the Utility completes Customer’s enrollment with Verde. Service with Verde will begin with the next available meter reading after processing of the request by the Utility and Verde. The Utility may charge switching fees to Customer. Customer will be responsible for the termination of any existing supplier agreement. This Agreement will continue until terminated by either Customer or Verde in accordance with this Agreement. If Customer switches back to the Utility, Customer may or may not be served under the same rates, terms, and conditions that apply to other customers served by the Utility.
3. **Right of Rescission & Termination:** Residential and small commercial customers shall have the right to rescind this Agreement within 7 calendar days following the postmark date on the Utility’s confirmation notice by calling the Utility at the designated local or toll-free number or by written notice to the Utility, which is effective as of the date of the postmark. Either Verde or Customer may terminate this Agreement at any time, for any reason and without an early termination fee. Verde may terminate this Agreement on at least 14 calendar days written notice should Customer fail to pay the bill or fail to meet any agreed-upon payment arrangements. The termination will become effective when the Utility switches Customer’s account from Verde to the new supplier selected by Customer, to the Utility or to such other default provider established for Customer’s account. Termination will not relieve Customer of any payment obligations for electricity provided to Customer by Verde prior to termination.
4. **Billing:** Customer will continue to receive one monthly electric bill from the Utility. Payment is due to the Utility in accordance with its standard billing practices. Failure to pay electric utility charges may result in Customer being disconnected in accordance with the electric utility tariff. Customer has the right to request from Verde, twice within a twelve month period, up to twenty-four months of Customer’s payment history without charge. Verde will support budget billing for the generation portion of the Customer’s to the extent that CRES budget billing is supported by the Utility.
5. **Emergency:** For any service question or in the event of an emergency, such as a power failure or a downed power line, Customer should contact:

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





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

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

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

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

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

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

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

15. **Rewards, Bonuses and/or Incentives Program Terms.** Rewards, Bonuses and/or Incentives are subject to the following terms and conditions.

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

Rewards, bonuses, and/or incentives are also subject to the rewards, bonuses, and/or incentives' terms and conditions stated in the offer and as may be located on our website(s) and those terms and conditions in the Terms of Service between Verde Energy and you, including, but not limited to, all terms related to dispute resolution, **in addition to the terms and conditions set forth herein**. More information on the terms and conditions of any reward, bonus, and/or incentive programs are available by calling 1-800-388-3862. Verde Energy reserves the right to disqualify any account holder from participation in rewards, bonuses and/or incentives' programs.

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

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

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

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



term “Dispute” refers to any dispute, action, claim, or other controversy between the parties, whether in contract, warranty, tort, statute, regulation, ordinance, or any other legal or equitable basis.

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

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

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

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

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

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







# 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: 00265323

Account Name: [REDACTED]

Type:

Status: Closed

Preferred Contact Method: No Preference

Owner: Darita Patterson

Account in Question: Verde Energy USA  
Ohio LLC

Account Holder:

Priority: Standard

Service Type: Residential

### CASE DATES:

Date Opened: 04-18-2019

Date Closed: 05-01-2019

Case Age in Business Days: 8

## 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: Warren

Service Address Street: [REDACTED]

Service Address State: Ohio

Service Address City: Loveland

Service Address Zip:

Service Address Country: United States

Service Address Phone: [REDACTED]

## Industry Information

AIQ Industry: Electric

Territory Account:

AIQ Sub-Industry: Competitive Retail Electric Service  
Provider

General Code: Marketing -- Electric

AIQ Sub-Sub-Industry:

Specific Code: Misleading Information /  
Materials

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:**

Informed customer of co response confirming there is no pending enrollments and she's been placed on DNS list.  
She said she never called us.

## Case Comments

---

Created Date	Comment
4/18/2019 3:31:44 PM	A male who said his name is David Lobo, ID #104246, called Mrs. [REDACTED] from 330-359-6749 (at least that's what showed on the Caller ID) and claimed to be calling from Duke's discount dept. He said they are offering discounts to seniors and offered to enroll her. She declined to provide her account information because she didn't trust the information he was giving and he proceeded to read off her account number to her. when she told him she doesn't want to enroll and disconnected the call he called right back. He was angry and rude and she will never do business with this co because of it. She wants to be placed on the co's DNS list, wants to make sure there are no pending enrollments and to know how they obtained her account information.
5/1/2019 11:19:14 AM	Informed customer of co response confirming there is no pending enrollments and she's been placed on DNS list. She said she never called us.

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

---

## Case Emails

---

Email Created Date: 4/19/2019 10:52:25 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:

00265323COMPANY: CUSTOMER: [REDACTED] ADDRESS: [REDACTED] Loveland, Ohio

45140SERVICE ADDRESS: [REDACTED] Loveland,

Ohio 45140AIQ:

Verde Energy USA Ohio LLCSERVICE 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:

A male who said his name is David Lobo, ID #104246, called Mrs. [REDACTED] from 330-359-6749 (at least that's what showed on the Caller ID) and claimed to be calling from Duke's discount dept. He said they are offering discounts to seniors and offered to enroll her. She declined to provide her account information because she didn't trust the information he was giving and he proceeded to read off her account number to her. when she told him she doesn't want to enroll and disconnected the call he called right back. He was angry and rude and she will never do business with this co because of it.She wants to be placed on the co's DNS list, wants to make sure there are no pending enrollments and to know how they obtained her account information. Please respond to both. Sincerely, Darita Patterson Public Utilities Commission of

OhioService Monitoring and

Enforcement DepartmentCustomer Service Investigator (800) 686-PUCO

(7826)www.PUCO.ohio.gov



96

Normal  
0

false  
false  
false

EN-US  
X-NONE  
X-NONE























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ref:\_00Dt0GzXt.\_500t0GKUJw:ref

**Email Created Date: 4/24/2019 8:23:58 PM**

**Email Text Version:**

Good Afternoon Ms. Patterson.

Please be aware that I have forwarded the details of this complaint to Verde's Compliance Manager-Vendor & Quality Assurance for investigation purposes. As such, Verde will provide an update to PUCO Complaint No. 00265323 by 04/26/2019.

Best Regards,

Edwin Quinonez

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

Edwin Quinonez | Regulatory Specialist

12140 Wickchester Ln, Ste 100 | Houston, TX 77079

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

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

From: Darita Patterson

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

Sent: Friday, April 19, 2019 9:52 AM

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

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265323 [

ref:\_00Dt0GzXt.\_500t0GKUJw: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: 00265323

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Loveland, Ohio 45140

SERVICE ADDRESS: [REDACTED] Loveland, Ohio 45140

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:

A male who said his name is David Lobo, ID #104246, called Mrs. [REDACTED] from 330-359-6749 (at least that's what showed on the Caller ID) and claimed to be calling from Duke's discount dept. He said they are offering discounts to seniors and offered to enroll her. She declined to provide her account information because she didn't trust the information he was giving and he proceeded to read off her account number to her. when she told him she doesn't want to enroll and disconnected the call he called right back. He was angry and rude and she will never do business with this co because of it. She wants to be placed on the co's DNS list, wants to make sure there are no pending enrollments and to know how they obtained her account information. Please respond to both.

Sincerely,

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

www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7Ccontactthepuco%40puco.ohio.gov%7C70db1447c6d4483aed6108d6c9144c0d%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636917486345167905&sdata=BuS0jrGAUvnWbZV%2BMjivAaXybMUg50nUydLtJsEPBpw%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=018t0000004NWOc]

ref:\_00Dt0GzXt.\_500t0GKUJw:ref

**Email Created Date: 4/26/2019 6:59:19 PM**

**Email Text Version:**

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00265323.

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

[REDACTED] has filed a complaint with the Public Utility Commission of Ohio ("PAPUC") because she states that an individual by the name of David Lobo (Agent ID: 104246) contacted her indicating that he was offering senior discount. She goes on to state that he was angry and rude after she turned him down.

We'd like to confirm that Verde has not received an enrollment under [REDACTED]. Additionally, Verde was unable to locate an account with the information provided. However, if Ms. [REDACTED] believes that she has an account with Verde, we recommend that she provide the account number in question or send us a copy of her invoice for review. Lastly, please be aware that Verde takes the nature of this complaint very seriously. As such, Ms. [REDACTED] information has been added to our internal "Do Not Call" as well as our "Do Not Knock" list. Additionally, we have forwarded Ms. [REDACTED] concerns to Verde's Compliance Manager-Vendor & Quality Assurance for investigation purposes.

Please let me know if you have further questions regarding this matter.

Best Regards,

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

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

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

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

From: Customer Concerns <[customerconcerns@sparkenergy.com](mailto:customerconcerns@sparkenergy.com)>  
Sent: Wednesday, April 24, 2019 7:24 PM  
To: [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)  
Subject: FW: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265323 [ref:\_00Dt0GzXt.\_500t0GKUJw:ref ]

Good Afternoon Ms. Patterson.

Please be aware that I have forwarded the details of this complaint to Verde's Compliance Manager-Vendor & Quality Assurance for investigation purposes. As such, Verde will provide an update to PUCO Complaint No. 00265323 by 04/26/2019.

Best Regards,

Edwin Quinonez

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

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

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

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

Sent: Friday, April 19, 2019 9:52 AM

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

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265323 [

ref:\_00Dt0GzXt.\_500t0GKUJw: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: 00265323

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Loveland, Ohio 45140

SERVICE ADDRESS: [REDACTED] Loveland, Ohio 45140

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:

A male who said his name is David Lobo, ID #104246, called Mrs. [REDACTED] from 330-359-6749 (at least that's what showed on the Caller ID) and claimed to be calling from Duke's discount dept. He said they are offering discounts to seniors and offered to enroll her. She declined to provide her account information because she didn't trust the information he was giving and he proceeded to read off her account number to her.

when she told him she doesn't want to enroll and disconnected the call he called right back. He was angry and rude and she will never do business with this co because of it.

She wants to be placed on the co's DNS list, wants to make sure there are no pending enrollments and to know how they obtained her account information. Please respond to both.

Sincerely,



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

www.PUCO.ohio.gov<<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Ca234a4c8afaf4c56dcfa08d6ca9ace3d%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636919163566293020&sdata=AyxUoV%2BpzbORTWpIhwztzl6o2W4E7uldKkRW4EM%2BFBvc%3D&reserved=0>>

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[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004NWOc>]

ref:\_00Dt0GzXt.\_500t0GKUJw:ref

## Case Images

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Created Date	Images
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# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

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

## Case Detail

Case Number: 00265334

Account Name: [REDACTED]

Type:

Status: Reply Received

Preferred Contact Method: No Preference

Owner: Lee Garry

Account in Question: Verde Energy USA  
Ohio LLC

Account Holder: [REDACTED] [REDACTED]

Priority: Standard

Service Type: Residential

### CASE DATES:

Date Opened: 04-18-2019

Case Age in Business Days: 8

Date Closed:

## Contact Information

Contact: [REDACTED]

Preferred Contact Method: No Preference

Phone:

Mobile: [REDACTED]

Preferred Contact Time:

Email:

## Service Address Information

Service Account Number: [REDACTED]

Service Address County: Columbiana

Service Address Street: [REDACTED]  
[REDACTED]

Service Address State: Ohio

Service Address City: Salem

Service Address Country: United States

Service Address Zip:

Service Address Phone: [REDACTED]

## Industry Information

AIQ Industry: Gas

Territory Account:

AIQ Sub-Industry: Competitive Retail Natural Gas Service  
Provider

General Code: Marketing -- Gas

AIQ Sub-Sub-Industry:

Non-Jurisdictional Case: ☐

Specific Code: Posed as Utility

## 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:

## Case Comments

---

Created Date	Comment
4/18/2019 4:08:11 PM	<p>The customer is calling to file complaint regarding Verde Energy.</p> <p>The customer noticed Verde Energy was on her bill, she contacted Verde Energy which informed someone at the residence signed up for Verde Energy as a supplier.</p> <p>The customer's boyfriend informed that someone came to the residence to check the gas meter and gas bill a few weeks ago, but they didn't think anymore about it until they noticed a increase on her bill.</p> <p>The customer was on the SCO, but Verde increased her rate to \$0.6990/ccf for 12 months.</p> <p>The customer would like to dispute the enrollment based on misleading information. The customer is from Florida where they don't use gas, so they don't know anything about suppliers etc.</p> <p>The customer contacted CGO, which cancelled Verde, returning the customer to the SCO and advised it would be 1-2 bill cycles.</p> <p>The customer feels the representatives with Verde Energy posed as a utility, and took advantage of them.</p> <p>The customer is requesting we investigate.</p> <p>I provided the case number, I provided my name, lcb.</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: Leonard Gore  
# Tasks Correspondence Review: 0  
# Tasks Correspondence Review:0

Last Modified by: Elizabeth Blackmer  
Next Activity Date:  
Case Grade Created: ☐  
Case Grade Target: ☐

## Case Emails

---

**Email Created Date:** 4/19/2019 11:11:26 AM

**Email Text Version:**

96

Normal  
0

false  
false  
false

EN-US  
X-NONE  
X-NONE





















## Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply Please Respond Within 3 Business Days

CASE ID:

00265334COMPANY: CUSTOMER: [REDACTED] ADDRESS: [REDACTED] [REDACTED] Salem, Ohio

44460SERVICE ADDRESS: [REDACTED] [REDACTED] Salem, Ohio 44460AIQ:

Verde Energy USA Ohio LLCSERVICE ACCOUNT NUMBER: [REDACTED]

[REDACTED] \*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(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. The customer states someone came to the property claiming to be with Columbia Gas and needed to check the meter and the bill.

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.

Sincerely, Lee Garry Public Utilities Commission of  
OhioService Monitoring and  
Enforcement DepartmentCustomer Service 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.\_500t0GKUgi:ref

**Email Created Date: 4/24/2019 4:41:02 PM**

**Email Text Version:**

Good Afternoon,

Attached you will find the TPV requested for PUCO Complaint No. 00265334. As such, Verde  
will be providing the final response by the end of business on 5/3/2019.

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: Lee Garry <contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>  
Sent: Friday, April 19, 2019 10:11 AM  
To: Regulatory <regulatory@sparkenergy.com<mailto:regulatory@sparkenergy.com>>  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265334 [  
ref:\_00Dt0GzXt.\_500t0GKUgi:ref ]

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

Initial Submission of a Consumer Complaint  
Provider of Natural Gas or Electric Supply  
Please Respond Within 3 Business Days

CASE ID: 00265334  
COMPANY:  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] [REDACTED] Salem, Ohio 44460  
SERVICE ADDRESS: [REDACTED] [REDACTED] Salem, Ohio 44460  
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. The customer states someone came to the property claiming to be with Columbia Gas and needed to check the meter and the bill.

Please review the account and advise:

1. When, how, and by whom the enrollment was completed?
2. If the enrollment was for a fixed, variable, or variable with an introductory rate product.

3. What was the customer billed per CCF/MCF/kWh for all service periods during which the customer was enrolled?
4. The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.
5. Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.
6. 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):

1. The sales script and/or sales call used to market this customer.
2. The signed agreement for service.
3. The Terms and Conditions of Service.
4. The signed Acknowledgement form.
5. The Welcome Letter mailed to the customer.
6. The Third Party Verification recording for this enrollment.
7. The contract expiration notices mailed to the customer.

Sincerely,

Lee Garry  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C7c3cb19cb0574e17dce408d6c8f5269e%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636917352581569617&sdata=g8sw8A6AJktfHmPjca6vFyLB3zNnT8FH4bC9uxmymS8%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%7C7c3cb19cb0574e17dce408d6c8f5269e%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636917352581569617&sdata=g8sw8A6AJktfHmPjca6vFyLB3zNnT8FH4bC9uxmymS8%3D&reserved=0)

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[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004NwQ4>]

ref:\_00Dt0GzXt.\_500t0GKUgi:ref

**Email Created Date: 4/30/2019 1:42:31 PM**

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00265334

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] [REDACTED] Salem, Ohio 44460

SERVICE ADDRESS: [REDACTED] [REDACTED] !Case.Service\_Address\_City\_\_c}, Ohio 44460

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Sincerely,

Elizabeth Blackmer  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Supervisor - Gas  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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

**Email Created Date: 5/1/2019 1:54:13 PM**

**Email Text Version:**

Good Afternoon,

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

As such, Verde has submitted a request to the proper department to receive the signed contract requested for PUCO Complaint No. 00265334. In as much, Verde will provide the requested document upon receipt.

Lastly, please be advised, Verde will be providing a final response by the end of business on 5/3/2019.

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: Elizabeth Blackmer <contactthepuco@puc.state.oh.us>  
Sent: Tuesday, April 30, 2019 12:43 PM  
To: Regulatory <regulatory@sparkenergy.com>  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265334 [ref:\_00Dt0GzXt.\_500t0GKUgi:ref ]

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

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
URGENT

CASE ID: 00265334  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Salem, Ohio 44460  
SERVICE ADDRESS: [REDACTED] Salem, Ohio 44460  
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:

I understand that you are planning to send your final response on May 3, but would you please send a copy of the signed contract today?

Thank you for your assistance.

Sincerely,

Elizabeth Blackmer  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Supervisor - Gas  
(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%7C1fa46b92181a4e8c553108d6ce5e0300%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636923300503817097&sdata=hxQclHhr3DTlgwc7sr0EWjTiXax5hdbCe7tRUqX5lto%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%7C1fa46b92181a4e8c553108d6ce5e0300%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636923300503817097&sdata=hxQclHhr3DTlgwc7sr0EWjTiXax5hdbCe7tRUqX5lto%3D&reserved=0)

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[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004Njh4>]

ref:\_00Dt0GzXt.\_500t0GKUgi:ref

## Case Images

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Created Date	Images
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# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

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

## Case Detail

Case Number: 00265353

Account Name: [REDACTED]

Type:

Status: Pending Reply

Preferred Contact Method: No Preference

Owner: Shawn Thompson

Account in Question: Verde Energy USA  
Ohio LLC

Account Holder:

Priority: Standard

Service Type: Residential

### CASE DATES:

Date Opened: 04-18-2019

Case Age in Business Days: 12

Date Closed:

## Contact Information

Contact: [REDACTED]

Preferred Contact Method: No Preference

Phone:

Mobile:

Preferred Contact Time:

Email: [REDACTED]

## Service Address Information

Service Account Number:

Service Address Street: [REDACTED]

Service Address City: North Canton

Service Address Country: United States

Service Address County: Summit

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:

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:

## Case Comments

---

Created Date	Comment
4/18/2019 4:39:40 PM	Caller said a Verde rep called and said the utility has her down as a business customer and he needed to clarify her account information in order to make sure eh's being billed as residential. She said she didn't complete any enrollment but she doesn't trust any of this. Especially because they kept calling back after she repeatedly told them she is not interested. Please confirm there is no pending enrollment for this customer and request placement on their DNS list.
4/24/2019 10:46:12 AM	* sent initial email *
4/29/2019 9:33:33 AM	* sent email *
5/7/2019 11:51:01 AM	* sent follow up email *

## 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: Darita Patterson	Last Modified by: Shawn Thompson
# Tasks Correspondence Review: 0	Next Activity Date:
# Tasks Correspondence Review:0	Case Grade Created: <input type="checkbox"/>
	Case Grade Target: <input type="checkbox"/>

## Case Emails

---

**Email Created Date: 4/24/2019 10:45:31 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:

00265353CUSTOMER: [REDACTED] [REDACTED] North Canton, Ohio

44720SERVICE ADDRESS: [REDACTED] North Canton,

Ohio 44720AIQ:

Verde Energy USA Ohio LLC \*\*\*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,

Caller states that she received a call from a Verde representative. He stated that the utility had her listed as a business customer and he needed to clarify her account information, in order to make sure that he is being billed as residential. Caller states that she did not complete any enrollment. She states that she does not trust any of this, especially because they kept calling her back after she told them that she was not interested.

\*\*\* Please confirm that the was not enrolled with Verde.\*\*\* Please place the customer on your internal Do Not Solicit list.\*\*\* Please provide all of the details regarding this issue to our office for review. Sincerely, Shawn Thompson Public Utilities Commission of

OhioService Monitoring and

Enforcement DepartmentCustomer Service Investigator (800) 686-PUCO

(7826)www.PUCO.ohio.gov

0

false

false

false

EN-US

X-NONE

X-NONE





















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ref:\_00Dt0GzXt.\_500t0GKV8H:ref

**Email Created Date: 4/26/2019 6:17:49 PM**

**Email Text Version:**

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

After careful review, our records do not reflect any active or pending enrollments in our systems with the customer's information provided in PUCO Complaint No. 00265353. For this reason, there is no available TPV. In addition, Verde has requested to add Ms. [REDACTED] service address of [REDACTED] North Canton, Ohio 44720 to our "Do Not Solicit" list.

As such, Verde will be providing a final response to PUCO Complaint No. 00265353 by the end of business on 5/7/2019.

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

Sent: Wednesday, April 24, 2019 9:46 AM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265353 [

ref:\_00Dt0GzXt.\_500t0GKV8H: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: 00265353

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] North Canton, Ohio 44720



SERVICE ADDRESS: [REDACTED] North Canton, Ohio 44720  
AIQ: Verde Energy USA Ohio LLC

\*\*\*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,

Caller states that she received a call from a Verde representative. He stated that the utility had her listed as a business customer and he needed to clarify her account information, in order to make sure that he is being billed as residential. Caller states that she did not complete any enrollment. She states that she does not trust any of this, especially because they kept calling her back after she told them that she was not interested.

- \*\*\* Please confirm that the was not enrolled with Verde.
- \*\*\* Please place the customer on your internal Do Not Solicit list.
- \*\*\* Please provide all of the details regarding this issue to our office for review.

Sincerely,

Shawn Thompson  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cb2a2ba97360a43b2145b08d6ca9501e6%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636919138674016262&sdata=DAtFOCzmdPU1COQHnIFm00Q66Z0BCZULa1xld1zT%2BSY%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%7Cb2a2ba97360a43b2145b08d6ca9501e6%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636919138674016262&sdata=DAtFOCzmdPU1COQHnIFm00Q66Z0BCZULa1xld1zT%2BSY%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=018t0000004Nbsf]

ref:\_00Dt0GzXt.\_500t0GKV8H:ref

**Email Created Date: 4/26/2019 6:26:05 PM**

**Email Text Version:**

Good Afternoon,

In an effort to provide an accurate response and resolution, please provide Ms. [REDACTED] telephone number.

Please let me know if you have any questions regarding this request.

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

Sent: Wednesday, April 24, 2019 9:46 AM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265353 [

ref:\_00Dt0GzXt.\_500t0GKV8H:ref ]

[https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt0000000GzXt]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00265353

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] North Canton, Ohio 44720

SERVICE ADDRESS: [REDACTED] North Canton, Ohio 44720

AIQ: Verde Energy USA Ohio LLC

\*\*\*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,

Caller states that she received a call from a Verde representative. He stated that the utility had her listed as a business customer and he needed to clarify her account information, in order to make sure that he is being billed as residential. Caller states that she did not complete any enrollment. She states that she does not trust any of this, especially because they kept calling her back after she told them that she was not interested.

\*\*\* Please confirm that the was not enrolled with Verde.

\*\*\* Please place the customer on your internal Do Not Solicit list.

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

Sincerely,

Shawn Thompson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C611b2a64551449dee30108d6ca96286c%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636919143606934474&sdata=OUnPHd6Yl4y40vKUwKbhvP6TdZMIwLyK7Da4MhfCJ0s%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%7C611b2a64551449dee30108d6ca96286c%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636919143606934474&sdata=OUnPHd6Yl4y40vKUwKbhvP6TdZMIwLyK7Da4MhfCJ0s%3D&reserved=0)

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[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004Nbsf>]

ref:\_00Dt0GzXt.\_500t0GKV8H:ref

**Email Created Date: 4/29/2019 9:30:43 AM**

**Email Text Version:**

Good morning Brandi,

A phone number was not obtained. Therefore, I have no phone number to provide you.

Thank you,

Shawn Thompson

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 4/26/2019 6:25 PM

To: contactthepuco@puco.ohio.gov

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265353 [

ref:\_00Dt0GzXt.\_500t0GKV8H:ref ]

Good Afternoon,

In an effort to provide an accurate response and resolution, please provide Ms. [REDACTED] telephone number.

Please let me know if you have any questions regarding this request.

Kindest Regards,

Brandi Williams | Regulatory Specialist  
12140 Wickchester Ln, Ste 100 | Houston, TX 77079  
Tel: 281-833-4103  
bwilliams@verdeenergy.com

From: Shawn Thompson <contactthepuco@puc.state.oh.us>  
Sent: Wednesday, April 24, 2019 9:46 AM  
To: Regulatory <regulatory@sparkenergy.com>  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265353 [ref:\_00Dt0GzXt.\_500t0GKV8H:ref ]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00265353

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] North Canton, Ohio 44720

SERVICE ADDRESS: [REDACTED] North Canton, Ohio 44720

AIQ: Verde Energy USA Ohio LLC

\*\*\*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,

Caller states that she received a call from a Verde representative. He stated that the utility had her listed as a business customer and he needed to clarify her account information, in order to make sure that he is being billed as residential. Caller states that she did not complete any enrollment. She states that she does not trust any of this, especially because they kept calling her back after she told them that she was not interested.

\*\*\* Please confirm that the was not enrolled with Verde.

\*\*\* Please place the customer on your internal Do Not Solicit list.

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

Sincerely,

Shawn Thompson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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ref:\_00Dt0GzXt.\_500t0GKV8H:ref

**Email Created Date: 5/7/2019 11:50:30 AM**

**Email Text Version:**

Good morning,

Please provide an update or final response.

Thank you,

Shawn Thompson

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

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

Sent: 4/29/2019 9:30 AM

To: regulatory@sparkenergy.com

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265353 [ref:\_00Dt0GzXt.\_500t0GKV8H:ref ]

Good morning Brandi,

A phone number was not obtained. Therefore, I have no phone number to provide you.

Thank you,

Shawn Thompson

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 4/26/2019 6:25 PM

To: contactthepuco@puco.ohio.gov

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265353 [ref:\_00Dt0GzXt.\_500t0GKV8H:ref ]

Good Afternoon,

In an effort to provide an accurate response and resolution, please provide Ms. [REDACTED] telephone number.

Please let me know if you have any questions regarding this request.

Kindest Regards,

Brandi Williams | Regulatory Specialist  
12140 Wickchester Ln, Ste 100 | Houston, TX 77079  
Tel: 281-833-4103  
bwilliams@verdeenergy.com

From: Shawn Thompson <contactthepuco@puc.state.oh.us>  
Sent: Wednesday, April 24, 2019 9:46 AM  
To: Regulatory <regulatory@sparkenergy.com>  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265353 [ref:\_00Dt0GzXt.\_500t0GKV8H:ref ]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00265353

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] North Canton, Ohio 44720

SERVICE ADDRESS: [REDACTED] North Canton, Ohio 44720

AIQ: Verde Energy USA Ohio LLC

Case Number: 00265353



\*\*\*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,

Caller states that she received a call from a Verde representative. He stated that the utility had her listed as a business customer and he needed to clarify her account information, in order to make sure that he is being billed as residential. Caller states that she did not complete any enrollment. She states that she does not trust any of this, especially because they kept calling her back after she told them that she was not interested.

\*\*\* Please confirm that the was not enrolled with Verde.

\*\*\* Please place the customer on your internal Do Not Solicit list.

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

Sincerely,

Shawn Thompson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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ref:\_00Dt0GzXt.\_500t0GKV8H:ref

## Case Images

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Created Date	Images
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# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

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

## Case Detail

Case Number: 00265403	Owner: Lee Garry
Account Name: [REDACTED]	Account in Question: Verde Energy USA Ohio LLC
Type:	Account Holder: [REDACTED]
Status: Closed	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

### CASE DATES:

Date Opened: 04-19-2019  
Case Age in Business Days: 8

Date Closed: 04-30-2019

## Contact Information

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

## Service Address Information

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

## Industry Information

AIQ Industry: Electric	Territory Account: 001t0000008OFZIAA4
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:**

LM ON VM FOR [REDACTED] TO CLOSE  
explained parents info was added to do not contact lists with Verde.

## Case Comments

---

Created Date	Comment
4/19/2019 9:56:46 AM	<p>[REDACTED] is calling re: her parents' account: [REDACTED] They continue to receive unwanted calls from suppliers even after repeatedly requesting that they stop calling.</p> <p>The Verde representative was very rude and claims that customer already agreed to change to their service, and he was just providing a confirmation number. Most recent call was on 4/17 at 11:30am. She wants to be removed from Verde Energy's contact list.</p> <p>*[REDACTED] may be reached by her phone [REDACTED] since she's the contact for her parents' accounts.</p>
4/30/2019 2:28:03 PM	LM ON VM FOR [REDACTED] TO CLOSE explained parents info was added to do not contact lists with 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: Alfred Thompson	Last Modified by: Sara Macey
# Tasks Correspondence Review: 0	Next Activity Date:
# Tasks Correspondence Review:0	Case Grade Created: <input type="checkbox"/>
	Case Grade Target: <input type="checkbox"/>

---

## Case Emails

---

Email Created Date: 4/19/2019 11:19:59 AM

Email Text Version:

96

Normal

0

false

false

false

EN-US

X-NONE

X-NONE





















Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply Please Respond Within 3 Business Days

CASE ID:

00265403COMPANY: CUSTOMER: [REDACTED] ADDRESS: [REDACTED] Stow, Ohio

44224SERVICE ADDRESS: [REDACTED] Stow,

Ohio 44224AIQ:

Verde Energy USA Ohio LLCSERVICE ACCOUNT NUMBER: [REDACTED]

[REDACTED] \*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v) or O.A.C. 4901:1-21-06(D)(1)(h)(v)\*\*\*

DESCRIPTION OF ISSUE:

This customer states they have repeatedly requested for the sales reps to stop calling and they do not stop. They also mislead the customer. The last call received the rep said the customer already enrolled they were just calling to give the confirmation

#.\*\*\*\*\*Please review your sales calls to this customer for misleading information and add the customer to your do not call listings.

If copies of sales calls are available, provide those to the PUCO.

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.

Sincerely, Lee Garry Public Utilities Commission of

OhioService Monitoring and

Enforcement DepartmentCustomer Service 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.\_500t0GKYs6:ref

**Email Created Date: 4/24/2019 8:14:39 PM**

**Email Text Version:**

Good Afternoon Mr. Garry,

Per O.A.C. 4901:1-29-06(D)(6)(b)(v), attached you will find the TPV for PUCO Complaint No. 00265403. Please note that Verde will provide a final response to PUCO Complaint No. 00264663 by 04/26/2019.

Best Regards,

Edwin Quinonez

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

Edwin Quinonez | Regulatory Specialist

12140 Wickchester Ln, Ste 100 | Houston, TX 77079

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

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

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

Sent: Friday, April 19, 2019 10:20 AM

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

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265403 [

ref:\_00Dt0GzXt.\_500t0GKYs6:ref ]

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

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00265403

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Stow, Ohio 44224

SERVICE ADDRESS: [REDACTED] Stow, Ohio 44224

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 states they have repeatedly requested for the sales reps to stop calling and they do not stop. They also mislead the customer. The last call received the rep said the customer already enrolled they were just calling to give the confirmation #.

\*\*\*\*\*

Please review your sales calls to this customer for misleading information and add the customer to your do not call listings.

If copies of sales calls are available, provide those to the PUCO.

Please review the account and advise:

1. When, how, and by whom the enrollment was completed?
2. If the enrollment was for a fixed, variable, or variable with an introductory rate product.
3. What was the customer billed per CCF/MCF/kWh for all service periods during which the customer was enrolled?
4. The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.
5. Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.
6. 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):

1. The sales script and/or sales call used to market this customer.
2. The signed agreement for service.
3. The Terms and Conditions of Service.
4. The signed Acknowledgement form.
5. The Welcome Letter mailed to the customer.
6. The Third Party Verification recording for this enrollment.
7. The contract expiration notices mailed to the customer.

Sincerely,

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

www.PUCO.ohio.gov<<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7Ccontactthepuco%40puco.ohio.gov%7C2aa5f4a814d948ade13b08d6c912fceb%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636917480743993168&sdata=nJkFOxDa%2BAkJc1atVol6PDCLuygg09DR6bxoGfO1snl%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=018t0000004NWQn>]

ref:\_00Dt0GzXt.\_500t0GKYs6:ref

**Email Created Date: 4/26/2019 7:12:25 PM**

**Email Text Version:**

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00265403.

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

[REDACTED] has filed a complaint with the Public Utility Commission of Ohio ("PUCO") because he states that he repeatedly requested for the sales representatives to stop calling. He goes on to state that he was misled to enrolling his service to Verde.

**Investigative Results:**

- On 10/17/2018, a person by the name of [REDACTED] enrolled the electric account to Verde via Outbound Telemarketer representative associated with Intersoft into a 12 month fixed rate of \$0.0799 cents/kWh. (TPV Attached)
- On 10/24/2018, Verde was in receipt of a rescission transaction from the utility.

· On 04/21/2019, Verde was in receipt of PUCO Complaint No. 00265403.  
Outcome:

We'd like to confirm that per the attached TPV completed on 10/17/2018, [REDACTED] authorized the electric enrollment to Verde without any objections. Furthermore the phone number that was used to file PUCO Complaint No. 0026403 is the same telephone number used to complete the TPV. As such, Verde has determined that the enrollment is valid; however, it was found that the TPV was not in compliance with O.A.C. 4901:1-21-06(D)(2)(a)(vii). Please be aware that this information has been updated with all our scripts to reflect the appropriate timeframe. Please be aware that this enrollment was successfully rescinded on 10/24/2018 and the account did not become active.

Lastly, due to the nature of this complaint, Mr. [REDACTED] information has been added to our internal "Do Not Call" as well as our "Do Not Knock" list.  
Please let me know if you have any additional questions or concerns regarding this matter.

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

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

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

From: Customer Concerns <[customerconcerns@sparkenergy.com](mailto:customerconcerns@sparkenergy.com)>  
Sent: Wednesday, April 24, 2019 7:14 PM  
To: [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)  
Subject: FW: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265403 [ref:\_00Dt0GzXt.\_500t0GKYs6:ref ]

Good Afternoon Mr. Garry,

Per O.A.C. 4901:1-29-06(D)(6)(b)(v), attached you will find the TPV for PUCO Complaint No. 00265403. Please note that Verde will provide a final response to PUCO Complaint No. 00264663 by 04/26/2019.

Best Regards,

Edwin Quinonez

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

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

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

From: Lee Garry <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)<<mailto:contactthepuco@puc.state.oh.us>>>  
Sent: Friday, April 19, 2019 10:20 AM  
To: Regulatory <[regulatory@sparkenergy.com](mailto:regulatory@sparkenergy.com)<<mailto:regulatory@sparkenergy.com>>>  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265403 [ref:\_00Dt0GzXt.\_500t0GKYs6:ref ]

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

Initial Submission of a Consumer Complaint



Provider of Natural Gas or Electric Supply  
Please Respond Within 3 Business Days

CASE ID: 00265403

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Stow, Ohio 44224

SERVICE ADDRESS: [REDACTED] Stow, Ohio 44224

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 states they have repeatedly requested for the sales reps to stop calling and they do not stop. They also mislead the customer. The last call received the rep said the customer already enrolled they were just calling to give the confirmation #.

\*\*\*\*\*

Please review your sales calls to this customer for misleading information and add the customer to your do not call listings.

If copies of sales calls are available, provide those to the PUCO.

Please review the account and advise:

1. When, how, and by whom the enrollment was completed?
2. If the enrollment was for a fixed, variable, or variable with an introductory rate product.
3. What was the customer billed per CCF/MCF/kWh for all service periods during which the customer was enrolled?
4. The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.
5. Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.
6. 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):

1. The sales script and/or sales call used to market this customer.
2. The signed agreement for service.
3. The Terms and Conditions of Service.
4. The signed Acknowledgement form.
5. The Welcome Letter mailed to the customer.
6. The Third Party Verification recording for this enrollment.
7. The contract expiration notices mailed to the customer.

Sincerely,

Lee Garry

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cb999a48a39c44d0dad3708d6ca9ca0e9%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636919171408686238&sdata=I%2BMZ6uiX78abLcLhD%2BikOOeOGeVbnDPHaOn8VV8AWkM%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%7Cb999a48a39c44d0dad3708d6ca9ca0e9%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636919171408686238&sdata=I%2BMZ6uiX78abLcLhD%2BikOOeOGeVbnDPHaOn8VV8AWkM%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=018t0000004NWQn>]

ref:\_00Dt0GzXt.\_500t0GKYs6:ref

## Case Images

---

Created Date	Images
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# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

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

## Case Detail

Case Number: 00265445	Owner: Michael Yonkura
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: 04-19-2019  
Case Age in Business Days: 1

Date Closed: 04-19-2019

## Contact Information

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

## Service Address Information

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

## Industry Information

AIQ Industry: Gas	Territory Account: 001t0000008OFY7AAO
AIQ Sub-Industry: Competitive Retail Natural Gas Service Provider	General Code: Marketing -- Gas
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:**

Call Verde or CG/AEP to cancel

## Case Comments

---

Created Date	Comment
4/19/2019 12:08:19 PM	Caller states that her husband had received a call from Verde on 4/17 and was advised that Verde has been on their account for a year and if they don't renew they will be disconnected. Caller's husband did enroll. Advised caller of enrollment and rescission process and gave numbers to EAs of both AEP and CG. ICB if any issue with Verde.
4/19/2019 2:26:00 PM	Call Verde or CG/AEP to cancel

## 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: Michael Yonkura	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: 00265527

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: 04-19-2019

Date Closed: 04-19-2019

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: Erie

Service Address Street: [REDACTED]

Service Address State: Ohio

Service Address City: Vermilion

Service Address Zip:

Service Address Country: United States

Service Address Phone: [REDACTED]

## Industry Information

AIQ Industry: Electric

Territory Account:

AIQ Sub-Industry: Competitive Retail Electric Service  
Provider

General Code: Marketing -- Electric

AIQ Sub-Sub-Industry:

Specific Code: Cancellation Issues

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
4/19/2019 4:29:14 PM	Customer calling about Verde. Customer calling because she wanted to cancel enrollment with Verde. Advised customer to contact Verde and cancel and call OE to get on their internal do not market list. Invited call back.
4/19/2019 4:29:36 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: 00265684

Account Name: [REDACTED]

Type:

Status: Pending Reply

Preferred Contact Method: No Preference

Owner: Leah Lehman

Account in Question: Verde Energy USA  
Ohio LLC

Account Holder: [REDACTED]

Priority: Standard

Service Type: Residential

### CASE DATES:

Date Opened: 04-22-2019

Case Age in Business Days: 11

Date Closed:

## Contact Information

Contact: [REDACTED]

Preferred Contact Method: No Preference

Phone: [REDACTED]

Mobile:

Preferred Contact Time:

Email: [REDACTED]@gmail.com

## Service Address Information

Service Account Number:

Service Address Street: [REDACTED]

Service Address City: Englewood

Service Address Country: United States

Service Address County: Montgomery

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: 001t0000008OFYIAA4

General Code: Billing -- Electric

Specific Code: Contract Inquiry

## 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:

## Case Comments

---

Created Date	Comment
4/22/2019 12:27:33 PM	Caller states she was under contract and rate drastically increased to 18.99 cents per kwh. states she was told fixed rate expired and went to variable. No requirement to notify customer of change. She has since requested to go to DP&L. unsure of what she agreed to. advised we can investigate original enrollment and T&Cs.  said service in husband- [REDACTED] name.  cancellation # [REDACTED]
5/6/2019 3:29:46 PM	I called customer. There was a noise like the phone had been picked up but no answer.
5/7/2019 10:19:38 AM	I called the number on file. The phone rang once. Again there was a noise like the phone had been picked up but no answer.  IF CUSTOMER CALLS BACK PLEASE PROVIDE THE FOLLOWING UPDATE: The account was authorized to enroll with Verde electric service on August 26, 2016. However, it was found that the TPV did not comply with Regulations and Verde will be re-rating the charges from the service start date (10/5/2016) to the service stop date (6/5/2019). The cost analysis of the re-rate will be generated once Verde has received the final usage amount from Dayton Power and Light.

## 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: Lee Garry	Last Modified by: Leah Lehman
# Tasks Correspondence Review: 0	Next Activity Date:
# Tasks Correspondence Review:0	Case Grade Created: <input type="checkbox"/>
	Case Grade Target: <input type="checkbox"/>

## Case Emails

---

**Email Created Date:** 4/22/2019 12:44:53 PM

**Email Text Version:**

Initial Submission of a Consumer Complaint

Provider of Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00265684

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Englewood, Ohio 45322

SERVICE ADDRESS: [REDACTED] Englewood, Ohio 45322

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

\*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v) or O.A.C. 4901:1-21-06(D)(1)(h)(v)\*\*\*

DESCRIPTION OF ISSUE:

Ms. [REDACTED] states that she did not receive notification that her fixed rate ended and her rate drastically increased.

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.

Sincerely,

Leah Lehman

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.\_500t0GKmlL:ref

**Email Created Date: 4/24/2019 4:48:17 PM**

**Email Text Version:**

Good Afternoon,

Thank you for bringing [REDACTED] concerns to our attention and for allowing us to address it. Please be advised that we are currently researching the details of PUCO Complaint No. 00265684 and will be providing an update by the end of business on 4/26/2019.

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>

Sent: Monday, April 22, 2019 11:46 AM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265684 [

ref:\_00Dt0GzXt.\_500t0GKmlL:ref ]

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

Initial Submission of a Consumer Complaint

Provider of Electric Supply

Please Respond Within 3 Business Days

Case Number: 00265684

CASE ID: 00265684

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Englewood, Ohio 45322

SERVICE ADDRESS: [REDACTED] Englewood, Ohio 45322

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

\*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v) or O.A.C. 4901:1-21-06(D)(1)(h)(v)\*\*\*

#### DESCRIPTION OF ISSUE:

Ms. [REDACTED] states that she did not receive notification that her fixed rate ended and her rate drastically increased.

Please review the account and advise:

1. When, how, and by whom the enrollment was completed?
2. If the enrollment was for a fixed, variable, or variable with an introductory rate product.
3. What was the customer billed per CCF/MCF/kWh for all service periods during which the customer was enrolled?
4. The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.
5. Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.
6. 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):

1. The sales script and/or sales call used to market this customer.
2. The signed agreement for service.

3. The Terms and Conditions of Service.
4. The signed Acknowledgement form.
5. The Welcome Letter mailed to the customer.
6. The Third Party Verification recording for this enrollment.
7. The contract expiration notices mailed to the customer.

Sincerely,

Leah Lehman

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%7Cc774d4124e224c994a9108d6c8f62a98%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636917356942670966&sdata=s215viVVw7loPaGm0l73vFDLmUxoIXCz7dAiq1KcNrA%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%7Cc774d4124e224c994a9108d6c8f62a98%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636917356942670966&sdata=s215viVVw7loPaGm0l73vFDLmUxoIXCz7dAiq1KcNrA%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=018t0000004NXh1>]

ref:\_00Dt0GzXt.\_500t0GKmlL:ref

**Email Created Date: 4/26/2019 5:48:09 PM**

**Email Text Version:**

Good Afternoon,

Attached you will find the TPV requested for PUCO Complaint No. 00265684. As such, Verde will be providing a final response by the end of business on 5/3/2019.

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

From: PUCO Consumer Call Center <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
Sent: Monday, April 22, 2019 11:46 AM  
To: Regulatory <[regulatory@sparkenergy.com](mailto:regulatory@sparkenergy.com)>  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265684 [ref:\_00Dt0GzXt.\_500t0GKmlL:ref ]

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

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

CASE ID: 00265684  
COMPANY:  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Englewood, Ohio 45322  
SERVICE ADDRESS: [REDACTED] Englewood, Ohio 45322  
AIQ: Verde Energy USA Ohio LLC  
SERVICE ACCOUNT NUMBER:  
NIQ:

\*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v) or O.A.C. 4901:1-21-06(D)(1)(h)(v)\*\*\*



DESCRIPTION OF ISSUE:

Ms. [REDACTED] states that she did not receive notification that her fixed rate ended and her rate drastically increased.

Please review the account and advise:

1. When, how, and by whom the enrollment was completed?
2. If the enrollment was for a fixed, variable, or variable with an introductory rate product.
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5. The Welcome Letter mailed to the customer.
6. The Third Party Verification recording for this enrollment.
7. The contract expiration notices mailed to the customer.

Sincerely,

Leah Lehman  
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%7C1e67ee63d6554720815708d6ca90d9f8%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636919120847247981&sdata=hKpdg%2F7GvzrDjy7I2K%2BsLSF80U1KP9AkMLUt%2BaqltJc%3D&reserved=0>>

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[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004NXh1>]

ref:\_00Dt0GzXt.\_500t0GKmlL:ref

**Email Created Date: 4/29/2019 7:55:51 AM**

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00265684

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Englewood, Ohio 45322

SERVICE ADDRESS: [REDACTED] Englewood, Ohio 45322

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

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

DESCRIPTION OF ISSUE:

This TPV is incomplete. The TPV does not include the following:

4901:1-21-06(D)(2)(a)(ii) A verbal statement and the customer's acknowledgement that the call is being recorded.

4901:1-21-06(D)(2)(a)(vi)(e) The contract termination date, and any fees for customer cancellation prior to such date.

4901:1-21-06(D)(2)(xi) A verbal request for and the customer's provision of the customer's mailing address.

4901:1-21-06(D)(2)(a)(xii) A unique enrollment confirmation number

Sincerely,

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

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

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 4/26/2019 5:47 PM

To: contactthepuco@puco.ohio.gov

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265684 [ref:\_00Dt0GzXt.\_500t0GKmlL:ref ]

Good Afternoon,

Attached you will find the TPV requested for PUCO Complaint No. 00265684. As such, Verde will be providing a final response by the end of business on 5/3/2019.

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, April 22, 2019 11:46 AM  
To: Regulatory <regulatory@sparkenergy.com>  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265684 [ ref:\_00Dt0GzXt.\_500t0GKmlL:ref ]

Initial Submission of a Consumer Complaint

Provider of Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00265684

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Englewood, Ohio 45322

SERVICE ADDRESS: [REDACTED] Englewood, Ohio 45322

Case Number: 00265684

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

\*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v) or O.A.C. 4901:1-21-06(D)(1)(h)(v)\*\*\*

DESCRIPTION OF ISSUE:

Ms. [REDACTED] states that she did not receive notification that her fixed rate ended and her rate drastically increased.

Please review the account and advise:

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If the enrollment was for a fixed, variable, or variable with an introductory rate product.

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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.

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The Terms and Conditions of Service.  
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The Welcome Letter mailed to the customer.  
The Third Party Verification recording for this enrollment.  
The contract expiration notices mailed to the customer.

Sincerely,

Leah Lehman

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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ref:\_00Dt0GzXt.\_500t0GKmlL:ref

**Email Created Date: 4/29/2019 9:52:50 AM**

**Email Text Version:**

Good Morning,

Thank you for providing feedback regarding the TPV submitted for PUCO Complaint No. 00265684. As such, Verde will be providing a final response by the end of business on 5/3/2019.

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>  
Sent: Monday, April 29, 2019 6:56 AM  
To: Customer Concerns <customerconcerns@sparkenergy.com>  
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265684 [ref:\_00Dt0GzXt.\_500t0GKmlL:ref ]

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

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00265684  
COMPANY:  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Englewood, Ohio 45322  
SERVICE ADDRESS: [REDACTED] Englewood, Ohio 45322  
AIQ: Verde Energy USA Ohio LLC  
SERVICE ACCOUNT NUMBER:  
NIQ:

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Leah Lehman

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%7C56c6d6a5a1a041961b8a08d6cca9f4cb%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636921427666576519&sdata=bV7x3Ukx%2Fo8%2FFruf5ATlvxdxhw%2BTr2QtsOs25nf3XKk%3D&reserved=0>>

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Sent: 4/26/2019 5:47 PM

To: [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)<<mailto:contactthepuco@puco.ohio.gov>>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265684 [ref:\_00Dt0GzXt.\_500t0GKmlL:ref ]

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Attached you will find the TPV requested for PUCO Complaint No. 00265684. As such, Verde will be providing a final response by the end of business on 5/3/2019.

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

From: PUCO Consumer Call Center

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

Sent: Monday, April 22, 2019 11:46 AM

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

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265684 [ref:\_00Dt0GzXt.\_500t0GKmlL:ref ]

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

Initial Submission of a Consumer Complaint

Provider of Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00265684

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Englewood, Ohio 45322

SERVICE ADDRESS: [REDACTED] Englewood, Ohio 45322

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

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Sincerely,

Leah Lehman

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%7C56c6d6a5a1a041961b8a08d6cca9f4cb%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636921427666586527&sdata=6Q64rGzfO4VpGd8mF8tpQpYO7IDfuorPCUMCPcMUkdA%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%7C56c6d6a5a1a041961b8a08d6cca9f4cb%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636921427666586527&sdata=6Q64rGzfO4VpGd8mF8tpQpYO7IDfuorPCUMCPcMUkdA%3D&reserved=0)

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[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004NgdB>]

**Email Created Date: 5/3/2019 1:21:33 PM**

**Email Text Version:**

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00265684.

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

[REDACTED] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") claiming to have not been notified that her fixed rate ended.

Investigative Results:

\* On 8/26/2016, [REDACTED] authorized the electric service to Verde by completing a Third Party Verification ("TPV"). As a result, the electric service enrolled onto Verde's 12-month Fixed 100% Renewable Energy rate plan, which offers a fixed rate of 5.49 cents/kWh with \$0 Monthly Service Fee and \$0 Early Termination Fee. (TPV Attached)

\* On 8/30/2016, Verde submitted an enrollment request transaction to the utility.

\* On 8/31/2016, Verde received an inbound enrollment response from the utility with the effective date of 10/5/2016.

\* On 10/5/2016, the electric service became active with Verde.

\* On 4/22/2019, Ms. [REDACTED] contacted Verde to cancel the electric service due to being billed a high rate. The Verde agent offered to renew the electric service onto a lower fixed rate in which Ms. [REDACTED] declined and the Verde agent submitted a cancellation transaction to the utility.

\* On the same day, Verde received PUCO Complaint No. 00265684.

\* On 4/23/2019, Verde received an inbound termination transaction response with the effective date of 6/5/2019.

Outcome:

After careful review of the attached TPV completed on 8/26/2016, [REDACTED] willingly and knowingly authorized the electric service to Verde onto the 12-month fixed rate of 5.49 cents/kWh without any objections. For this reason, Verde agrees the enrollment is valid. However, we have determined that the TPV does not comply with O.A.C. 4901:1-21-06(D) (2) (a) (vi) (e), O.A.C. 4901:1-21-06(D)(2)(xi), and O.A.C. 4901:1-21-06(D)(2)(a)(xii). Additionally, because Verde has no record of generating and mailing the Welcome Letter including the Terms and Conditions, we have agreed to process a cost analysis to the utility rate for the service period of 10/5/2016 (date of inception) to 6/5/2019 (date of termination). As such, please understand Verde will not process the cost analysis until the account terminates and the final invoice is generated. Upon completion of the cost analysis, Verde will provide a copy of the calculations.

Lastly, as it stands, the electric service is set to terminate on 6/5/2019 with the termination date being solely determined by the utility and not Verde.

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

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

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

Sent: Monday, April 22, 2019 11:46 AM

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

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265684 [ref:\_00Dt0GzXt.\_500t0GKmlL:ref ]

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

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

CASE ID: 00265684

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Englewood, Ohio 45322

SERVICE ADDRESS: [REDACTED] Englewood, Ohio 45322

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

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Leah Lehman

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%7Cb7075454abda4f3b177608d6cfebc50f%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636925008873878280&sdata=Qb9pQVD6lvcSqHClrUHisscV9G1KDL%2BUq2H0rOZFH3M%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%7Cb7075454abda4f3b177608d6cfebc50f%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636925008873878280&sdata=Qb9pQVD6lvcSqHClrUHisscV9G1KDL%2BUq2H0rOZFH3M%3D&reserved=0)

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## Case Images

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Created Date	Images
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# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

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

## Case Detail

---

Case Number: 00265781

Account Name: [REDACTED]

Type:

Status: Closed

Preferred Contact Method:

Owner: Mariner Taft

Account in Question: Verde Energy USA  
Ohio LLC

Account Holder:

Priority: Standard

Service Type: Residential

### CASE DATES:

Date Opened: 04-22-2019

Date Closed: 04-29-2019

Case Age in Business Days: 5

## Contact Information

---

Contact: [REDACTED]

Preferred Contact Method:

Phone:

Preferred Contact Time:

Mobile: [REDACTED]

Email: [REDACTED]

## Service Address Information

---

Service Account Number:

Service Address County: Out of State

Service Address Street: not provided

Service Address State: Ohio

Service Address City: unknown

Service Address Zip:

Service Address Country: United States

Service Address Phone:

## Industry Information

---

AIQ Industry: Electric

Territory Account:

AIQ Sub-Industry: Competitive Retail Electric Service  
Provider

General Code: General -- Electric

AIQ Sub-Sub-Industry:

Specific Code: Do Not Call List

Non-Jurisdictional Case: ☐

## Additional Information

---

PUCO ID: 345478

Case Formal Complaint Specialist Approved:

Docketing Case Number:

Case Formal Complaint Supervisor Approved:

Legacy Case ID:



## Transportation Information

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Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

---

**Description:**

**Resolution:**

vm customer that puco does not regulate telemarketing/solocitation issues, suggest customer contact ftc do not contact list or ohio ag hotline/800-282-0515. advise that forwarded complaint to verde who says can place customer on their do not contact list, need a phone number to place customer on not to ontact. leave hotline number as cbr.

## Case Comments

---

Created Date	Comment
4/22/2019 4:17:58 PM	I know you are going to tell me to call the Federal Trade Commission regarding Verdy Energy USA because they violate the DO NOT CALL LIST. I have already done that. The PUCO regulates the utility companies and you have them Verdy Energy listed on your web site and they do not follow the law. The PUCO needs to be aware of this and not allow companies that that repeatedly violate the law to continue to operate in Ohio.
4/26/2019 8:00:07 AM	call customer to close, na.
4/29/2019 9:15:20 AM	vm customer that puco does not regulate telemarketing/solocitation issues, suggest customer contact ftc do not contact list or ohio ag hotline/800-282-0515. advise that forwarded complaint to verde who says can place customer on their do not contact list, need a phone number to place customer on not to ontact. leave hotline number as cbr.

## Web Information

---

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

## System Information

---

Created by: Default User Last Modified by: Sara Macey  
# Tasks Correspondence Review: 0 Next Activity Date:  
# Tasks Correspondence Review:0 Case Grade Created: ☐  
Case Grade Target: ☐

---

## Case Emails

---

**Email Created Date:** 4/22/2019 4:18:00 PM

**Email Text Version:**

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Your case number is 00265781.

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

Sincerely,

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

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

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.\_500t0GKoG4:ref

**Email Created Date:** 4/23/2019 4:20:16 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:

00265781COMPANY: CUSTOMER: [REDACTED] ADDRESS: , ,

SERVICE ADDRESS: not provided, unknown,

Ohio 00000AIQ:

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: The customer implies that Verde continually violates the law regarding the FTC do not call list and thinks companies like Verde should not be allowed to operate in Ohio. Has the customer been solicited? Is the customer on Verde's do not contact list? If not, please put him on that list. Sincerely, Mariner Taft Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator (800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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.\_500t0GKoG4:ref

**Email Created Date: 4/25/2019 4:51:02 PM**

**Email Text Version:**

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00265781.

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") stating that Verde continues to violate the FTC do not call list and wants to be placed on our internal Do Not Call List.

We'd like to confirm that Verde has not received an enrollment under the name of [REDACTED]. Additionally, per the information provided we were unable to forward his concerns to Verde's Compliance Manager-Vendor & Quality Assurance to add his information on our internal "Do Not Call" as well as our "Do Not Knock" list. Please provide the phone number and or address so that this may be completed.



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

Kindest Regards,

Xiomara Mendoza

From: Mariner Taft <contactthepuco@puc.state.oh.us>

Sent: Tuesday, April 23, 2019 3:20 PM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265781 [ref:\_00Dt0GzXt.\_500t0GKoG4: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: 00265781

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: , ,

SERVICE ADDRESS: not provided, unknown, Ohio 00000

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:

The customer implies that Verde continually violates the law regarding the FTC do not call list and thinks companies like Verde should not be allowed to operate in Ohio. Has the customer been solicited? Is the customer on Verde's do not contact list? If not, please put him on that list.

Sincerely,

Mariner Taft  
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%7Cce021e17ba66443a458108d6c9bfb7c6%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636918222589764815&sdata=FR67hDxkgXW5LY3sHyTnZAJVPnNkioW93QUf1y8tKBQ%3D&reserved=0>>

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[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004Naau>]

ref:\_00Dt0GzXt.\_500t0GKoG4:ref

## Case Images

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Created Date	Images
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# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

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

## Case Detail

Case Number: 00265895	Owner: Tara Jones
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: 04-23-2019  
Case Age in Business Days: 10

Date Closed:

## Contact Information

Contact: [REDACTED]	Preferred Contact Method: No Preference
Phone: [REDACTED]	Preferred Contact Time:
Mobile:	Email: [REDACTED]@gmail.com

## Service Address Information

Service Account Number: [REDACTED]	Service Address County: Huron
Service Address Street: [REDACTED]	Service Address State: Ohio
Service Address City: Norwalk	Service Address Zip: [REDACTED]
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: <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
4/23/2019 11:20:27 AM	Customer calling about Verde. Customer did sign up Verde in Feb. Customer was told that it would be cheaper if he signed up with them. Customer states they did not quote him a specific rate or a fixed time frame for the offer. Customer did cancel Verde yesterday. Customer did get a confirmation number for the cancellation. Opening investigation to review what the customer was offered and what he agreed to. Customer doesn't want to pay Verde charges because he was misled. Gave case# Invited call back.

## Web Information

---

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

## System Information

---

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

## Case Emails

---

**Email Created Date:** 4/23/2019 2:48:36 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: 00265895

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Norwalk, Ohio 44857

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.

Sincerely,

Drake Riley

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Supervisor - Electric

(800) 686-PUCO (7826)

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

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ref: \_00Dt0GzXt.\_500t0GKt1A:ref

**Email Created Date: 4/25/2019 5:45:50 PM**

**Email Text Version:**

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

Attached you will find the TPV requested. Please note, Verde will be providing a final response by the end of business on 5/6/2019.

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>

Sent: Tuesday, April 23, 2019 1:50 PM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265895 [

ref:\_00Dt0GzXt.\_500t0GKt1A:ref ]

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

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00265895

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Norwalk, Ohio 44857

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.

Case Number: 00265895

5

Please review the account and advise:

1. When, how, and by whom the enrollment was completed?
2. If the enrollment was for a fixed, variable, or variable with an introductory rate product.
3. What was the customer billed per CCF/MCF/kWh for all service periods during which the customer was enrolled?
4. The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.
5. Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.
6. 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):

1. The sales script and/or sales call used to market this customer.
2. The signed agreement for service.
3. The Terms and Conditions of Service.
4. The signed Acknowledgement form.
5. The Welcome Letter mailed to the customer.
6. The Third Party Verification recording for this enrollment.
7. The contract expiration notices mailed to the customer.

Sincerely,

Drake Riley

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Supervisor - Electric

(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%7Cd9243c5e3fc3420ebf7e08d6c9c75f39%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636918255464701330&sdata=Z11%2FJcoPxznvToJsplw3lJSZQWm1Qf6R5hO1RUND3fg%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%7Cd9243c5e3fc3420ebf7e08d6c9c75f39%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636918255464701330&sdata=Z11%2FJcoPxznvToJsplw3lJSZQWm1Qf6R5hO1RUND3fg%3D&reserved=0)



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[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004NaRd>]

ref:\_00Dt0GzXt.\_500t0GKt1A:ref

**Email Created Date: 5/6/2019 3:44:27 PM**

**Email Text Version:**

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00265895.

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

[REDACTED] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") regarding his enrollment to Verde.

Investigative Results:

\* On 2/18/2019, [REDACTED] [REDACTED] authorized the electric and gas service with door-to-door sales agent, Raynardo McFarlane with third party vendor, Energy Group Consultants, LLC. As a result, the gas service enrolled onto Verde's Price Lock 12 plan, which offers a 12-month fixed rate of 69.9 cents/ccf with \$0 Monthly Service Fee ("MSF") and \$0 Early Termination Fee ("ETF"). The electric service enrolled onto Verde's Price Lock 12 plan, which offers a 12-month fixed rate of 9.29 cents/kWh with \$0 MSF and \$0 ETF. (TPV Attached)

\* On 2/19/2019, Verde submitted an enrollment request transaction to the utility for the electric and gas service.

\* On the same day, Verde received an inbound enrollment reject response from the utility for the gas service due to 0038 - INVALID BUDGET ARREARS.

\* On the same day, Verde received an inbound enrollment response from the utility for the electric service with the effective date of 3/5/2019.

\* On 2/25/2019, Verde generated and mailed the electric Welcome Letter. (Letter Attached)

\* On 3/5/2019, the electric service became active with Verde.

\* On 4/22/2019, Mr. [REDACTED] contacted Verde disputing the supplier charges billed by Verde and requested to cancel the electric service. The Verde agent explained the supplier and distribution charges in which Mr. [REDACTED] did not understand and submitted a termination transaction to the utility.

\* On 4/23/2019, Verde received PUCO Complaint No. 00265895.

\* On the same day, Verde received an inbound termination response from the utility with the effective date of 6/3/2019.

Outcome:

Verde would like to confirm per the TPV completed on 2/18/2019, [REDACTED] willingly and knowingly authorized the electric and gas service to Verde without any objections. For this reason, Verde agrees the enrollment is valid.

However, after further review, Verde acknowledges the TPV is not in compliance with the following: O.A.C 4901:1-29-05(A) (1) (a) and O.A.C 4901:1-29-06(E) (1) (g). Consequently, Verde agrees to process a cost analysis to the utility rate for the electric service for the billing dates of 3/5/2019 (date of inception) until 6/3/2019 (date of termination). As such, please understand Verde will not process the cost analysis until the electric service is terminated and the final invoice has generated. Upon completion of the cost analysis, Verde will gladly provide a copy of the calculations.

As it stands, the gas service enrollment rejected by the utility and did not become active with Verde. Lastly, the electric service is set to terminate on 6/3/2019 with the effective date being solely determined by the utility and not Verde.

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

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

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

Sent: Tuesday, April 23, 2019 1:50 PM

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

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265895 [

ref:\_00Dt0GzXt.\_500t0GKt1A:ref ]

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

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00265895

Case Number: 00265895

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Norwalk, Ohio 44857  
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:

1. When, how, and by whom the enrollment was completed?
2. If the enrollment was for a fixed, variable, or variable with an introductory rate product.
3. What was the customer billed per CCF/MCF/kWh for all service periods during which the customer was enrolled?
4. The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.
5. Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.
6. 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):

1. The sales script and/or sales call used to market this customer.
2. The signed agreement for service.
3. The Terms and Conditions of Service.
4. The signed Acknowledgement form.
5. The Welcome Letter mailed to the customer.
6. The Third Party Verification recording for this enrollment.
7. The contract expiration notices mailed to the customer.

Sincerely,

Drake Riley

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Supervisor - Electric

(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%7Cf97ef3487d1c42be214808d6d25b0693%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636927686604825003&sdata=rnau%2BNBiL2IBKWz7BAOzEbD6vD1ybn4NgydNyqIhj8c%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=018t0000004NaRd>]

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## Case Images

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

## Welcome to the Verde Energy Family

>002470 00909 022 P51121



Norwalk, OH 44857-8736



2/25/2019

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

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

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

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

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

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

Warm Regards,

Nathan Kroeker  
CEO & President

## My Plan Details

### Account Number

[REDACTED]

### Plan

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 [REDACTED]



VE\_WELCOME\_10.17.18\_English





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

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

1. **Price:** During the first 12 Months. of service, Verde will supply electricity to Customer at a 100% renewable fixed generation rate of 9.29 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](http://www.verdeenergy.com)), and Customer will receive individual notice of the Change if required by applicable law. Customer should review the website periodically for applicable Changes. Customer’s continued use of Verde’s products and services following a Change constitutes Customer’s acceptance of this Agreement as so Changed.



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

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

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

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

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

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

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

15. **Rewards, Bonuses and/or Incentives Program Terms.** Rewards, Bonuses and/or Incentives are subject to the following terms and conditions.

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

Rewards, bonuses, and/or incentives are also subject to the rewards, bonuses, and/or incentives' terms and conditions stated in the offer and as may be located on our website(s) and those terms and conditions in the Terms of Service between Verde Energy and you, including, but not limited to, all terms related to dispute resolution, **in addition to the terms and conditions set forth herein**. More information on the terms and conditions of any reward, bonus, and/or incentive programs are available by calling 1-800-388-3862. Verde Energy reserves the right to disqualify any account holder from participation in rewards, bonuses and/or incentives' programs.

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

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

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

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





term “Dispute” refers to any dispute, action, claim, or other controversy between the parties, whether in contract, warranty, tort, statute, regulation, ordinance, or any other legal or equitable basis.

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

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

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

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

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

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





## Account Details for Customer

### Authorized Party

Name:

██████ C ██████

Phone Number:

██████████

Relationship:

Account Holder

### Orders

#### Service Address:

██████████ ██████

Norwalk, OH 44857

#### Electric:

Customer Number: ████████████████████

#### Program:

Price Lock 12

Rate: 0.0929 per kWh

Term (months): 12

Early Termination Fees:

Monthly Recurring Fee: 0

Terms of Service:

[https://www.sparkenergy.com/Document/pdf/TOS/TOS\\_143363.pdf](https://www.sparkenergy.com/Document/pdf/TOS/TOS_143363.pdf)

#### Billing Information:

██████████ ██████

Norwalk, OH 44857

---

#### Service Address:

██████████ ██████

Norwalk, OH 44857

#### Gas:

Account Number: ████████████████████

#### Program:

Price Lock 12

Rate: 0.699 per CCF

Term (months): 12

Early Termination Fees: 0

Monthly Recurring Fee: 0

Terms of Service:

[https://www.sparkenergy.com/Document/pdf/TOS/TOS\\_143366.pdf](https://www.sparkenergy.com/Document/pdf/TOS/TOS_143366.pdf)

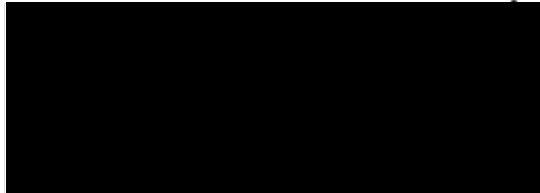
#### Billing Information:

██████████ ██████

Norwalk, OH 44857

### Order Confirmation

**Customer Signature** - By signing my name below, I certify all the information provided is true and correct. I am the account holder of record, the account holder's spouse, or an authorized representative of these accounts over the age of 18. I voluntarily authorize Spark Energy and/or its affiliate brands to obtain the necessary information from my utility company (as described in the Terms of Service) to begin the enrollment process and initiate service with Spark Energy.



### Sale Information

**Order Confirmation Number:**

[REDACTED]

**Sales Agent Name:**

Raynardo McFarlane

**Agent ID #:**

802003

**Order Date/Time:**

Feb 18, 2019 5:40:19 PM

**Text Date/Time sent:**

Feb 18, 2019 6:40:20 PM

**Text Status:**

SUCCESS

**Text Carrier Response:**

Message has been accepted by phone

**Verification Date/Time:**

Feb 18, 2019 5:41:54 PM

**Disposition:**

Verified



# 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: 00265921	Owner: Leah Lehman
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: 04-23-2019  
Case Age in Business Days: 5

Date Closed: 04-30-2019

## Contact Information

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

## Service Address Information

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

## Industry Information

AIQ Industry: Gas	Territory Account: 001t0000008OFYQAA4
AIQ Sub-Industry: Competitive Retail Natural Gas Service Provider	General Code: Marketing -- Gas
AIQ Sub-Sub-Industry:	Specific Code: Enrollment Dispute
Non-Jurisdictional Case: <input type="checkbox"/>	

## Additional Information

PUCO ID: 345478	Case Formal Complaint Specialist Approved:
-----------------	--

Docketing Case Number:	Case Formal Complaint Supervisor Approved:
Legacy Case ID:	

## Transportation Information

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Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

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**Description:**

**Resolution:**

The account was enrolled in Verde Energy through the DEO MVR. Since the customer did not call to state that she would like to be on the SCO rate with DEO after the cancellation with Xoom Energy, she was automatically assigned to the MVR at the auction rate. She will need to call DEO to get on the SCO rate or enroll with another supplier to cancel the MVR.

## Case Comments

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Created Date	Comment
4/23/2019 12:10:10 PM	<p>Caller states she has Verde charges on her bill. She states she called Verde to cancel and was told they do not have her account and referred her to DEO to get the acct # to cancel the service. She provided the # on the bill and was told that is not the account number they need in order to cancel her enrollment. Caller says she also did not get any notices from DEO about enrolling with Verde.</p> <p>States she received one bill for \$700 from Verde and wants to know why, how she was enrolled and what account number she needs to cancel.</p> <p>I explained we could request all enrollment details.</p>
4/30/2019 9:47:32 AM	<p>I left voicemail advising that The account was enrolled in Verde Energy through the DEO MVR. Since the customer did not call to state that she would like to be on the SCO rate with DEO after the cancellation with Xoom Energy, she was automatically assigned to the MVR at the auction rate. She will need to call DEO to get on the SCO rate or enroll with another supplier to cancel the MVR. Advised of A2A website.</p>
4/30/2019 9:47:54 AM	<p>The account was enrolled in Verde Energy through the DEO MVR. Since the customer did not call to state that she would like to be on the SCO rate with DEO after the cancellation with Xoom Energy, she was automatically assigned to the MVR at the auction rate. She will need to call DEO to get on the SCO rate or enroll with another supplier to cancel the MVR.</p>

## Web Information

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

Web Account in Question:  
Web US Dot #:

## System Information

---

Created by: Lee Garry  
# Tasks Correspondence Review: 0  
# Tasks Correspondence Review:0

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

## Case Emails

---

**Email Created Date: 4/23/2019 12:51:53 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: 00265921

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Cleveland, Ohio 44110

SERVICE ADDRESS: [REDACTED] Cleveland, Ohio 44110

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

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

Sincerely,

Leah Lehman

Public Utilities Commission of Ohio



Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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

ref:\_00Dt0GzXt.\_500t0GKtdR:ref

**Email Created Date: 4/25/2019 2:17:37 PM**

**Email Text Version:**

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00265921.

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

[REDACTED] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") inquiring about her enrollment to Verde.

Investigative Results:

- \* On 3/15/2019, Verde received an inbound enrollment transaction from the utility.
- \* On 4/23/2019, Ms. [REDACTED] contacted Verde wanting to know who authorized the enrollment and requested to cancel. The Verde agent submitted the cancellation transaction to the utility.
- \* On the same day, Verde received PUCO Complaint No. 00265921.
- \* On 4/24/2019, Verde contacted Ms. [REDACTED] to advise that the utility company enrolled the gas service and to reach out to the utility for further assistance.
- \* On the same day, Verde received an inbound transaction from the utility.

Outcome:

After careful review, Verde would like to confirm that Ms. [REDACTED] gas service enrolled through the DEO MVR program solely by the utility. This program allows the utility to enroll current customers onto flexible, variable month-to-month plans with participating suppliers in the immediate area. For this reason, the enrollment does not have a TPV as it was authorized through the utility. Because of this, Verde agrees the enrollment is valid and warrants no credits or adjustments.

As it stands, the gas service is set to terminate on 5/14/2019 with the termination date being solely determined by the utility and not by Verde.

Lastly, please advise Ms. [REDACTED] to contact Dominion East Ohio with further assistance regarding this matter.

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>

Sent: Tuesday, April 23, 2019 11:52 AM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265921 [ref:\_00Dt0GzXt.\_500t0GKtdR:ref ]

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

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00265921

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Cleveland, Ohio 44110

SERVICE ADDRESS: [REDACTED] Cleveland, Ohio 44110

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

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

Case Number: 00265921

6

Please review the account and advise:

1. When, how, and by whom the enrollment was completed?
2. If the enrollment was for a fixed, variable, or variable with an introductory rate product.
3. What was the customer billed per CCF/MCF/kWh for all service periods during which the customer was enrolled?
4. The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.
5. Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.
6. 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):

1. The sales script and/or sales call used to market this customer.
2. The signed agreement for service.
3. The Terms and Conditions of Service.
4. The signed Acknowledgement form.
5. The Welcome Letter mailed to the customer.
6. The Third Party Verification recording for this enrollment.
7. The contract expiration notices mailed to the customer.

Sincerely,

Leah Lehman  
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%7Cb6df43ca87](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cb6df43ca87)

aa4ef696b708d6c9aa47fd%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636918130530600428&sdata=N4%2FuboTKxWQ5KYiDCZWglve1%2BZuACEbypYzWyJWdgCk%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=018t0000004Na6p]

ref:\_00Dt0GzXt.\_500t0GKtdR:ref

**Email Created Date: 4/25/2019 2:31:33 PM**

**Email Text Version:**

Initial Submission of a Consumer Complaint

Please Respond Within 10 Business Days

CASE ID: 00265921

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Cleveland, Ohio 44110

SERVICE ADDRESS: [REDACTED] Cleveland, Ohio 44110

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

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

DESCRIPTION OF ISSUE:

Ms. [REDACTED] has a dispute with a supplier. Please provide copies of the past 12 months bills.

Sincerely,

Leah Lehman

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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

ref:\_00Dt0GzXt.\_500t0GKtdR:ref

**Email Created Date: 4/26/2019 7:48:20 AM**

**Email Text Version:**

Hello Leah,

I have attached the past 12 month's bills.

Thank You,

Crystal-Dominion Customer Relations

From: PUCO Consumer Call Center [mailto:contactthepuco@puc.state.oh.us]  
Sent: Thursday, April 25, 2019 2:52 PM  
To: Dominion Customer Relations  
Subject: [External] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00265921 [ref:\_00Dt0GzXt.\_500t0GKtdR:ref ]

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

Initial Submission of a Consumer Complaint  
Please Respond Within 10 Business Days

CASE ID: 00265921

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Cleveland, Ohio 44110

SERVICE ADDRESS: [REDACTED] Cleveland, Ohio 44110

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

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

DESCRIPTION OF ISSUE:

Ms. [REDACTED] has a dispute with a supplier. Please provide copies of the past 12 months bills.

Sincerely,

Leah Lehman

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%7C2fcf77780010404a82e108d6ca3cefb%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636918760917135118&sdata=lo5JFQlnqQqc4z%2FDxVs%2B7bw0%2B0u1p46lwuj7Kw9XqGI%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=018t0000004NdtQ>]

ref:\_00Dt0GzXt.\_500t0GKtdR:ref

CONFIDENTIALITY NOTICE: This electronic message contains information which may be legally confidential and or privileged and does not in any case represent a firm ENERGY COMMODITY bid or offer relating thereto which binds the sender without an additional express written confirmation to that effect. The information is intended solely for the individual or entity named above and access by anyone else is unauthorized. If you are not the intended recipient, any disclosure, copying, distribution, or use of the contents of this information is prohibited and may be unlawful. If you have received this electronic transmission in error, please reply immediately to the sender that you have received the message in error, and delete it. Thank you.

## Case Images

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Created Date	Images
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CLEVELAND OH 44110-3217

Account Number [REDACTED] Date Prepared

Next Meter Reading

May 11, 2018

06/07 - 06/12/2018

Cycle 02

For questions about Dominion Energy Ohio charges call 1-800-362-7557

**Summary of Payment Due**

Past Due Gas Amount	221.59
Current Gas Amount	133.55
<b>Total Payment Due by May 30, 2018</b>	<b>\$355.14</b>

**\*\* THIS IS A SHUT-OFF NOTICE \*\***

You are not currently on a payment plan.

**YOUR ACCOUNT IS PAST DUE.** Unless Dominion Energy Ohio receives your past due payment of \$221.59 in full by May 30, 2018, the company can shut off your gas service. Partial payment will not protect you from shutoff unless you are eligible for and enrolled in one of the payment programs listed on the Terms page.

**If the company shuts off your gas service for nonpayment, you must pay your past-due amount(s) or plan arrears. You will be billed a reconnection fee of \$33.00. Also, you will be billed for a security deposit of \$162.00 in three equal monthly installments or you need to have a creditworthy guarantor.**

**Payment Methods:** Pay your over-due balance through BillMatrix day or night with an electronic check, ATM/debit card with Pulse, Star, NYCE or Accell logo or a Visa, Mastercard, or Discover credit card. Contact BillMatrix by phone at 1-800-573-1153 or online through [www.DominionEnergy.com](http://www.DominionEnergy.com). BillMatrix charges a convenience fee of \$1.65 for each transaction. You may also pay in person at an authorized payment center. For the payment location nearest you, visit [www.DominionEnergy.com](http://www.DominionEnergy.com) or call Dominion Energy Ohio at the number in the top right corner of this bill. Authorized payment agents charge a service fee of \$1.50 for each transaction.

**Energy Assistance:** If you meet income requirements, you might qualify for financial aid or weatherization services. To learn more, call the Ohio Development Services Agency at 1-800-282-0880 or contact us.

**Medical Certificate:** A medical certification delays a shutoff when it would be especially dangerous to the health of a permanent member of your household. It allows you time to get financial help or make payment arrangements. It does not reduce the amount you owe. It will be denied if you fail to pay the amount of a returned check, plus any fees. You can request a medical certification form by calling 1-800-950-7989. A licensed medical professional must sign the form. A medical professional can apply by phone, provided that Dominion Energy Ohio receives the written notification within seven days. If gas service is off, return the signed form within 21 days of the shut-off date to restore service. Be sure to give your health care provider permission to release your medical information to us.

Failure to pay all charges for non-regulated Dominion Products & Services may result in termination of your contract.

Please detach and return this coupon with a check made payable to Dominion Energy Ohio.

PLEASE PAY BY May 30, 2018 Account No. [REDACTED]

**\$355.14**

Amount Enclosed

02

# 000008517

I=0000



DOMINION ENERGY OHIO  
PO BOX 26785  
RICHMOND VA 23261-6785

1oz 193975/3337616 00000000 0038558 I=0000



CLEVELAND OH 44110-3217

Account Number Date Prepared

Next Meter Reading

May 11, 2018

06/07 - 06/12/2018

Cycle 02

For questions about Dominion Energy Ohio charges call 1-800-362-7557

**Credits and Charges Since Your Last Bill**

Balance from Last Bill	\$221.59
Late Payment Charge	3.32
Gross Receipts Tax (4.6044%)	0.15
<b>Balance</b>	<b>\$225.06</b>

**Current Charges****Dominion Energy Ohio Distribution Charges**

Basic Service Charge	\$28.14
Usage-Based Charges	
17.5 MCF @ \$3.971	6.95
Gross Receipts Tax (4.6044%)	1.62
<b>Total Dominion Energy Ohio Charges</b>	<b>\$36.71</b>

For questions about Dominion Energy Ohio charges, call us at 1-800-362-7557.

**Engie Retail, Llc Dba Think Energy Charg**

Gas Cost 17.5 Mcf @ \$4.94	\$86.45
Sales Tax	6.92
<b>Total ENGIE RETAIL, LLC DBA THINK</b>	<b>\$93.37</b>

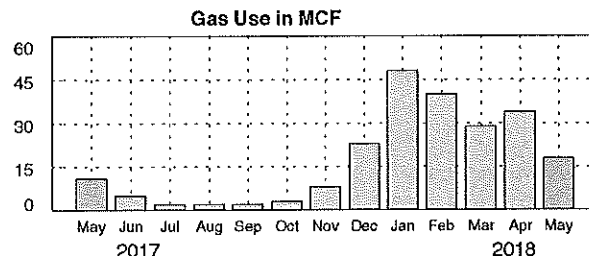
For questions about gas supply costs, contact ENGIE RETAIL, LLC DBA THINK ENERGY at 1-866-252-0078 or 1990 Post Oak Blvd., #1900 Houston, TX 77056 or [www.mythinkenergy.com](http://www.mythinkenergy.com).

<b>Total Current Charges</b>	<b>\$130.08</b>
<b>Total Account Balance</b>	<b>\$355.14</b>

Rate Schedule: Energy Choice Transportation Service - Residential

**Monthly Usage Comparison**

Average Daily Temperature	<u>2017</u>	<u>2018</u>
For This Billing Period	56°F	51°F



Avg Monthly Use: 17.6 MCF.  
Total Annual Use: 211.1 MCF.

**Billing Period and Meter Readings**

Date	Read Type	Reading	Difference
May 9, 2018	Actual	471.7	
Apr 10, 2018	Actual	454.2	17.5
<b>MCF Used in 29 Days</b>			<b>17.5</b>

**PLEASE PAY:** Account Balance of \$355.14 by May 30, 2018 to Avoid Late Payment Charge of 1.5% per month.

**THIS IS A SHUT-OFF NOTICE.**

Unless we receive your past-due amount of \$221.59 by May 30, 2018, your gas may be shut off. If you have questions about this pending shutoff or need a medical form as outlined below, please call the number listed at the top this bill. If your gas service is shut off, you must pay all past-due amounts. You will be billed a reconnection fee. Also, you will be billed a security deposit in three equal monthly installments or you will need to have a creditworthy guarantor. If you are on the Energy Choice program and your service is shut off, you will no longer be served by your current supplier at the current rate.

NOTE: A medical certification delays a shut off for residential customers when it would be especially dangerous to the health of a permanent member of your household. It allows you time to get financial help. It does not reduce the amount you owe. A licensed medical professional must sign the form.



CLEVELAND OH 44110-3217

Account Number Date Prepared

June 12, 2018

Next Meter Reading

07/09 - 07/12/2018

Cycle 02

For questions about Dominion Energy Ohio charges call 1-800-362-7557

## Summary of Payment Due

Past Due Gas Amount	133.55
Current Gas Amount	65.01
<b>Total Payment Due by June 29, 2018</b>	<b>\$198.56</b>

**\*\* THIS IS A SHUT-OFF NOTICE \*\***

You are not currently on a payment plan.

**YOUR ACCOUNT IS PAST DUE.** Unless Dominion Energy Ohio receives your past due payment of \$133.55 in full by June 29, 2018, the company can shut off your gas service. Partial payment will not protect you from shutoff unless you are eligible for and enrolled in one of the payment programs listed on the Terms page.

**If the company shuts off your gas service for nonpayment, you must pay your past-due amount(s) or plan arrears. You will be billed a reconnection fee of \$33.00. Also, you will be billed for a security deposit of \$161.00 in three equal monthly installments or you need to have a creditworthy guarantor.**

**Payment Methods:** Pay your over-due balance through BillMatrix day or night with an electronic check, ATM/debit card with Pulse, Star, NYCE or Accell logo or a Visa, Mastercard, or Discover credit card. Contact BillMatrix by phone at 1-800-573-1153 or online through [www.DominionEnergy.com](http://www.DominionEnergy.com). BillMatrix charges a convenience fee of \$1.65 for each transaction. You may also pay in person at an authorized payment center. For the payment location nearest you, visit [www.DominionEnergy.com](http://www.DominionEnergy.com) or call Dominion Energy Ohio at the number in the top right corner of this bill. Authorized payment agents charge a service fee of \$1.50 for each transaction.

**Energy Assistance:** If you meet income requirements, you might qualify for financial aid or weatherization services. To learn more, call the Ohio Development Services Agency at 1-800-282-0880 or contact us.

**Medical Certificate:** A medical certification delays a shutoff when it would be especially dangerous to the health of a permanent member of your household. It allows you time to get financial help or make payment arrangements. It does not reduce the amount you owe. It will be denied if you fail to pay the amount of a returned check, plus any fees. You can request a medical certification form by calling 1-800-950-7989. A licensed medical professional must sign the form. A medical professional can apply by phone, provided that Dominion Energy Ohio receives the written notification within seven days. If gas service is off, return the signed form within 21 days of the shut-off date to restore service. Be sure to give your health care provider permission to release your medical information to us.

Failure to pay all charges for non-regulated Dominion Products & Services may result in termination of your contract.

Please detach and return this coupon with a check made payable to Dominion Energy Ohio.

PLEASE PAY BY Jun 29, 2018 Account No. [REDACTED]

\$198.56

Amount Enclosed

02

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DOMINION ENERGY OHIO  
PO BOX 26785  
RICHMOND VA 23261-6785

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CLEVELAND OH 44110-3217

Account Number      Date Prepared  
                                 June 12, 2018Next Meter Reading  
07/09 - 07/12/2018

Cycle 02

For questions about Dominion Energy Ohio charges call 1-800-362-7557

**Summary of Payment Due**

Past Due Gas Amount	133.55
Current Gas Amount	65.01
<b>Total Payment Due by June 29, 2018</b>	<b>\$198.56</b>

(See Next Page for Usage Comparison and Meter Readings)

**PLEASE PAY** Account Balance of \$198.56 by Jun 29, 2018 to Avoid Late Payment Charge of 1.5% per month.**THIS IS A SHUT-OFF NOTICE.**

Unless we receive your past-due amount of \$133.55 by Jun 29, 2018, your gas may be shut off. If you have questions about this pending shutoff or need a medical form as outlined below, please call the number listed at the top this bill. If your gas service is shut off, you must pay all past-due amounts. You will be billed a reconnection fee. Also, you will be billed a security deposit in three equal monthly installments or you will need to have a creditworthy guarantor. If you are on the Energy Choice program and your service is shut off, you will no longer be served by your current supplier at the current rate.

NOTE: A medical certification delays a shut off for residential customers when it would be especially dangerous to the health of a permanent member of your household. It allows you time to get financial help. It does not reduce the amount you owe. A licensed medical professional must sign the form.



CLEVELAND OH 44110-3217

**Account Number** [REDACTED] **Date Prepared**  
**June 12, 2018**
**Next Meter Reading**  
**07/09 - 07/12/2018**

Cycle 02

For questions about Dominion Energy Ohio charges call 1-800-362-7557

**Credits and Charges Since Your Last Bill**

Balance from Last Bill	\$355.14
Payment on May 18, 2018 - Thank You	221.59 CR
Subtotal	133.55
Late Payment Charge	2.00
Gross Receipts Tax (4.6044%)	0.09
<b>Balance</b>	<b>\$135.64</b>

**Current Charges****Dominion Energy Ohio Distribution Charges**

Basic Service Charge	\$28.14
Usage-Based Charges	
5.9 MCF @ \$3.254	1.92
Gross Receipts Tax (4.6044%)	1.38
<b>Total Dominion Energy Ohio Charges</b>	<b>\$31.44</b>

For questions about Dominion Energy Ohio charges, call us at 1-800-362-7557.

**Engie Retail, Llc Dba Think Energy Charg**

Gas Cost 5.9 McF @ \$4.94	\$29.15
Sales Tax	2.33
<b>Total ENGIE RETAIL, LLC DBA THINK ENERGY Charges</b>	<b>\$31.48</b>

For questions about gas supply costs, contact ENGIE RETAIL, LLC DBA THINK ENERGY at 1-866-252-0078 or 1990 Post Oak Blvd., #1900 Houston, TX 77056 or www.mythinkenergy.com.

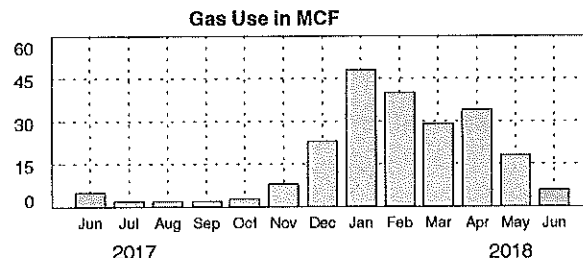
<b>Total Current Charges</b>	<b>\$62.92</b>
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<b>Total Account Balance</b>	<b>\$198.56</b>
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Rate Schedule: Energy Choice Transportation Service - Residential

**Monthly Usage Comparison**

Average Daily Temperature	<u>2017</u>	<u>2018</u>
For This Billing Period	64°F	66°F



Avg Monthly Use: 17.7 MCF.  
 Total Annual Use: 212.5 MCF.

**Billing Period and Meter Readings**

Date	Read Type	Reading	Difference
<b>Meter Number</b>			
Jun 8, 2018	Actual	477.6	
May 9, 2018	Actual	471.7	5.9
<b>MCF Used in 30 Days</b>			<b>5.9</b>



CLEVELAND OH 44110-3217

**Account Number** [REDACTED]  
**Date Prepared** July 10, 2018

**Next Meter Reading**  
 08/07 - 08/10/2018

Cycle 02

For questions about Dominion Energy Ohio charges call 1-800-362-7557

**Credits and Charges Since Your Last Bill**

Balance from Last Bill	\$198.56
Payment on Jun 15, 2018 - Thank You	355.14 CR
<b>Balance</b>	<b>\$156.58 CR</b>

**Current Charges****Dominion Energy Ohio Distribution Charges**

Basic Service Charge	\$28.14
Usage-Based Charges	
2.5 MCF @ \$3280	0.82
Gross Receipts Tax (4.6044%)	1.33
<b>Total Dominion Energy Ohio Charges</b>	<b>\$30.29</b>

For questions about Dominion Energy Ohio charges, call us at 1-800-362-7557.

**Engie Retail, Llc Dba Think Energy Chrg**

Gas Cost 2.5 McF @ \$4.94	\$12.35
Sales Tax	0.99
<b>Total ENGIE RETAIL, LLC DBA THINK</b>	<b>\$13.34</b>

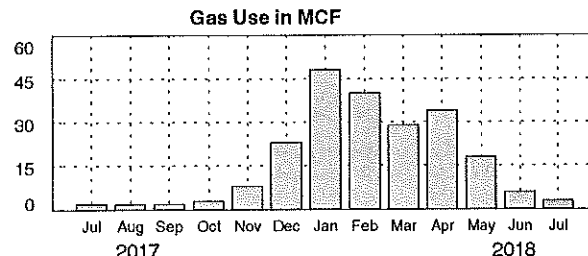
For questions about gas supply costs, contact ENGIE RETAIL, LLC DBA THINK ENERGY at 1-866-252-0078 or 1990 Post Oak Blvd., #1900 Houston, TX 77056 or www.mythinkenergy.com.

<b>Total Current Charges</b>	<b>\$43.63</b>
<b>Total Account Balance</b>	<b>\$112.95 CR</b>

Rate Schedule: Energy Choice Transportation Service - Residential

**Monthly Usage Comparison**

Average Daily Temperature	<u>2017</u>	<u>2018</u>
For This Billing Period	73°F	74°F


 Avg Monthly Use: 17.8 MCF.  
 Total Annual Use: 213.4 MCF.
**Billing Period and Meter Readings**

Date	Read Type	Reading	Difference
Meter Number			
Jul 10, 2018	Actual	480.1	
Jun 8, 2018	Actual	477.6	2.5
<b>MCF Used in 32 Days</b>			<b>2.5</b>

**No Payment Due****Let Your Bank Pay Your Bills**

Join our Automatic Bank Draft and stop writing checks, buying money orders, paying postage or standing in line to pay your bill. Your financial institution can deduct your payment directly from your checking account and forward it to Dominion Energy Ohio. Once you're on the plan, we still send you a bill each month that tells you how much to deduct from your checking account. To join, visit us at [www.DominionEnergy.com](http://www.DominionEnergy.com) or call us at the number listed at the top of this bill. You also can pay this bill with an electronic check, ATM/debit card with a Pulse, Star, NYCE or Accell logo, or a Visa, MasterCard, or Discover credit card at [www.DominionEnergy.com](http://www.DominionEnergy.com) or at 1-800-573-1153. BillMatrix provides this service. A service fee applies. ENERGYSHARE: Help people without heat by donating to EnergyShare. To donate, add exactly \$1, \$2, \$6, \$12, \$18 or \$36 to your payment or mail a separate check payable to EnergyShare, Salvation Army, P.O. Box 5847, Cleveland, OH 44101.

Account Number [REDACTED]

**NO PAYMENT DUE**

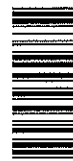
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DOMINION ENERGY OHIO  
 PO BOX 26785  
 RICHMOND VA 23261-6785

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CLEVELAND OH 44110-5217

**Account Number** [REDACTED] **Date Prepared** August 8, 2018 **Next Meter Reading** 09/06 - 09/11/2018

Cycle 02

For questions about Dominion Energy Ohio charges call 1-800-362-7557

**Credits and Charges Since Your Last Bill**

Balance from Last Bill \$112.95 CR  
**Balance \$112.95 CR**

**Current Charges****Dominion Energy Ohio Distribution Charges**

Basic Service Charge \$28.14  
 Usage-Based Charges  
     2.5 MCF @ \$3720 0.93  
 Gross Receipts Tax (4.6044%) 1.34  
**Total Dominion Energy Ohio Charges \$30.41**

For questions about Dominion Energy Ohio charges, call us at 1-800-362-7557.

**Engie Retail, Llc Dba Think Energy Chrg**

Gas Cost 2.5 Mcf @ \$4.94 \$12.35  
 Sales Tax 0.99  
**Total ENGIE RETAIL, LLC DBA THINK \$13.34**

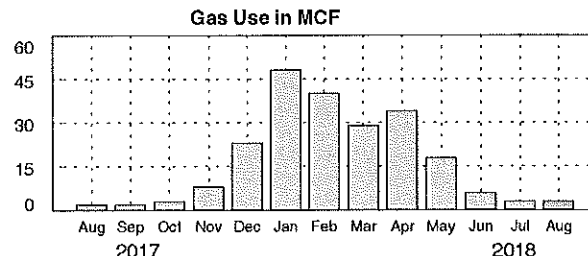
For questions about gas supply costs, contact ENGIE RETAIL, LLC DBA THINK ENERGY at 1-866-252-0078 or 1990 Post Oak Blvd., #1900 Houston, TX 77056 or www.mythinkenergy.com.

**Total Current Charges \$43.75**  
**Total Account Balance \$69.20 CR**

Rate Schedule: Energy Choice Transportation Service - Residential

**Monthly Usage Comparison**

Average Daily Temperature 2017 2018  
 For This Billing Period 74°F 75°F



Avg Monthly Use: 17.9 MCF.  
 Total Annual Use: 214.2 MCF.

**Billing Period and Meter Readings**

Date	Read Type	Reading	Difference
<b>Meter Number</b> [REDACTED]			
Aug 8, 2018	Actual	482.6	
Jul 10, 2018	Actual	480.1	2.5
<b>MCF Used in 29 Days</b>			<b>2.5</b>

**No Payment Due****Filters and Heating System Inspections**

Change or clean your furnace filter at least three times during the heating season. A clean filter will help your furnace operate more effectively and could save you money.

Keep your heating system running safely and efficiently. A qualified heating contractor should inspect it once a year and make repairs when needed. It's best to have the system checked during summer months -- before you'll need it.

ENERGYSHARE: Help people without heat by donating to EnergyShare. To donate, add exactly \$1, \$2, \$6, \$12, \$18 or \$36 to your payment or mail a separate check payable to EnergyShare, Salvation Army, P.O. Box 5847, Cleveland, OH 44101.

Account Number [REDACTED]

**NO PAYMENT DUE**

02

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**PIPP Rider Changes**

Effective for bills rendered on or after July 16, 2018, the Percentage of Income Payment Plan (PIPP) Rider increased from a credit of -\$0.0075 per MCF to a charge of \$0.0374 per MCF. This rate change will increase the average yearly residential bill by \$4.53. The Public Utilities Commission of Ohio approved this change.

|||||  
 DOMINION ENERGY OHIO  
 PO BOX 26785  
 RICHMOND VA 23261-6785

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CLEVELAND OH 44110-3217

Account Number [REDACTED] Date Prepared September 7, 2018 Next Meter Reading 10/05 - 10/10/2018

Cycle 02

For questions about Dominion Energy Ohio charges call 1-800-362-7557

**Credits and Charges Since Your Last Bill**

Balance from Last Bill \$69.20 CR  
**Balance \$69.20 CR**

**Current Charges****Dominion Energy Ohio Distribution Charges**

Basic Service Charge \$28.14  
 Usage-Based Charges  
 2.3 MCF @ \$3217 0.74  
 Gross Receipts Tax (4.6044%) 1.33  
**Total Dominion Energy Ohio Charges \$30.21**

For questions about Dominion Energy Ohio charges, call us at 1-800-362-7557.

**Engie Retail, Llc Dba Think Energy Chrg**

Gas Cost 2.3 McF @ \$4.94 \$11.36  
 Sales Tax 0.91

**Total ENGIE RETAIL, LLC DBA THINK \$12.27**

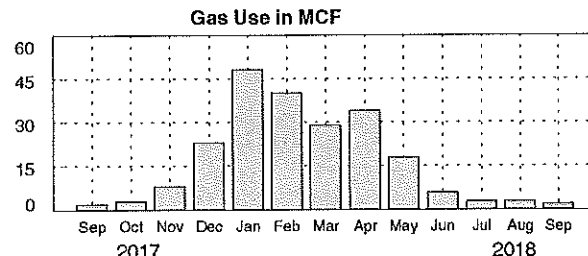
For questions about gas supply costs, contact ENGIE RETAIL, LLC DBA THINK ENERGY at 1-866-252-0078 or 1990 Post Oak Blvd., #1900 Houston, TX 77056 or www.mythinkenergy.com.

**Total Current Charges \$42.48**  
**Total Account Balance \$26.72 CR**

Rate Schedule: Energy Choice Transportation Service - Residential

**Monthly Usage Comparison**

Average Daily Temperature 2017 2018  
 For This Billing Period 70°F 76°F



Avg Monthly Use: 17.9 MCF.  
 Total Annual Use: 214.7 MCF.

**Billing Period and Meter Readings**

Date	Read Type	Reading	Difference
Sep 7, 2018	Actual	484.9	
Aug 8, 2018	Actual	482.6	2.3
<b>MCF Used in 30 Days</b>			<b>2.3</b>

**No Payment Due****Attention, Landlords**

Own or manage rental properties? Consider signing up for our Automatic Transfer Plan. This service keeps the gas on when your tenant moves out. You benefit by having a warm place to show possible renters. Plus, you avoid costly damage from frozen water pipes.

We leave the gas on when one of your tenants calls us to stop service. We list the bill in your name until your new tenant calls us with the information to transfer the bill.

To sign up for the Automatic Transfer Plan, go to [www.DominionEnergy.com](http://www.DominionEnergy.com) (type "automatic transfer" in the search box) or call the number listed at the top of this bill.

ENERGYSHARE: Help people without heat by donating to EnergyShare. To donate, add exactly \$1, \$2, \$6, \$12, \$18 or \$36 to your payment or mail a separate check payable to EnergyShare, Salvation Army, P.O. Box 5847, Cleveland, OH 44101.

Account Number [REDACTED]

**NO PAYMENT DUE**

02

# 000002375

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**Join eBill to Help Save the Environment**

Each year, Dominion Energy Ohio uses over 8,100 trees to print paper bills. Help reduce this number by enrolling in paperless billing, known as eBill. It's free, fast, secure and benefits the environment.

**Join today; visit [DominionEnergy.com/e-bill](http://DominionEnergy.com/e-bill)**

|||||  
 DOMINION ENERGY OHIO  
 PO BOX 26785  
 RICHMOND VA 23261-6785

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CLEVELAND OH 44110-3217

**Account Number**      **Date Prepared**      **Next Meter Reading**  
 [REDACTED]      **October 8, 2018**      **11/05 - 11/08/2018**

Cycle 02

For questions about Dominion Energy Ohio charges call 1-800-362-7557

**Credits and Charges Since Your Last Bill**

Balance from Last Bill      \$26.72 CR  
**Balance**      **\$26.72 CR**

**Current Charges****Dominion Energy Ohio Distribution Charges**

Basic Service Charge      \$28.14  
 Usage-Based Charges  
     3.9 MCF @      \$3.153      1.23  
 Gross Receipts Tax (4.6044%)      1.35  
**Total Dominion Energy Ohio Charges**      **\$30.72**

For questions about Dominion Energy Ohio charges, call us at  
 1-800-362-7557.

**Engie Retail, Llc Dba Think Energy Chrg**

Gas Cost 3.9 McF @ \$4.94      \$19.27  
 Sales Tax      1.54  
**Total ENGIE RETAIL, LLC DBA THINK**      **\$20.81**

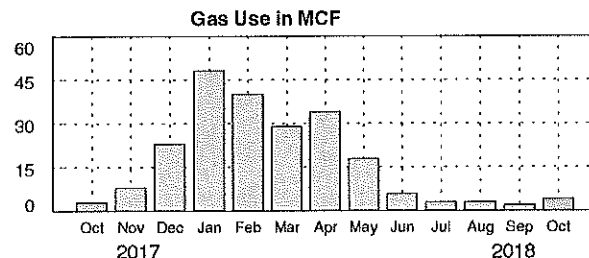
For questions about gas supply costs, contact ENGIE RETAIL, LLC DBA  
 THINK ENERGY at 1-866-252-0078 or 1990 Post Oak Blvd., #1900 Houston,  
 TX 77056 or www.mythinkenergy.com.

**Total Current Charges**      **\$51.53**  
**Total Account Balance**      **\$24.81**

Rate Schedule: Energy Choice Transportation Service - Residential

**Monthly Usage Comparison**

Average Daily Temperature      2017      2018  
 For This Billing Period      68°F      67°F



Avg Monthly Use: 18.0 MCF.  
 Total Annual Use: 215.9 MCF.

**Billing Period and Meter Readings**

Date	Read Type	Reading	Difference
Oct 8, 2018	Actual	488.8	
Sep 7, 2018	Actual	484.9	3.9
<b>MCF Used in 31 Days</b>			<b>3.9</b>

**PLEASE PAY** Account Balance of \$24.81 by Oct 25, 2018 to Avoid Late Payment Charge of 1.5% per month.

**A Message About the Energy Choice Program**

Thank you for participating in the Energy Choice Program. This will be your last bill for gas supplied to you by your current supplier. Your next month's bill will reflect charges for gas supplied by the new natural gas supplier that you selected. Dominion Energy Ohio will continue to deliver the gas and provide customer service. If you have any questions, please call us at the number at the top of this bill.

To participate in the Energy Choice program, you must pay the amount due on time each month.

Please detach and return this coupon with a check made payable to Dominion Energy Ohio.

**PLEASE PAY BY** Oct 25, 2018 **Account No.** [REDACTED]

<b>\$24.81</b>	<b>Amount Enclosed</b>
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02

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**Special Notice-Medical Certification**

When a shutoff of gas service would be especially dangerous to the health of a permanent member of a household, customers are reminded of Medical Certification, which delays a shutoff of gas service. It is available year-round. For details, refer to the "Billing, Service Inquiries or Concerns" section on the last page of this bill.

|||||  
 DOMINION ENERGY OHIO  
 PO BOX 26785  
 RICHMOND VA 23261-6785

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CLEVELAND OH 44110-3217

**Account Number**   **Date Prepared**   **Next Meter Reading**  
 [REDACTED]   **November 7, 2018**   **12/06 - 12/11/2018**

Cycle 02

For questions about Dominion Energy Ohio charges call 1-800-362-7557

**Credits and Charges Since Your Last Bill**

Balance from Last Bill                      \$24.81  
 Late Payment Charge                        0.37  
 Gross Receipts Tax (4.6044%)            0.02  
**Balance**                                        **\$25.20**

**Current Charges****Dominion Energy Ohio Distribution Charges**

Basic Service Charge                        \$28.14  
 Usage-Based Charges  
     18.4 MCF @     \$2.853                    5.25  
 Gross Receipts Tax (4.6044%)            1.54  
**Total Dominion Energy Ohio Charges**   **\$34.93**

For questions about Dominion Energy Ohio charges, call us at  
 1-800-362-7557.

**Xoom Energy Ohio, L L C Charges**

Gas Cost 18.4 Mcf @ \$3.49                \$64.22  
 Sales Tax                                        5.14  
**Total XOOM ENERGY OHIO, L L C Charges**   **\$69.36**

For questions about gas supply costs, contact XOOM ENERGY OHIO, L L C  
 (acct# 10001031699) at 1-888-997-8979 or 11208 Statesville Road, Ste 200  
 Huntersville, NC 28078 or www.xoomenergy.com.

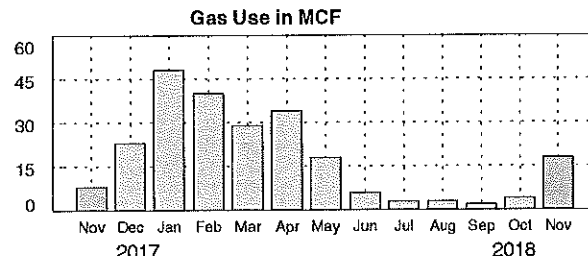
**Total Current Charges**                        **\$104.29**

**Total Account Balance**                        **\$129.49**

Rate Schedule: Energy Choice Transportation Service - Residential

**Monthly Usage Comparison**

Average Daily Temperature                2017                2018  
 For This Billing Period                      57°F                50°F



Avg Monthly Use: 18.9 MCF.  
 Total Annual Use: 226.5 MCF.

**Billing Period and Meter Readings**

Date	Read Type	Reading	Difference
Nov 6, 2018	Actual	507.2	
Oct 8, 2018	Actual	488.8	18.4
<b>MCF Used in 29 Days</b>			<b>18.4</b>

**PLEASE PAY** Account Balance of \$129.49 by Nov 26, 2018 to Avoid Late Payment Charge of 1.5% per month.

**This is a Reminder Notice**

We haven't received your payment of \$25.20. If you've already paid it, thank you. If not, please pay the total balance of \$129.49 by Nov 26, 2018.

If you were on a payment plan that ended last month and need to discuss a new plan, please call us and we will be happy to assist you.

**To participate in the Energy Choice program, you must pay the amount due on time each month.**

ENERGYSHARE: Help people without heat by donating to EnergyShare. To donate, add exactly \$1, \$2, \$6, \$12, \$18 or \$36 to your payment or mail a separate check payable to EnergyShare, Salvation Army, P.O. Box 5847, Cleveland, OH 44101.

Please detach and return this coupon with a check made payable to Dominion Energy Ohio.

**PLEASE PAY BY** Nov 26, 2018 **Account No.** [REDACTED]

<b>\$129.49</b>	[REDACTED]
	<b>Amount Enclosed</b>

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DOMINION ENERGY OHIO  
 PO BOX 26785  
 RICHMOND VA 23261-6785

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Account Number [REDACTED] Date Prepared December 7, 2018 Next Meter Reading 01/09 - 01/14/2019

Cycle 02

For questions about Dominion Energy Ohio charges call 1-800-362-7557

**Summary of Payment Due**

Past Due Gas Amount	129.49
Current Gas Amount	296.52
<b>Total Payment Due by December 26, 2018</b>	<b>\$426.01</b>

**\*\* THIS IS A SHUT-OFF NOTICE \*\***

You are not currently on a payment plan.

**YOUR ACCOUNT IS PAST DUE.** Unless Dominion Energy Ohio receives your past due payment of \$129.49 in full by December 26, 2018, the company can shut off your gas service. Partial payment will not protect you from shutoff unless you are eligible for and enrolled in one of the payment programs listed on the Terms page.

**If the company shuts off your gas service for nonpayment, you must pay your past-due amount(s) or plan arrears. You will be billed a reconnection fee of \$33.00. Also, you will be billed for a security deposit of \$207.00 in three equal monthly installments or you need to have a creditworthy guarantor.**

**Payment Methods:** Pay your over-due balance through BillMatrix day or night with an electronic check, ATM/debit card with Pulse, Star, NYCE or Accell logo or a Visa, Mastercard, or Discover credit card. Contact BillMatrix by phone at 1-800-573-1153 or online through [www.DominionEnergy.com](http://www.DominionEnergy.com). BillMatrix charges a convenience fee of \$1.65 for each transaction. You may also pay in person at an authorized payment center. For the payment location nearest you, visit [www.DominionEnergy.com](http://www.DominionEnergy.com) or call Dominion Energy Ohio at the number in the top right corner of this bill. Authorized payment agents charge a service fee of \$1.50 for each transaction.

**Energy Assistance:** If you meet income requirements, you might qualify for financial aid or weatherization services. To learn more, call the Ohio Development Services Agency at 1-800-282-0880 or contact us.

**Medical Certificate:** A medical certification delays a shutoff when it would be especially dangerous to the health of a permanent member of your household. It allows you time to get financial help or make payment arrangements. It does not reduce the amount you owe. It will be denied if you fail to pay the amount of a returned check, plus any fees. You can request a medical certification form by calling 1-800-950-7989. A licensed medical professional must sign the form. A medical professional can apply by phone, provided that Dominion Energy Ohio receives the written notification within seven days. If gas service is off, return the signed form within 21 days of the shut-off date to restore service. Be sure to give your health care provider permission to release your medical information to us.

Failure to pay all charges for non-regulated Dominion Products & Services may result in termination of your contract.

Please detach and return this coupon with a check made payable to Dominion Energy Ohio.

PLEASE PAY BY	Dec 26, 2018	Account No.	[REDACTED]
<div style="border: 1px solid black; padding: 5px; display: inline-block;">\$426.01</div>		<div style="border: 1px solid black; width: 100px; height: 20px; margin-top: 10px;"></div>	
		Amount Enclosed	

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DOMINION ENERGY OHIO  
PO BOX 26785  
RICHMOND VA 23261-6785

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CLEVELAND OH 44110-3217

**Account Number** [REDACTED] **Date Prepared** December 7, 2018 **Next Meter Reading** 01/09 - 01/14/2019

For questions about Dominion Energy Ohio charges call 1-800-362-7557

**Credits and Charges Since Your Last Bill**

Balance from Last Bill \$129.49  
 Late Payment Charge 1.94  
 Gross Receipts Tax (4.6044%) 0.09  
**Balance \$131.52**

**Current Charges****Dominion Energy Ohio Distribution Charges**

Basic Service Charge \$28.14  
 Usage-Based Charges  
     34.5 MCF @ \$.3339 11.52  
 Gross Receipts Tax (4.6044%) 1.83  
**Total Dominion Energy Ohio Charges \$41.49**

For questions about Dominion Energy Ohio charges, call us at 1-800-362-7557.

**Xoom Energy Ohio, L L C Charges**

Gas Cost 34.5 Mcf @ \$6.79 \$234.26  
 Sales Tax 18.74  
**Total XOOM ENERGY OHIO, L L C Charges \$253.00**

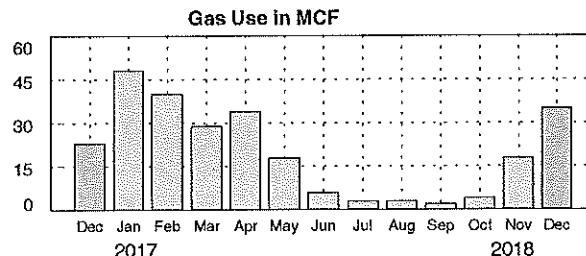
For questions about gas supply costs, contact XOOM ENERGY OHIO, L L C (acct# 10001031699) at 1-888-997-8979 or 11208 Statesville Road, Ste 200 Huntersville, NC 28078 or www.xoomenergy.com.

**Total Current Charges \$294.49**  
**Total Account Balance \$426.01**

Rate Schedule: Energy Choice Transportation Service - Residential

**Monthly Usage Comparison**

Average Daily Temperature 2017 2018  
 For This Billing Period 41°F 36°F



Avg Monthly Use: 19.9 MCF.  
 Total Annual Use: 238.2 MCF.

**Billing Period and Meter Readings**

Date	Read Type	Reading	Difference
Dec 7, 2018	Actual	541.7	
Nov 6, 2018	Actual	507.2	34.5
<b>MCF Used in 31 Days</b>			<b>34.5</b>

**PLEASE PAY** Account Balance of \$426.01 by Dec 26, 2018 to Avoid Late Payment Charge of 1.5% per month.

**THIS IS A SHUT-OFF NOTICE.**

Unless we receive your past-due amount of \$129.49 by Dec 26, 2018, your gas may be shut off. If you have questions about this pending shutoff or need a medical form as outlined below, please call the number listed at the top this bill. If your gas service is shut off, you must pay all past-due amounts. You will be billed a reconnection fee. Also, you will be billed a security deposit in three equal monthly installments or you will need to have a creditworthy guarantor. If you are on the Energy Choice program and your service is shut off, you will no longer be served by your current supplier at the current rate.

NOTE: A medical certification delays a shut off for residential customers when it would be especially dangerous to the health of a permanent member of your household. It allows you time to get financial help. It does not reduce the amount you owe. A licensed medical professional must sign the form.



CLEVELAND OH 44110-3217

Account Number      Date Prepared      Next Meter Reading  
 [REDACTED]      January 10, 2019      02/07 - 02/12/2019

Cycle 02

For questions about Dominion Energy Ohio charges call 1-800-362-7557

**Summary of Payment Due**

Past Due Gas Amount      296.52  
 Current Gas Amount      339.76  
**Total Payment Due by January 28, 2019      \$636.28**

**\*\* THIS IS A SHUT-OFF NOTICE \*\***

You are not currently on a payment plan.

**YOUR ACCOUNT IS PAST DUE.** Unless Dominion Energy Ohio receives your past due payment of \$296.52 in full by January 28, 2019, the company can shut off your gas service. Partial payment will not protect you from shutoff unless you are eligible for and enrolled in one of the payment programs listed on the Terms page.

**If the company shuts off your gas service for nonpayment, you must pay your past-due amount(s) or plan arrears. You will be billed a reconnection fee of \$33.00. Also, you will be billed for a security deposit of \$212.00 in three equal monthly installments or you need to have a creditworthy guarantor.**

**Payment Methods:** Pay your over-due balance through BillMatrix day or night with an electronic check, ATM/debit card with Pulse, Star, NYCE or Accell logo or a Visa, Mastercard, or Discover credit card. Contact BillMatrix by phone at 1-800-573-1153 or online through [www.DominionEnergy.com](http://www.DominionEnergy.com). BillMatrix charges a convenience fee of \$1.65 for each transaction. You may also pay in person at an authorized payment center. For the payment location nearest you, visit [www.DominionEnergy.com](http://www.DominionEnergy.com) or call Dominion Energy Ohio at the number in the top right corner of this bill. Authorized payment agents charge a service fee of \$1.50 for each transaction.

**Energy Assistance:** If you meet income requirements, you might qualify for financial aid or weatherization services. To learn more, call the Ohio Development Services Agency at 1-800-282-0880 or contact us.

**Medical Certificate:** A medical certification delays a shutoff when it would be especially dangerous to the health of a permanent member of your household. It allows you time to get financial help or make payment arrangements. It does not reduce the amount you owe. It will be denied if you fail to pay the amount of a returned check, plus any fees. You can request a medical certification form by calling 1-800-950-7989. A licensed medical professional must sign the form. A medical professional can apply by phone, provided that Dominion Energy Ohio receives the written notification within seven days. If gas service is off, return the signed form within 21 days of the shut-off date to restore service. Be sure to give your health care provider permission to release your medical information to us.

Failure to pay all charges for non-regulated Dominion Products & Services may result in termination of your contract.

Please detach and return this coupon with a check made payable to Dominion Energy Ohio.

PLEASE PAY BY Jan 28, 2019 Account No. [REDACTED]

**\$636.28****Amount Enclosed**

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DOMINION ENERGY OHIO  
 PO BOX 26785  
 RICHMOND VA 23261-6785

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CLEVELAND OH 44110-3217

<b>Account Number</b>	<b>Date Prepared</b>	<b>Next Meter Reading</b>
	January 10, 2019	02/07 - 02/12/2019

Cycle 02

For questions about Dominion Energy Ohio charges call 1-800-362-7557

**Summary of Payment Due**

(See Next Page for Usage Comparison and Meter Readings)

Past Due Gas Amount	296.52
Current Gas Amount	339.76
<b>Total Payment Due by January 28, 2019</b>	<b>\$636.28</b>

**PLEASE PAY** Account Balance of \$636.28 by Jan 28, 2019 to Avoid Late Payment Charge of 1.5% per month.**THIS IS A SHUT-OFF NOTICE.**

Unless we receive your past-due amount of \$296.52 by Jan 28, 2019, your gas may be shut off. If you have questions about this pending shutoff or need a medical form as outlined below, please call the number listed at the top this bill. If your gas service is shut off, you must pay all past-due amounts. You will be billed a reconnection fee. Also, you will be billed a security deposit in three equal monthly installments or you will need to have a creditworthy guarantor. If you are on the Energy Choice program and your service is shut off, you will no longer be served by your current supplier at the current rate.

NOTE: A medical certification delays a shut off for residential customers when it would be especially dangerous to the health of a permanent member of your household. It allows you time to get financial help. It does not reduce the amount you owe. A licensed medical professional must sign the form.



**Account Number** [REDACTED] **Date Prepared** January 10, 2019 **Next Meter Reading** 02/07 - 02/12/2019

Cycle 02

For questions about Dominion Energy Ohio charges call 1-800-362-7557

**Credits and Charges Since Your Last Bill**

Balance from Last Bill	\$426.01
Payment on Dec 14, 2018 - Thank You	129.49 CR
Subtotal	296.52
Late Payment Charge	4.45
Gross Receipts Tax (4.6044%)	0.20
<b>Balance</b>	<b>\$301.17</b>

**Current Charges****Dominion Energy Ohio Distribution Charges**

Basic Service Charge	\$28.14
Usage-Based Charges	
38.7 MCF @ \$.3341	12.93
Gross Receipts Tax (4.6044%)	1.89
<b>Total Dominion Energy Ohio Charges</b>	<b>\$42.96</b>

For questions about Dominion Energy Ohio charges, call us at 1-800-362-7557.

**Xoom Energy Ohio, L L C Charges**

Gas Cost 38.7 McF @ \$6.99	\$270.51
Sales Tax	21.64
<b>Total XOOM ENERGY OHIO, L L C Charges</b>	<b>\$292.15</b>

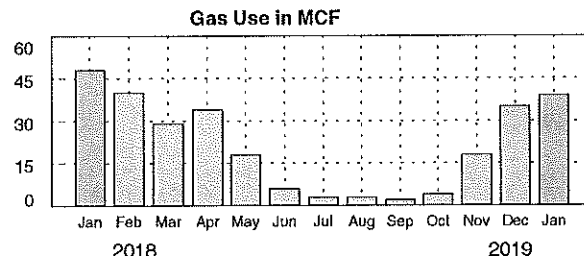
For questions about gas supply costs, contact XOOM ENERGY OHIO, L L C (acct# 10001031699) at 1-888-997-8979 or 11208 Statesville Road, Ste 200 Huntersville, NC 28078 or www.xoomenergy.com.

<b>Total Current Charges</b>	<b>\$335.11</b>
<b>Total Account Balance</b>	<b>\$636.28</b>

Rate Schedule: Energy Choice Transportation Service - Residential

**Monthly Usage Comparison**

Average Daily Temperature	<u>2018</u>	<u>2019</u>
For This Billing Period	22°F	37°F



Avg Monthly Use: 19.0 MCF.  
Total Annual Use: 228.5 MCF.

**Billing Period and Meter Readings**

Date	Read Type	Reading	Difference
<b>Meter Number</b>			
Jan 10, 2019	Actual	580.4	
Dec 7, 2018	Actual	541.7	38.7
<b>MCF Used in 34 Days</b>			<b>38.7</b>



CLEVELAND OH 44110-3217

Account Number      Date Prepared      Next Meter Reading  
 [REDACTED]      February 8, 2019      03/08 - 03/13/2019

Cycle 02

For questions about Dominion Energy Ohio charges call 1-800-362-7557

**Credits and Charges Since Your Last Bill**

Balance from Last Bill      \$636.28  
 Payment on Jan 11, 2019 - Thank You      175.00 CR  
 Payment on Feb 8, 2019 - Thank You      195.25 CR  
**Balance**      **\$266.03**

**Current Charges****General Sales Service Rate**

(See Important Message page)

**Standard Service Offer (SSO)**

Basic Service Charge      \$28.14

Gas Usage Charges      170.25

41.9 MCF @ \$4.0632

Gross Receipts Tax (4.6044%)      9.13

This bill includes \$155.53 for SSO gas cost at \$3.712 per thousand cubic feet (MCF).

**Total Current Charges**      **\$207.52****Total Account Balance**      **\$473.55**

You may be able to better control the gas portion of your bill by shopping for an alternative gas supply contract.

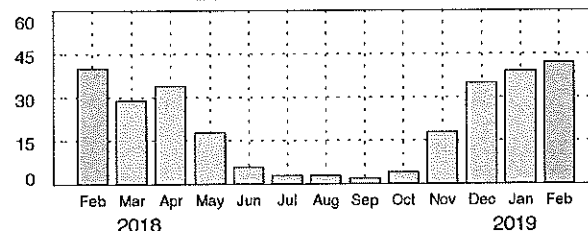
**YOU ARE ON THE BUDGET PLUS (\$51.25) PAYMENT PLAN.**

Rate Schedule: General Sales Service - Residential

**Monthly Usage Comparison**

Average Daily Temperature      2018      2019  
 For This Billing Period      29°F      26°F

Gas Use in MCF



Avg Monthly Use: 19.2 MCF.  
 Total Annual Use: 230.1 MCF.

**Billing Period and Meter Readings**

Date	Read Type	Reading	Difference
Meter Number			
Feb 8, 2019	Actual	622.3	
Jan 10, 2019	Actual	580.4	41.9
<b>MCF Used in 29 Days</b>			<b>41.9</b>

**PLEASE PAY** Plan Amount of \$195.25 by Feb 27, 2019 to Avoid Late Payment Charge of 1.5% per month.**Special Payment Plan**

Thank you for participating in our special payment plan. We designed the plan to help you pay off your balance and to keep you current with new bills. The due date and the amount you owe appear each month on the payment stub below.

To remain on the plan and to avoid a shut-off notice, please be sure to pay the correct amount by the due date. If you have any questions, please call us.

**To participate in the Energy Choice program and/or remain on any payment plan, you must pay the amount due on time each month.**

Please detach and return this coupon with a check made payable to Dominion Energy Ohio.

**PLEASE PAY BY** Feb 27, 2019 **Account No.** [REDACTED]**\$195.25****Amount Enclosed****Rate Component Change**

In Case No. 07-1224-GA-EXM, the Public Utilities Commission of Ohio approved a new Standard Offer (SSO) rate. Effective with this bill, the new SSO rate is \$0.07 plus the NYMEX month-end settlement price rate effective until April 2019. As a result of the variable monthly NYMEX settlement price, the SSO rate is a monthly variable rate.

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DOMINION ENERGY OHIO  
 PO BOX 26785  
 RICHMOND VA 23261-6785

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**Important Message for Account Number:**

for bill prepared on February 8, 2019

You have been placed on Dominion Energy Ohio's Standard Service Offer (SSO) rate. If you remain credit eligible for two consecutive bills and you have not selected an Energy Choice supplier, you will be placed with a supplier to provide you with gas at its unregulated Monthly Variable Rate (MVR). The MVR supplier will be listed on your monthly statement. The MVR supplier will continue to provide gas to you unless you choose a new supplier or participate in an aggregation program.

For contact information on participating Energy Choice suppliers, you have several options:

- Visit [www.DominionGasChoice.com](http://www.DominionGasChoice.com) for Energy Choice information.
- View the Public Utilities Commission of Ohio's (PUCO) "Apples to Apples" supplier comparison chart at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov), or call the PUCO at 1-800-686-PUCO (7826) (TDD 7-1-1 Ohio Relay Service).
- Visit the Ohio Consumers' Counsel website at [www.pickocc.org](http://www.pickocc.org).

PLEASE NOTE: If you have past due amounts owed to Dominion Energy Ohio and are not on a payment plan at the time of your first MVR bill, you will be automatically enrolled in Dominion's One-Ninth Payment Plan. The plan amount (a budget amount, plus one of nine equal monthly payments on the past-due balance) will be stated on that bill.

### Payment Programs for Eligible Customers

**Budget Payment Plan** - A fixed monthly plan calculated on current rates and actual usage that is reviewed periodically and adjusted, with an annual true up in May.

**Budget Plus** - Pay a budget amount, plus one of 12 equal payments of the past-due amount.

**Current Plus** - Pay current charges and make one of six equal payments of the past-due amount.

**One-Third Winter Heating Plan** - Pay one-third of the account balance if current charges include gas used between November 1 and April 15.

**One-Ninth Plan** - Pay a budget amount, plus one of nine equal payments of the past-due amount.

**PIPP Plus** - This program allows income-eligible residential customers to pay 6% of their monthly gross household income or \$10, whichever is greater. Call the Ohio Development Services Agency at 1-800-282-0880 for an application or for the location of the nearest Community Action Agency.

**Graduate PIPP Plus** - A special plan for customers no longer enrolled in PIPP Plus. Monthly amount is the average of the most recent PIPP Plus amount and budget billing amount.

### Explanation of Billing Terms

**Basic Service Charges** - The applicable Basic Service Charges for each rate schedule include a Service Charge for each billing period or any portion thereof to cover the fixed costs for delivering gas, plus associated riders.

**Cancel Billing** - A credit issued to the account when a correction is needed on past charges.

**CR** - Credit

**Estimated Gas Bill** - When we cannot obtain a meter reading, your bill is based on previous gas usage, gas rates and the weather. An estimated bill will be verified when your meter is read or you may enter your own meter reading online at [www.DominionEnergy.com](http://www.DominionEnergy.com).

**Gas Cost** - The price charged to cover the cost of natural gas.

**Gas Usage Charge** - Covers expenses, including SSO gas cost and transportation charges, involved in providing gas services to customers who purchase gas from Dominion Energy Ohio.

**Gross Receipts Tax** - Ohio tax levied on public utilities.

**Investigation Fee** - Fee to be levied in those circumstances where Dominion Energy Ohio has reasonable proof of the customer's fraudulent or damaging practice related to gas service.

**Late Payment Charge** - A 1.5% late payment charge (LPC) may be imposed on all past-due balances if the required payment is not paid in full by the time the next bill is generated. For Payment Plan and Budget customers, the LPC applies only to the past-due plan amount.

**MCF** - An abbreviation for the standard measure of gas meaning 1,000 Cubic Feet.

**Meter Test Fee** - Fee charged for a meter test performed at the customer's request.

**Miscellaneous Charge(s)** - An additional debit or credit applied to the account. An explanation of the reason for the charge or credit will be provided.

**Monthly Variable Rate (MVR)** - Cost of default natural gas for residential customers whose Energy choice or opt-in governmental aggregation contract has expired, as well as for large volume and nonresidential customers. Under this rate, Dominion Energy Ohio assigns a participating supplier to provide gas supply at that supplier's prevailing rate.

**Reconnection Fee** - Fee charged to restore gas service that was terminated by the Company or at a customer's request.

**Reset Read** - Adjusted meter reading that establishes the point from which you are responsible for gas use.

**Returned Payment Fee** - Fee for each returned item tendered or authorized as payment on the customer's account and returned for any reason.

**Security Deposit Installment** - One-third of the total security deposit required. Security deposits are billed to customers in three equal monthly installments. A 3% rate of interest is paid if the full deposit is held for 180 days or longer. Deposits are refunded with interest to residential and small commercial accounts if required payments are made for 12 consecutive months and were not late more than two months during that time, you are not delinquent, or an account is closed for 10 days or longer. Deposits for large commercial and industrial accounts are reviewed every 24 months.

**Service Charge** - This charge includes fixed costs for delivering gas.

**Standard Choice Offer (SCO)** - Cost of acquiring default natural gas for sale to Energy Choice-eligible residential customers by a participating supplier assigned by Dominion Energy Ohio to provide gas supply at the regulated rate.

**Standard Service Offer (SSO)** - Cost of acquiring natural gas for sale to customers who purchase gas from Dominion Energy Ohio.

**Transportation Charges / Usage-Based Charges** - Cover costs associated with delivering gas to the meter, including all applicable riders and taxes. All customers are required to pay these charges regardless if they choose an alternate supplier through the Energy Choice or other transport programs. These charges do not include the cost of the gas.





CLEVELAND OH 44110-3217

Account Number [REDACTED]

Date Prepared  
March 11, 2019

Next Meter Reading

04/08 - 04/11/2019

For questions about Dominion Energy Ohio charges call 1-800-362-7557

**Summary of Payment Due**

Past Due Plan Amount	195.25
Current Plan Amount	195.25
<b>Total Payment Due by March 28, 2019</b>	<b>\$390.50</b>

**\*\* THIS IS A SHUT-OFF NOTICE \*\***

YOU ARE ON THE BUDGET PLUS PAYMENT PLAN.

**YOUR ACCOUNT IS PAST DUE.** Unless Dominion Energy Ohio receives your past due payment of \$195.25 in full by March 28, 2019, the company can shut off your gas service. Partial payment will not protect you from shutoff unless you are eligible for and enrolled in one of the payment programs listed on the Terms page.

**If the company shuts off your gas service for nonpayment, you must pay your past-due amount(s) or plan arrears. You will be billed a reconnection fee of \$33.00. Also, you will be billed for a security deposit of \$118.00 in three equal monthly installments or you need to have a creditworthy guarantor.**

**Payment Methods:** Pay your over-due balance through BillMatrix day or night with an electronic check, ATM/debit card with Pulse, Star, NYCE or Accell logo or a Visa, Mastercard, or Discover credit card. Contact BillMatrix by phone at 1-800-573-1153 or online through [www.DominionEnergy.com](http://www.DominionEnergy.com). BillMatrix charges a convenience fee of \$1.65 for each transaction. You may also pay in person at an authorized payment center. For the payment location nearest you, visit [www.DominionEnergy.com](http://www.DominionEnergy.com) or call Dominion Energy Ohio at the number in the top right corner of this bill. Authorized payment agents charge a service fee of \$1.50 for each transaction.

**Energy Assistance:** If you meet income requirements, you might qualify for financial aid or weatherization services. To learn more, call the Ohio Development Services Agency at 1-800-282-0880 or contact us.

**Medical Certificate:** A medical certification delays a shutoff when it would be especially dangerous to the health of a permanent member of your household. It allows you time to get financial help or make payment arrangements. It does not reduce the amount you owe. It will be denied if you fail to pay the amount of a returned check, plus any fees. You can request a medical certification form by calling 1-800-950-7989. A licensed medical professional must sign the form. A medical professional can apply by phone, provided that Dominion Energy Ohio receives the written notification within seven days. If gas service is off, return the signed form within 21 days of the shut-off date to restore service. Be sure to give your health care provider permission to release your medical information to us.

Failure to pay all charges for non-regulated Dominion Products & Services may result in termination of your contract.

Please detach and return this coupon with a check made payable to Dominion Energy Ohio.

PLEASE PAY BY Mar 28, 2019 Account No. [REDACTED]

**\$390.50**

Amount Enclosed

**Change in Supplier - Standard Choice Offer**

Following the annual gas supply auction approved by the Public Utilities Commission of Ohio, you may receive your gas supply from a different supplier beginning with your April/May bill. With that bill, the new SCO rate will be \$0.22 more than the NYMEX month-end settlement price until mid-April 2020. All SCO customers pay the same monthly rate as posted on [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov).



DOMINION ENERGY OHIO  
PO BOX 26785  
RICHMOND VA 23261-6785

# 000007605

I=0000

1oz 260285/3474499 0000000 0032762 I=0000

CLEVELAND OH 44110-3217

**Account Number**   **Date Prepared**   **Next Meter Reading**  
 [REDACTED]   **March 11, 2019**   **04/08 - 04/11/2019**

Cycle 02

For questions about Dominion Energy Ohio charges call 1-800-362-7557

**Credits and Charges Since Your Last Bill**

Balance from Last Bill                      \$473.55  
**Balance**    **\$473.55**

**Current Charges****General Sales Service Rate****Standard Service Offer (SSO)**

Basic Service Charge                              \$28.14

Gas Usage Charges  
 44.5 MCF @    \$3.4849                              155.08

Gross Receipts Tax (4.6044%)                      8.44

This bill includes \$134.39 for SSO gas cost at \$3.020 per thousand cubic feet (MCF).

**Total Current Charges**                              **\$191.66**

**Total Account Balance**                              **\$665.21**

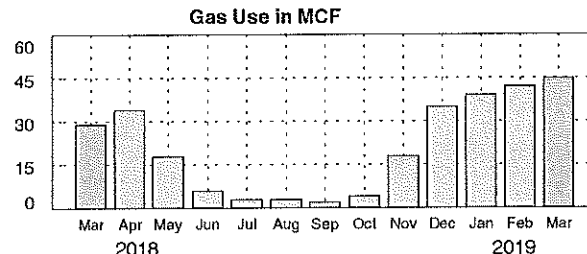
You may be able to better control the gas portion of your bill by shopping for an alternative gas supply contract.

**YOU ARE ON THE BUDGET PLUS (\$51.25) PAYMENT PLAN.**

Rate Schedule: General Sales Service - Residential

**Monthly Usage Comparison**

Average Daily Temperature                      2018                      2019  
 For This Billing Period                              38°F                      29°F



Avg Monthly Use:    20.5 MCF.  
 Total Annual Use:    246.1 MCF.

**Billing Period and Meter Readings**

<u>Date</u>	<u>Read Type</u>	<u>Reading</u>	<u>Difference</u>
<b>Meter Number</b>	[REDACTED]		
Mar 11, 2019	Actual	666.8	
Feb 8, 2019	Actual	622.3	44.5
<b>MCF Used in 31 Days</b>			<b>44.5</b>

**PLEASE PAY** Plan Amount of \$390.50 by Mar 28, 2019 to Avoid Late Payment Charge of 1.5% per month.

**THIS IS A SHUT-OFF NOTICE.**

Unless we receive your past-due amount of \$195.25 by Mar 28, 2019, your gas may be shut off. If you have questions about this pending shutoff or need a medical form as outlined below, please call the number listed at the top this bill. If your gas service is shut off, you must pay all past-due amounts. You will be billed a reconnection fee. Also, you will be billed a security deposit in three equal monthly installments or you will need to have a creditworthy guarantor. If you are on the Energy Choice program and your service is shut off, you will no longer be served by your current supplier at the current rate.

NOTE: A medical certification delays a shut off for residential customers when it would be especially dangerous to the health of a permanent member of your household. It allows you time to get financial help. It does not reduce the amount you owe. A licensed medical professional must sign the form.



CLEVELAND OH 44110-3217

**Account Number** [REDACTED] **Date Prepared**  
**April 9, 2019**
**Next Meter Reading**  
**05/08 - 05/13/2019**

Cycle 02

For questions about Dominion Energy Ohio charges call 1-800-362-7557

**Summary of Payment Due**

Past Due Plan Amount	190.50
Current Plan Amount	198.24
<b>Total Payment Due by April 26, 2019</b>	<b>\$388.74</b>

**\*\* THIS IS A SHUT-OFF NOTICE \*\***

YOU ARE ON THE BUDGET PLUS PAYMENT PLAN.

**YOUR ACCOUNT IS PAST DUE.** Unless Dominion Energy Ohio receives your past due payment of \$190.50 in full by April 26, 2019, the company can shut off your gas service. Partial payment will not protect you from shutoff unless you are eligible for and enrolled in one of the payment programs listed on the Terms page.

**If the company shuts off your gas service for nonpayment, you must pay your past-due amount(s) or plan arrears. You will be billed a reconnection fee of \$33.00. Also, you will be billed for a security deposit of \$268.00 in three equal monthly installments or you need to have a creditworthy guarantor.**

**Payment Methods:** Pay your over-due balance through BillMatrix day or night with an electronic check, ATM/debit card with Pulse, Star, NYCE or Accell logo or a Visa, Mastercard, or Discover credit card. Contact BillMatrix by phone at 1-800-573-1153 or online through [www.DominionEnergy.com](http://www.DominionEnergy.com). BillMatrix charges a convenience fee of \$1.65 for each transaction. You may also pay in person at an authorized payment center. For the payment location nearest you, visit [www.DominionEnergy.com](http://www.DominionEnergy.com) or call Dominion Energy Ohio at the number in the top right corner of this bill. Authorized payment agents charge a service fee of \$1.50 for each transaction.

**Energy Assistance:** If you meet income requirements, you might qualify for financial aid or weatherization services. To learn more, call the Ohio Development Services Agency at 1-800-282-0880 or contact us.

**Medical Certificate:** A medical certification delays a shutoff when it would be especially dangerous to the health of a permanent member of your household. It allows you time to get financial help or make payment arrangements. It does not reduce the amount you owe. It will be denied if you fail to pay the amount of a returned check, plus any fees. You can request a medical certification form by calling 1-800-950-7989. A licensed medical professional must sign the form. A medical professional can apply by phone, provided that Dominion Energy Ohio receives the written notification within seven days. If gas service is off, return the signed form within 21 days of the shut-off date to restore service. Be sure to give your health care provider permission to release your medical information to us.

Failure to pay all charges for non-regulated Dominion Products & Services may result in termination of your contract.

Please detach and return this coupon with a check made payable to Dominion Energy Ohio.

<b>PLEASE PAY BY</b> Apr 26, 2019	<b>Account No.</b> [REDACTED]
<b>\$388.74</b>	
<b>Amount Enclosed</b>	

02

# 000006709

I=0000

DOMINION ENERGY OHIO  
 PO BOX 26785  
 RICHMOND VA 23261-6785

1oz 267752/3488212 0000000 0028998 I=0000

**Account Number**   **Date Prepared**   **Next Meter Reading**  
[REDACTED]   **April 9, 2019**   **05/08 - 05/13/2019**

Cycle 02

For questions about Dominion Energy Ohio charges call 1-800-362-7557

**Summary of Payment Due**

(See Next Page for Usage Comparison and Meter Readings)

Past Due Plan Amount	190.50
Current Plan Amount	198.24
<b>Total Payment Due by April 26, 2019</b>	<b>\$388.74</b>

**PLEASE PAY** Plan Amount of \$388.74 by Apr 26, 2019 to Avoid Late Payment Charge of 1.5% per month.**THIS IS A SHUT-OFF NOTICE.**

Unless we receive your past-due amount of \$190.50 by Apr 26, 2019, your gas may be shut off. If you have questions about this pending shutoff or need a medical form as outlined below, please call the number listed at the top this bill. If your gas service is shut off, you must pay all past-due amounts. You will be billed a reconnection fee. Also, you will be billed a security deposit in three equal monthly installments or you will need to have a creditworthy guarantor. If you are on the Energy Choice program and your service is shut off, you will no longer be served by your current supplier at the current rate.

NOTE: A medical certification delays a shut off for residential customers when it would be especially dangerous to the health of a permanent member of your household. It allows you time to get financial help. It does not reduce the amount you owe. A licensed medical professional must sign the form.



CLEVELAND OH 44116-0217

**Account Number**      **Date Prepared**      **Next Meter Reading**  
 [REDACTED]      **April 9, 2019**      **05/08 - 05/13/2019**

Cycle 02

For questions about Dominion Energy Ohio charges call 1-800-362-7557

**Credits and Charges Since Your Last Bill**

Balance from Last Bill	\$665.21
Payment on Mar 25, 2019 - Thank You	200.00 CR
Subtotal	465.21
Late Payment Charge	2.86
Gross Receipts Tax (4.6044%)	0.13
<b>Balance</b>	<b>\$468.20</b>

**Current Charges****Dominion Energy Ohio Distribution Charges**

Basic Service Charge	\$28.14
Usage-Based Charges	
24.4 MCF @ \$4.479	10.93
Gross Receipts Tax (4.6044%)	1.80
<b>Total Dominion Energy Ohio Charges</b>	<b>\$40.87</b>

For questions about Dominion Energy Ohio charges, call us at  
 1-800-362-7557.

**Verde Energy Usa Ohio, Llc Charges****(See Important Message page)****Monthly Variable Rate (MVR)**

Gas Cost 24.4 McF @ \$9.25	\$225.70
Sales Tax	18.06
<b>Total VERDE ENERGY USA OHIO, LLC Charges</b>	<b>\$243.76</b>

For questions about gas supply costs, contact VERDE ENERGY USA OHIO, LLC at 1-800-388-3862 or 12140 Wickchester Lane Houston, TX 77079 Suite 100 or www.verdeenergy.com.

<b>Total Current Charges</b>	<b>\$284.63</b>
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<b>Total Account Balance</b>	<b>\$752.83</b>
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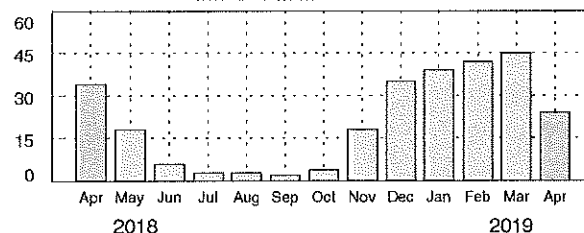
**YOU ARE ON THE BUDGET PLUS (\$51.25) PAYMENT PLAN.**

Rate Schedule: Energy Choice Transportation Service - Residential

**Monthly Usage Comparison**

Average Daily Temperature	2018	2019
For This Billing Period	35°F	43°F

Gas Use in MCF



Avg Monthly Use: 19.8 MCF.  
 Total Annual Use: 237.0 MCF.

**Billing Period and Meter Readings**

Date	Read Type	Reading	Difference
<b>Meter Number</b>			
Apr 9, 2019	Actual	691.2	
Mar 11, 2019	Actual	666.8	24.4
<b>MCF Used in 29 Days</b>			<b>24.4</b>

**Important Message for Account Number:**

for bill prepared on April 9, 2019

With this bill, you will find an assigned supplier listed that will provide natural gas at its unregulated Monthly Variable Rate (MVR). The MVR supplier will continue to provide you with gas unless you choose a new supplier or are eligible to participate in a governmental aggregation program, or choose the SCO rate by contacting Dominion.

Sales tax is charged to most customers on the cost of natural gas purchased from an Energy Choice or governmental aggregation supplier. Sales tax-exempt customers should send a state-issued exemption certificate to the natural gas supplier listed on this bill, along with the applicable account number(s). Gross Receipts Tax is charged on total Dominion Energy Ohio charges (excludes supplier costs).

For contact information on participating Energy Choice suppliers, you have several options:

- Visit [www.DominionGasChoice.com](http://www.DominionGasChoice.com) for Energy Choice information.
- View the Public Utilities Commission of Ohio's (PUCO) "Apples to Apples" supplier comparison chart at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov), or call the PUCO at 1-800-686-PUCO (7826) (TDD 7-1-1 Ohio Relay Service).
- Visit the Ohio Consumers' Counsel website at [www.pickocc.org](http://www.pickocc.org).

### Payment Programs for Eligible Customers

**Budget Payment Plan** - A fixed monthly plan calculated on current rates and actual usage that is reviewed periodically and adjusted, with an annual true up in May.

**Budget Plus** - Pay a budget amount, plus one of 12 equal payments of the past-due amount.

**Current Plus** - Pay current charges and make one of six equal payments of the past-due amount.

**One-Third Winter Heating Plan** - Pay one-third of the account balance if current charges include gas used between November 1 and April 15.

**One-Ninth Plan** - Pay a budget amount, plus one of nine equal payments of the past-due amount.

**PIPP Plus** - This program allows income-eligible residential customers to pay 6% of their monthly gross household income or \$10, whichever is greater. Call the Ohio Development Services Agency at 1-800-282-0880 for an application or for the location of the nearest Community Action Agency.

**Graduate PIPP Plus** - A special plan for customers no longer enrolled in PIPP Plus. Monthly amount is the average of the most recent PIPP Plus amount and budget billing amount.

### Explanation of Billing Terms

**Basic Service Charges** - The applicable Basic Service Charges for each rate schedule include a Service Charge for each billing period or any portion thereof to cover the fixed costs for delivering gas, plus associated riders.

**Cancel Billing** - A credit issued to the account when a correction is needed on past charges.

**CR** - Credit

**Estimated Gas Bill** - When we cannot obtain a meter reading, your bill is based on previous gas usage, gas rates and the weather. An estimated bill will be verified when your meter is read or you may enter your own meter reading online at [www.DominionEnergy.com](http://www.DominionEnergy.com).

**Gas Cost** - The price charged to cover the cost of natural gas.

**Gas Usage Charge** - Covers expenses, including SSO gas cost and transportation charges, involved in providing gas services to customers who purchase gas from Dominion Energy Ohio.

**Gross Receipts Tax** - Ohio tax levied on public utilities.

**Investigation Fee** - Fee to be levied in those circumstances where Dominion Energy Ohio has reasonable proof of the customer's fraudulent or damaging practice related to gas service.

**Late Payment Charge** - A 1.5% late payment charge (LPC) may be imposed on all past-due balances if the required payment is not paid in full by the time the next bill is generated. For Payment Plan and Budget customers, the LPC applies only to the past-due plan amount.

**MCF** - An abbreviation for the standard measure of gas meaning 1,000 Cubic Feet.

**Meter Test Fee** - Fee charged for a meter test performed at the customer's request.

**Miscellaneous Charge(s)** - An additional debit or credit applied to the account. An explanation of the reason for the charge or credit will be provided.

**Monthly Variable Rate (MVR)** - Cost of default natural gas for residential customers whose Energy choice or opt-in governmental aggregation contract has expired, as well as for large volume and nonresidential customers. Under this rate, Dominion Energy Ohio assigns a participating supplier to provide gas supply at that supplier's prevailing rate.

**Reconnection Fee** - Fee charged to restore gas service that was terminated by the Company or at a customer's request.

**Reset Read** - Adjusted meter reading that establishes the point from which you are responsible for gas use.

**Returned Payment Fee** - Fee for each returned item tendered or authorized as payment on the customer's account and returned for any reason.

**Security Deposit Installment** - One-third of the total security deposit required. Security deposits are billed to customers in three equal monthly installments. A 3% rate of interest is paid if the full deposit is held for 180 days or longer. Deposits are refunded with interest to residential and small commercial accounts if required payments are made for 12 consecutive months and were not late more than two months during that time, you are not delinquent, or an account is closed for 10 days or longer. Deposits for large commercial and industrial accounts are reviewed every 24 months.

**Service Charge** - This charge includes fixed costs for delivering gas.

**Standard Choice Offer (SCO)** - Cost of acquiring default natural gas for sale to Energy Choice-eligible residential customers by a participating supplier assigned by Dominion Energy Ohio to provide gas supply at the regulated rate.

**Standard Service Offer (SSO)** - Cost of acquiring natural gas for sale to customers who purchase gas from Dominion Energy Ohio.

**Transportation Charges / Usage-Based Charges** - Cover costs associated with delivering gas to the meter, including all applicable riders and taxes. All customers are required to pay these charges regardless if they choose an alternate supplier through the Energy Choice or other transport programs. These charges do not include the cost of the gas.



# 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: 00266122	Owner: Christina Cassady
Account Name: [REDACTED]	Account in Question: Verde Energy USA Ohio LLC
Type:	Account Holder: [REDACTED]
Status: Pending Reply	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

### CASE DATES:

Date Opened: 04-24-2019  
Case Age in Business Days: 9

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: Summit
Service Address Street: [REDACTED]	Service Address State: Ohio
Service Address City: Akron	Service Address Zip:
Service Address Country: United States	Service Address Phone:

## Industry Information

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

## Additional Information

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

## Transportation Information

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Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

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Description:

Resolution:

## Case Comments

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Created Date	Comment
4/24/2019 10:26:06 AM	Caller states that she has Verde and is unaware how long she has been with them Caller states Verde is too expensive Contacted Co and did not get a answer  Advised we can contact Verde to find out how account was enrolled Referred to a2a for new supplier or Dominion for SCO Advised of investigation timeline Provided name ICB

## Web Information

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

## System Information

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

## Case Emails

---

**Email Created Date: 4/24/2019 5:03:13 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: 00266122

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Akron, Ohio 44307

SERVICE ADDRESS: [REDACTED] Akron, Ohio 44307

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

\*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v) 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. According to Ms. [REDACTED] she does not know when her account was enrolled. Additionally, she states the rates billed for the service are too high.

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.

Sincerely,

Christina Cassady

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

(800) 686-PUCO (7826)

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

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.\_500t0GL05N:ref

**Email Created Date: 4/26/2019 7:38:05 PM**

**Email Text Version:**

Good Afternoon,

Attached you will find the TPV requested for PUCO Complaint No. 00266122. As such, Verde will be providing a final response by the end of business on 5/7/2019.

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>

Sent: Wednesday, April 24, 2019 4:06 PM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00266122 [ref:\_00Dt0GzXt.\_500t0GL05N:ref ]

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

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00266122

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Akron, Ohio 44307

SERVICE ADDRESS: [REDACTED] Akron, Ohio 44307

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

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

days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v) 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. According to Ms. [REDACTED] she does not know when her account was enrolled. Additionally, she states the rates billed for the service are too high.

Please review the account and advise:

1. When, how, and by whom the enrollment was completed?
2. If the enrollment was for a fixed, variable, or variable with an introductory rate product.
3. What was the customer billed per CCF/MCF/kWh for all service periods during which the customer was enrolled?
4. The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.
5. Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.
6. 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):

1. The sales script and/or sales call used to market this customer.
2. The signed agreement for service.
3. The Terms and Conditions of Service.
4. The signed Acknowledgement form.
5. The Welcome Letter mailed to the customer.
6. The Third Party Verification recording for this enrollment.
7. The contract expiration notices mailed to the customer.

Sincerely,

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

www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C9cbe724ae0c14a257efd08d6caa036c2%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636919186810744228&sdata=GUf4kZmX4RoqxE7%2Bkn6c03zEre8WTRyMgXQBRMaRCZA%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=018t0000004Nca3]

ref:\_00Dt0GzXt.\_500t0GL05N:ref

## Case Images

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Created Date	Images
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# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

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

## Case Detail

Case Number: 00266216	Owner: Samantha Boerstler
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: 04-24-2019  
Case Age in Business Days: 4

Date Closed:

## 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: Hocking
Service Address Street: [REDACTED] N	Service Address State: Ohio
Service Address City: [REDACTED]	Service Address Zip:
Service Address Country: United States	Service Address Phone: [REDACTED]

## Industry Information

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

## Additional Information

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

## Transportation Information

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Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

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Description:

Resolution:

## Case Comments

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Created Date	Comment
4/24/2019 2:35:43 PM	Customer calling about Verde. Customer calling because a rep from Verde tried to sign him up and would be reducing his bill by 50%. Reps name was Kevin Hall id# 0251 got frustrated with customer when he refused to answer yes to all of the questions. KHall then said "F You" and hung up on customer. Customer called AEP and tried to block enrollment and AEP told him that they had not received the enrollment yet so they could not stop it. Customer then called and spoke with Theodore C at Verde and was assured that the enrollment would be cancelled. Customer feels rep was misleading and the customer wanted to report the issue. Gave case# and invited call back.

## Web Information

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

## System Information

---

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

## Case Emails

---

**Email Created Date:** 4/25/2019 3:00:52 PM

### **Email Text Version:**

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00266216

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] N, [REDACTED] Ohio 43766

SERVICE ADDRESS: [REDACTED] N, [REDACTED] Ohio 43766

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,

Mr. Desmarais contacted the PUCO regarding an issue she has with one of your reps. She was advised by the rep, Kevin Hall id 0251, that she would receive 50% off from her bill. He started to become frustrated with the customer when she would not answer yes to the questions on the TPV. Due to this the rep became upset, cussed at the customer, and hung up on her.

Did the customer sign up with your company?

Can you review this call?

Are you able to provide that call to us?

Can you please place the customer on your internal do not solicit list?



I would greatly appreciate any additional information you can provide regarding this situation.

Sincerely,

Samantha Boerstler

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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

ref:\_00Dt0GzXt.\_500t0GL2cA:ref

**Email Created Date: 4/29/2019 12:55:33 PM**

**Email Text Version:**

Good morning,

Verde is in response to PUCO Complaint NO. 00266216.

Thank you for bringing [REDACTED] concerns to our attention and for allowing us to address it. Please be advised that we forwarded his concerns to Verde's Compliance Manager-Vendor & Quality Assurance to confirm if any outbound calls were made to the telephone provided as well as to ensure his information is entered in the internal "Do Not Call" list. We will be providing a final response on or before, 5/8/2019.

Thank you,

Xiomara Mendoza

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

Sent: Thursday, April 25, 2019 2:12 PM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00266216 [

ref:\_00Dt0GzXt.\_500t0GL2cA: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: 00266216

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] N, [REDACTED] Ohio 43766

SERVICE ADDRESS: [REDACTED] N, [REDACTED] Ohio 43766

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,

Mr. Desmarais contacted the PUCO regarding an issue she has with one of your reps. She was advised by the rep, Kevin Hall id 0251, that she would receive 50% off from her bill. He started to become frustrated with the customer when she would not answer yes to the questions on the TPV. Due to this the rep became upset, cussed at the customer, and hung up on her.

Did the customer sign up with your company?

Can you review this call?

Are you able to provide that call to us?

Can you please place the customer on your internal do not solicit list?

I would greatly appreciate any additional information you can provide regarding this situation.

Sincerely,

Samantha Boerstler

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%7Ca8077566073e47d5b38308d6ccc37aea%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C636921537293784449&sdata=vWbqBkjinFHoTydxWNX483G5SWpWFgGDOzh2J%2BbHeG1Q%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=018t0000004Ndwy>]

ref:\_00Dt0GzXt.\_500t0GL2cA:ref

## Case Images

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Created Date	Images
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# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

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

## Case Detail

Case Number: 00240611

Account Name: [REDACTED]

Type:

Status: Closed

Preferred Contact Method: No Preference

Owner: Darita Patterson

Account in Question: Verde Energy USA  
Ohio LLC

Account Holder:

Priority: Standard

Service Type: Residential

### CASE DATES:

Date Opened: 12-05-2018

Date Closed: 12-05-2018

Case Age in Business Days: 1

## Contact Information

Contact: [REDACTED]

Preferred Contact Method: No Preference

Phone: [REDACTED]

Preferred Contact Time:

Mobile:

Email:

## Service Address Information

Service Account Number:

Service Address County: Cuyahoga

Service Address Street: [REDACTED]

Service Address State: Ohio

Service Address City: Cleveland

Service Address Zip:

Service Address Country: United States

Service Address Phone:

## Industry Information

AIQ Industry: Electric

Territory Account:

AIQ Sub-Industry: Competitive Retail Electric Service  
Provider

General Code: General -- Electric

AIQ Sub-Sub-Industry:

Specific Code: Call Company First

Non-Jurisdictional Case: ☐

## 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 trying to reach Verde to discuss his rebate.  
RTC.  
ICB.

## Case Comments

---

Created Date	Comment
12/5/2018 12:09:08 PM	Customer trying to reach Verde to discuss his rebate. RTC. 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: Darita Patterson	Last Modified by: Sara Macey
# Tasks Correspondence Review: 0	Next Activity Date:
# Tasks Correspondence Review:0	Case Grade Created: <input checked="" 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: 00266007	Owner: Cindi Mack
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: 04-23-2019  
Case Age in Business Days: 10

Date Closed:

## Contact Information

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

## Service Address Information

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

## Industry Information

AIQ Industry: Gas	Territory Account: 001t0000008OFYQAA4
AIQ Sub-Industry: Competitive Retail Natural Gas Service Provider	General Code: Billing -- Gas
AIQ Sub-Sub-Industry:	Specific Code: Contract 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:

## Case Comments

---

Created Date	Comment
--------------	---------

4/23/2019 4:47:37 PM

Thanks for your email. I'm sharing your email with PUCO Call Center staff to look into it for you. Stay tuned.

Matt Schilling  
Public Utilities Commission of Ohio  
Office of Public Affairs, Director  
(614) 644-6795  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)  
[cid:image001.png@01D4F9E4.54DBAED0] <<http://www.facebook.com/PUCOOhio>>  
[cid:image002.png@01D4F9E4.54DBAED0] <<http://www.twitter.com/pucohio>>  
[cid:image003.png@01D4F9E4.54DBAED0] <<https://www.linkedin.com/company/public-utilities-commission-of-ohio>>  
[cid:image004.png@01D4F9E4.54DBAED0] <<https://www.instagram.com/pucohio>>

From: [REDACTED] [mailto:[REDACTED]]  
Sent: Tuesday, April 23, 2019 2:23 PM  
To: Schilling, Matt <[matt.schilling@puco.ohio.gov](mailto:matt.schilling@puco.ohio.gov)>  
Subject: re: PUCO initiates investigation of two retail energy providers (Verde Energy)

Hi,

I was reading your release at (<https://www.puco.ohio.gov/media-room/media-releases/puco-initiates-investigation-of-two-retail-energy-providers/><<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2Fmedia-room%2Fmedia-releases%2Fpuco-initiates-investigation-of-two-retail-energy-providers%2F&data=02%7C01%7Cmatt.schilling%40puco.ohio.gov%7C2cae7663f25b458d7e6a08d6c818cc26%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C1%7C636916406160235394&sdata=RxoxD9mUQsO2a3nFYIsnuzGsrP%2FVfKt1czBHDmC2oCE%3D&reserved=0>>) and noticed that one of providers being investigated was Verde Energy. This caught my eye as I've recently had a very bad experience with Verde (through my default provider, Dominion Energy of Ohio) and I wondered if it was related.

In late 2018, after ending a contract with another supplier, I requested that Dominion put me on their standard rate, which was about \$3.50/mcf. Unfortunately, after two months, they switched me (on or around 2/7/19) to Verde as a supplier, at a rate of \$9.25/mcf, (which was the highest price out of 72 Energy Choice supplier plans available that week) which resulted (as it was pretty cold) in excess charges (above the standard rate) of nearly \$900 over two months, before I noticed the change - and their 1-2 billing cycle delay in changing suppliers. I don't know if they've corrected the issue for April. On March 20th, I contacted both Dominion and Verde regarding what had happened, and they both refused to issue any refunds, and claimed that I would need to contact the other party for a resolution.

Is there anything I can do about this?

Please let me know if you need any more information,

	<div style="background-color: black; width: 100px; height: 15px; margin-bottom: 5px;"></div> Fairview Park OH, 44126 <div style="background-color: black; width: 100px; height: 15px; margin-bottom: 5px;"></div> mailto: <div style="background-color: black; width: 100px; height: 15px; display: inline-block;"></div> Dominion Gas acct # <div style="background-color: black; width: 100px; height: 15px; display: inline-block;"></div>
--	---

## Web Information

---

Web Name: Schilling, Matt  
 Web Home Phone:  
 Web Email: matt.schilling@puco.ohio.gov  
 Web Company:  
 Web Zip Code:

Web Account in Question:  
 Web US Dot #:

## System Information

---

Created by: Default User  
 # 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: 4/23/2019 2:53:46 PM**

**Email Text Version:**

Thanks for your email. I'm sharing your email with PUCO Call Center staff to look into it for you. Stay tuned.

Matt Schilling  
 Public Utilities Commission of Ohio  
 Office of Public Affairs, Director  
 (614) 644-6795  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)  
[\[cid:image001.png@01D4F9E4.54DBAED0\]<http://www.facebook.com/PUCOOhio>](http://www.facebook.com/PUCOOhio)  
[\[cid:image002.png@01D4F9E4.54DBAED0\] <http://www.twitter.com/pucohio>](http://www.twitter.com/pucohio)  
[\[cid:image003.png@01D4F9E4.54DBAED0\] <https://www.linkedin.com/company/public-utilities-commission-of-ohio>](https://www.linkedin.com/company/public-utilities-commission-of-ohio) [\[cid:image004.png@01D4F9E4.54DBAED0\] <https://www.instagram.com/pucohio>](https://www.instagram.com/pucohio)

From:  [mailto:]  
 Sent: Tuesday, April 23, 2019 2:23 PM  
 To: Schilling, Matt <matt.schilling@puco.ohio.gov>  
 Subject: re: PUCO initiates investigation of two retail energy providers (Verde Energy)

Hi,

I was reading your release at (<https://www.puco.ohio.gov/media-room/media-releases/puco-initiates-investigation-of-two-retail-energy-providers/><<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2Fmedia-room%2Fmedia-releases%2Fpuco-initiates-investigation-of-two-retail-energy-providers%2F&data=02%7C01%7Cmatt.schilling%40puco.ohio.gov%7C2cae7663f25b458d7e6a08d6c818cc26%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C1%7C636916406160235394&sdata=RxoxD9mUQsO2a3nFYIsnuzGsrP%2FVFkT1czBHDmC2oCE%3D&reserved=0>>)) and noticed that one of providers being investigated was Verde Energy. This caught my eye as I've recently had a very bad experience with Verde (through my default provider, Dominion Energy of Ohio) and I wondered if it was related.

In late 2018, after ending a contract with another supplier, I requested that Dominion put me on their standard rate, which was about \$3.50/mcf. Unfortunately, after two months, they switched me (on or around 2/7/19) to Verde as a supplier, at a rate of \$9.25/mcf, (which was the highest price out of 72 Energy Choice supplier plans available that week) which resulted (as it was pretty cold) in excess charges (above the standard rate) of nearly \$900 over two months, before I noticed the change - and their 1-2 billing cycle delay in changing suppliers. I don't know if they've corrected the issue for April. On March 20th, I contacted both Dominion and Verde regarding what had happened, and they both refused to issue any refunds, and claimed that I would need to contact the other party for a resolution.

Is there anything I can do about this?

Please let me know if you need any more information,

[REDACTED]

[REDACTED]

Fairview Park OH, 44126

[REDACTED]mailto:[REDACTED]

Dominion Gas acct # [REDACTED]

**Email Created Date: 4/23/2019 2:53:47 PM**

**Email Text Version:**

Dear Schilling, Matt:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Your case number is 00266007.

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

Sincerely,

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

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

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

ref:\_00Dt0GzXt.\_500t0GKvMr:ref

**Email Created Date: 4/24/2019 11:49:37 AM**

**Email Text Version:**

Case Number: 00266007

Dear [REDACTED]

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

Your case number is 00266007. If you have questions or need additional information, please contact me at (800) 686-PUCO (7826) or via our web site at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Sincerely,

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.

**Email Created Date: 4/24/2019 12:02:34 PM**

**Email Text Version:**

Initial Submission of a Consumer Complaint

Case Number: 00266007

Marketer of Natural Gas  
Please Respond Within 3 Business Days

CASE ID: 00266007

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Fairview Park, Ohio 44126

SERVICE ADDRESS: [REDACTED]

Fairview Park, Ohio 44126

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ:

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

DESCRIPTION OF ISSUE:

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

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

**Email Created Date: 4/26/2019 7:15:59 PM**

**Email Text Version:**

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00266007.

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

[REDACTED] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") because he states that he never authorized an enrollment to Verde.

Investigative Results:

- \* On 02/06/2019, Verde received an inbound enrollment transaction from the utility.
- \* On 03/20/2019, Mr. [REDACTED] contacted Verde wanting to know who authorized the enrollment and requested to cancel. The Verde agent submitted the cancellation transaction to the utility.
- \* On 03/25/2019, Mr. [REDACTED] contacted Verde via email disputing the enrollment. At this time it was explained that the enrollment was enrolled through the utility.
- \* On 04/05/2019, the gas account became inactive with Verde.
- \* On 04/24/2019, Verde was in receipt of PUCO Complaint No. 00266007.

Outcome:

After careful review, Verde would like to confirm that Mr. [REDACTED] gas service enrolled through the DEO MVR program solely by the utility. This program allows the utility to enroll current customers onto flexible, variable month-to-month plans with participating suppliers in the immediate area. For this reason, the enrollment does not have a TPV as it was authorized through the utility. Because of this, Verde agrees the enrollment is valid and warrants no credits or adjustments.

Lastly, as it stands, Mr. [REDACTED] gas service terminated with Verde on 04/05/2019, a date solely determined by the utility and not by Verde.

Kindest Regards,

Edwin Quinonez

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

Edwin Quinonez | Regulatory Specialist

12140 Wickchester Ln, Ste 100 | Houston, TX 77079

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

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

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

Sent: Wednesday, April 24, 2019 11:03 AM

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

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00266007 [ref:\_00Dt0GzXt.\_500t0GKvMr:ref ]

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

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

CASE ID: 00266007

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Fairview Park, Ohio 44126

SERVICE ADDRESS: [REDACTED] Fairview Park, Ohio 44126  
AIQ: Verde Energy USA Ohio LLC  
SERVICE ACCOUNT NUMBER: [REDACTED]  
NIQ:

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

DESCRIPTION OF ISSUE:

Hi,

I was reading your release at

(<https://www.puco.ohio.gov/media-room/media-releases/puco-initiates-investigation-of-two-retail-energy-providers/><<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2Fmedia-room%2Fmedia-releases%2Fpuco-initiates-investigation-of-two-retail-energy-providers%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cffe395fe629547648e808d6ca9d210a%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636919173562663990&sdata=2ckoyFnwfZoYzHywP7urzJ%2FIMuFN1ohvPrt1o0tkQPc%3D&reserved=0>>[https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2Fmedia-](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2Fmedia-room%2Fmedia-releases%2Fpuco-initiates-investigation-of-two-retail-energy-providers%2F&data=02%7C01%7Cmatt.schilling%40puco.ohio.gov%7C2cae7663f25b458d7e6a08d6c818cc26%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C1%7C636916406160235394&sdata=RxoxD9mUQsO2a3nFYIsnuzGsrP%2FVFkT1czBHDmC2oCE%3D&reserved=0)



room%2Fmedia-releases%2Fpuco-initiates-investigation-of-two-retail-energy-providers%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cffe395fe629547648ee808d6ca9d210a%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636919173562673998&sdata=1Y0r7Vx9ruHxZrfshbgmDcl1gJ8fee2jNUMv2X7u7o%3D&reserved=0>>) and noticed that one of providers being investigated was Verde Energy. This caught my eye as I've recently had a very bad experience with Verde (through my default provider, Dominion Energy of Ohio) and I wondered if it was related.

In late 2018, after ending a contract with another supplier, I requested that Dominion put me on their standard rate, which was about \$3.50/mcf. Unfortunately, after two months, they switched me (on or around 2/7/19) to Verde as a supplier, at a rate of \$9.25/mcf, (which was the highest price out of 72 Energy Choice supplier plans available that week) which nearly \$900 over two months, before I noticed the change - and their 1-2 resulted (as it was pretty cold) in excess charges (above the standard rate) of billing cycle delay in changing suppliers. I don't know if they've corrected the issue for April. On March 20th, I contacted both Dominion and Verde claimed that I would need to contact the other party for a resolution. regarding what had happened, and they both refused to issue any refunds, and Is there anything I can do about this? Please let me know if you need any more information,

[REDACTED]  
[REDACTED]  
Fairview Park OH, 44126

[REDACTED]mailto:[REDACTED]mailto:[REDACTED]mailto:[REDACTED]  
[REDACTED]com>>

Dominion Gas acct # [REDACTED]

\*\*\*\*\*

Good afternoon,

The above email was received from Mr. [REDACTED] Please review and advise.

When and how was his account acquired?

When did his account began billing with the company?

If this enrollment was due to the energy choice program, please forward copies of:

- the sales call
- all signed documents
- the TPV
- the terms and conditions
- any renewal notices sent

For the term that the account was with your company, for each billing cycle billed, what were the rates that the account billed at?

If there is any other relevant 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%7Cffe395fe629547648ee808d6ca9d210a%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636919173562684017&sdata=q6jsyqsoQddP92YZHdlxGkhS5iyj8Q8XL76ytLPf2hs%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%7Cffe395fe629547648ee808d6ca9d210a%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636919173562684017&sdata=q6jsyqsoQddP92YZHdlxGkhS5iyj8Q8XL76ytLPf2hs%3D&reserved=0)





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[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004Nc0j>]

ref:\_00Dt0GzXt.\_500t0GKvMr:ref

## Case Images

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Created Date	Images
4/23/2019 2:53:46 PM	
4/23/2019 2:53:46 PM	
4/23/2019 2:53:46 PM	
4/23/2019 2:53:46 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: 00266057

Account Name: [REDACTED]

Type:

Status: Comment Added

Preferred Contact Method: No Preference

Owner: Maureen Harbolt

Account in Question: Verde Energy USA  
Ohio LLC

Account Holder:

Priority: Standard

Service Type: Commercial

### CASE DATES:

Date Opened: 04-23-2019

Case Age in Business Days: 9

Date Closed:

## 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: Erie

Service Address Street: [REDACTED]

Service Address State: Ohio

Service Address City: Sandusky

Service Address Zip:

Service Address Country: United States

Service Address Phone:

## Industry Information

AIQ Industry: Electric

Territory Account: 001t0000008OFZIAA4

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:

## Case Comments

---

Created Date	Comment
4/23/2019 4:58:52 PM	<p>customer called, stated that she has a billing issue with Censtar and Verde Energy. she says her husband [REDACTED] agreed to sign up with Censtar in Aug 2017 after they called him and told him OE's rate were going up. they apparently locked him in for a 8.9/kwh rate for 12mos and then after the 12mos, he was somehow transferred to Verde Energy for another 12mo contract without his authorization nor knowledge. she says that they lied to him and said it was a good rate but it wasn't. in Aug 2018 he began being billed by Verde for the same 8.9/kwh rate for 3mos, then the rate climbed to 11 cents per kwh for a few months, and now the rate is \$0.1599/kwh. she says that she just noticed the high rates and called OE and they told her what happened and the dates.</p> <p>8/23/17 signed up with Censtar 8/24/18 was enrolled with Verde</p> <p>i advised we can contact the companies regarding the contracts and request the sales calls and TPV.</p>

4/29/2019 11:01:43 AM	<p>Co response:</p> <p>On 6/26/2018, CenStar Energy ("CenStar") generated and sent a Customer Assignment Notice advising Mr. [REDACTED] that the account would be transitioned to Verde. (Letter Attached)</p> <p>On 8/24/2018, the electric account became active with Verde.</p> <p>On 10/2/2018, Verde generated and sent a Contract Expiration Notice. (Letter Attached)</p> <p>On 4/24/2019, Verde received PUCO Complaint No. 00266057.</p> <p>Outcome:</p> <p>Verde would like to confirm that per the attached Customer Assignment Notice sent on 6/26/2018, that Mr. [REDACTED] was properly notified of the transition to Verde from CenStar.</p> <p>Additionally, we would like to confirm that no cancellation transaction has been received or submitted on the electric account with Verde; therefore, the account remains active. However, please advise if the customer would like to remain active with Verde.</p> <p>Lastly, on complaint No. 00266054 for Ms. [REDACTED] concerns regarding the account with CenStar, we stated that upon review of the TPV and due to matters that have since been addressed, the CenStar enrollment script was not in compliance with various Ohio Administrative Codes, for this reason, we deemed the enrollment as a "No Sale". As such, a proper adjustment will be completed from inception to the termination date (once determined) with CenStar and Verde. Once the cost-analysis calculations are completed and if a refund is deemed as due, Mr. [REDACTED] will be refunded accordingly.</p>
4/29/2019 3:57:12 PM	sent request for bill copies, see case 266054.

## 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: 4/24/2019 11:02:40 AM**

**Email Text Version:**

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00266057

COMPANY: [REDACTED]

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Sandusky, Ohio 44870

SERVICE ADDRESS: [REDACTED] Sandusky, Ohio 44870

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: n/a

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 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.

Sincerely,

Maureen Harbolt

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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



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**Email Created Date: 4/26/2019 6:45:18 PM**

**Email Text Version:**

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint NO. 00266057.

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.

**Investigative Results:**

- \* On 6/26/2018, CenStar Energy ("CenStar") generated and sent a Customer Assignment Notice advising Mr. [REDACTED] that the account would be transitioned to Verde. (Letter Attached)
- \* On 8/24/2018, the electric account became active with Verde.
- \* On 10/2/2018, Verde generated and sent a Contract Expiration Notice. (Letter Attached)
- \* On 4/24/2019, Verde received PUCO Complaint No. 00266057.

**Outcome:**

Verde would like to confirm that per the attached Customer Assignment Notice sent on 6/26/2018, that Mr. [REDACTED] was properly notified of the transition to Verde from CenStar. Additionally, we would like to confirm that no cancellation transaction has been received or submitted on the electric account with Verde; therefore, the account remains active. However, please advise if the customer would like to remain active with Verde.

Lastly, on complaint No. 00266054 for Ms. [REDACTED] concerns regarding the account with CenStar, we stated that upon review of the TPV and due to matters that have since been addressed, the CenStar enrollment script was not in compliance with various Ohio Administrative Codes, for this reason, we deemed the enrollment as a "No Sale". As such, a proper adjustment will be completed from inception to the termination date (once determined) with CenStar and Verde. Once the cost-analysis calculations are completed and if a refund is deemed as due, Mr. [REDACTED] will be refunded accordingly.

Please confirm if customer would like to keep the account active.

Kindest Regards,

Xiomara Mendoza

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

Sent: Wednesday, April 24, 2019 10:03 AM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00266057 [

ref:\_00Dt0GzXt.\_500t0GKwe6:ref ]

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

Initial Submission of a Consumer Complaint  
Provider of Natural Gas or Electric Supply  
Please Respond Within 3 Business Days

CASE ID: 00266057

COMPANY: [REDACTED]

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Sandusky, Ohio 44870

SERVICE ADDRESS: [REDACTED] Sandusky, Ohio 44870

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: n/a

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:

1. When, how, and by whom the enrollment was completed?
2. If the enrollment was for a fixed, variable, or variable with an introductory rate product.
3. What was the customer billed per CCF/MCF/kWh for all service periods during which the customer was enrolled?
4. The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.
5. Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.
6. 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):

1. The sales call used to market this customer.
2. The signed agreement for service.
3. The Terms and Conditions of Service.
4. The signed Acknowledgement form.
5. The Welcome Letter mailed to the customer.
6. The Third Party Verification recording for this enrollment.
7. The contract expiration notices mailed to the customer.

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%7Ce4375a2f085243a7a5d108d6ca98c4c6%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636919155155074361&sdata=iiuTGN8drowl0iyLX3IPy3jLXdSdVvgD3062cWpYGyk%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%7Ce4375a2f085243a7a5d108d6ca98c4c6%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636919155155074361&sdata=iiuTGN8drowl0iyLX3IPy3jLXdSdVvgD3062cWpYGyk%3D&reserved=0)

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[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004NbuR>]

ref:\_00Dt0GzXt.\_500t0GKwe6:ref

## Case Images

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

>000353 00694 001 P51121



Sandusky, OH 44870-9684



10/2/2018

Dear [REDACTED]

Your fixed rate is set to expire on 11/11/2018.

You can do nothing and you'll automatically be moved to a month-to-month variable rate plan that will give you more freedom and flexibility each month; or you can sign up on a new fixed-rate plan that will continue to give you a competitive price that locks in the energy rate for the length of your contract. To learn about our current offers and to sign up on a new fixed-rate plan, simply call 1-800-388-3862.

If you choose to stay on the variable rate plan, your rate could change on a monthly basis. It's important to note that you can take advantage of our competitive prices by selecting another fixed-rate plan, which you can sign up for at any time after your contract expires.

**Please be advised that no Early Termination Fee will apply if you choose to cancel your service with Verde Energy on fixed rate products within 14 days of your contract expiration. Prior to 14 days, your account is subject to an early termination fee of \$0.**

We appreciate your loyalty and look forward to being your energy provider for years to come.

Sincerely,

Nathan Kroeker  
CEO & President

#### MOVING?

We'd like to help with your energy needs at your new address. Call 1-800-388-3862.  
We promise to be hassle-free even if your move isn't.



VE\_EXPIRATIONNOTICE\_OH\_08.21.2018\_English







P.O. Box 421289  
Houston, TX 77242

June 26, 2018

[REDACTED]  
[REDACTED]  
[REDACTED]

Utility: OHIOED

Account Number: [REDACTED]

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

Dear [REDACTED]

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

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

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

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

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

Kind Regards,

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

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

## 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 OHIOED bill as normal.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Phone: 877-529-6701

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

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

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

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





# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

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

## Case Detail

Case Number: 00266208

Account Name: [REDACTED]

Type:

Status: Reply Received

Preferred Contact Method: No Preference

Owner: Andrea Smith

Account in Question: Verde Energy USA  
Ohio LLC

Account Holder: [REDACTED]

Priority: Standard

Service Type: Residential

### CASE DATES:

Date Opened: 04-24-2019

Case Age in Business Days: 9

Date Closed:

## Contact Information

Contact: [REDACTED]

Preferred Contact Method: No Preference

Phone: [REDACTED]

Preferred Contact Time:

Mobile: [REDACTED]

Email: [REDACTED]

## Service Address Information

Service Account Number: [REDACTED]

Service Address County: Trumbull

Service Address Street: [REDACTED]

Service Address State: Ohio

Service Address City: Girard

Service Address Zip:

Service Address Country: United States

Service Address Phone: [REDACTED]

## Industry Information

AIQ Industry: Electric

Territory Account: 001t0000008OFZIAA4

AIQ Sub-Industry: Competitive Retail Electric Service  
Provider

General Code: Marketing -- Electric

AIQ Sub-Sub-Industry:

Specific Code: Misleading Information /  
Materials

Non-Jurisdictional Case: ☐

## Additional Information

PUCO ID: 345478

Case Formal Complaint Specialist Approved:

Docketing Case Number:

Case Formal Complaint Supervisor Approved:

Legacy Case ID:

## Transportation Information

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Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

---

Description:

Resolution:

## Case Comments

---

Created Date	Comment
4/24/2019 2:06:36 PM	Customer calling about Verde. Customer calling about mother's account. Mother swithed to Verde and the bill has doubled. Mother did sign up for the services but mother is elderly and really didn't know what she was signing up for. Customer feels mother was deceived. Customer went from 4.9 kwh to 15.29 kwh. Customer looking to have bill re rated to what the rate would have been prior to switching to Verde. Call did cancel Verde. Gave Case# Invited call back.

## Web Information

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

## System Information

---

Created by: 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

---

**Email Created Date: 4/25/2019 10:54:53 AM**

**Email Text Version:**

96

Normal  
0

false  
false  
false

EN-US  
X-NONE  
X-NONE



















Initial Submission of a Consumer Complaint

Case Number: 00266208

Provider of ElectricPlease Respond Within 3 Business Days

CASE ID:

00266208CUSTOMER: [REDACTED] / [REDACTED] G [REDACTED] [REDACTED]

[REDACTED] Girard, Ohio

44420SERVICE ADDRESS: [REDACTED] [REDACTED] Girard,

Ohio 44420AIQ:

Verde Energy USA Ohio LLCSERVICE ACCOUNT NUMBER: [REDACTED]

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

DESCRIPTION OF ISSUE: Mr. [REDACTED] contacted us on behalf of his mother, [REDACTED] [REDACTED]. He states his mother switched to the company and the bill has doubled. He states his mother is elderly and was deceived. The rate went from 4.9 cents per kWh to 15.29 cents per kWh. He would like the company to re-rate to the rate before switching.

1. Do you have record of customer?2. If so, when and how was the customer signed up?3.

Please provide copy of signed contract, TPV and sales call.4. Do you have record of customers son calling about the account?5. If so, when and what was explained to the customer?6. Was the account cancelled?

7. Any additional information you could provide would be greatly appreciated. Sincerely,

Andrea SmithPublic Utilities Commission of

OhioService Monitoring and

Enforcement DepartmentCustomer 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.\_500t0GL2NA:ref

**Email Created Date: 4/29/2019 5:42:38 PM**

**Email Text Version:**

Good Afternoon Ms. Smith,

Per O.A.C. 4901:1-21-06(D)(1)(h)(v), attached you will find the TPV for PUCO Complaint No. 00266208. Please be aware that Verde will provide an update to PUCO Complaint No. 00266209 by 05/08/2019.

Best Regards,

Edwin Quinonez

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

Edwin Quinonez | Regulatory Specialist

12140 Wickchester Ln, Ste 100 | Houston, TX 77079

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

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

Edwin Quinonez | Regulatory Specialist

12140 Wickchester Ln, Ste 100 | Houston, TX 77079

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

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energy%2Fmembers&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C850425890b1548639ab308d6cceb9479%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636921709522326333&sdata=3%2B8xvX5VLzfmhmM5%2BwTczesxX1UGNF7QyaeV1rwKuSM%3D&reserved=0>[https://www.sparkenergy.com/SignatureImages/spark\_linkedin.png]<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fspark-energy&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C850425890b1548639ab308d6cceb9479%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636921709522336340&sdata=0%2BDyH0JvufAO0FMoYUe%2Fns04p6pF5%2FXqMgp%2FNo1wYl4%3D&reserved=0>[https://www.sparkenergy.com/SignatureImages/spark\_youtube.png]<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.youtube.com%2Fsparkenergy&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C850425890b1548639ab308d6cceb9479%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636921709522346348&sdata=6TABG6rMdROhGs d6eH800BtvRMwKa2RFKE5PQtnVsu4%3D&reserved=0>[https://www.sparkenergy.com/SignatureImages/spark\_blog.png]<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.sparkenergy.com%2Fblog%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C850425890b1548639ab308d6cceb9479%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636921709522356344&sdata=LW93VXpVh%2Bt3cgh%2F6Qz2v54jM2%2Fp8%2Ft7%2BFdV6TX9Brc%3D&reserved=0>

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From: Andrea Smith <contactthepuco@puc.state.oh.us>  
Sent: Thursday, April 25, 2019 9:55 AM  
To: Regulatory <regulatory@sparkenergy.com>  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00266208 [ref:\_00Dt0GzXt.\_500t0GL2NA: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: 00266208  
CUSTOMER: [REDACTED] / [REDACTED]  
ADDRESS: [REDACTED] Girard, Ohio 44420

SERVICE ADDRESS: [REDACTED] Girard, Ohio 44420

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: Mr. [REDACTED] contacted us on behalf of his mother, [REDACTED] [REDACTED]. He states his mother switched to the company and the bill has doubled. He states his mother is elderly and was deceived. The rate went from 4.9 cents per kWh to 15.29 cents per kWh. He would like the company to re-rate to the rate before switching.

1. Do you have record of customer?
2. If so, when and how was the customer signed up?
3. Please provide copy of signed contract, TPV and sales call.
4. Do you have record of customers son calling about the account?
5. If so, when and what was explained to the customer?
6. Was the account cancelled?
7. Any additional information you could provide would be greatly appreciated.

Sincerely,

Andrea Smith

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C850425890b1548639ab308d6cceb9479%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636921709522366357&sdata=TYDLiKlZjeaGkrm8EZe9zgZhuCqBSkVtrGGbkKtYJBA%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%7C850425890b1548639ab308d6cceb9479%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636921709522366357&sdata=TYDLiKlZjeaGkrm8EZe9zgZhuCqBSkVtrGGbkKtYJBA%3D&reserved=0)

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[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004NdSK]

ref:\_00Dt0GzXt.\_500t0GL2NA:ref

## Case Images

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Created Date	Images
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# Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

## Commissioners

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

## Case Detail

Case Number: 00266229

Account Name: [REDACTED]

Type:

Status: Reply Received

Preferred Contact Method: No Preference

Owner: Cindi Mack

Account in Question: Verde Energy USA  
Ohio LLC

Account Holder: [REDACTED] [REDACTED]

Priority: Standard

Service Type: Residential

### CASE DATES:

Date Opened: 04-24-2019

Case Age in Business Days: 8

Date Closed:

## Contact Information

Contact: [REDACTED]

Preferred Contact Method: No Preference

Phone:

Mobile: [REDACTED]

Preferred Contact Time:

Email:

## Service Address Information

Service Account Number: [REDACTED]

Service Address Street: [REDACTED]

Service Address City: Xenia

Service Address Country: United States

Service Address County: Greene

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: 001t0000008OFYIAA4

General Code: Billing -- Electric

Specific Code: Contract Inquiry

## 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:

## Case Comments

---

Created Date	Comment
4/24/2019 3:10:57 PM	<ul style="list-style-type: none"><li>-caller says his bill this month is over \$900 &gt;&gt; total bill is over \$3,000</li><li>-caller says Verde called him about 2 yrs ago - and he enrolled, but it was suppose to drop off in 1 year &gt;&gt; the contract was only good for a year</li><li>-when asked, caller did not contact Verde after the contract expired &gt;&gt; caller says he assumed that his acct would go back to DPL</li><li>-caller says he was understanding that he didn't have to do anything</li><li>-caller was advised about the add/removal process, etc...</li><li>-caller says when he cancelled Verde today, DPL informed him that it will take up to 3 billing cycles</li><li>-caller says Verde charges 19 cents per kw and DPL currently charges 4.5 cents per kw</li><li>-caller says he was referred by DPL to report this</li><li>-caller is wanting to know if there's anything the PUCO can do to get the amt 'knocked' off his bill b/c he was way over charged by Verde</li><li>-caller was advised that the PUCO will have to contact Verde to see if they're willing to re-rate the charges, etc...</li><li>-case # and timeline provided for future reference</li></ul>

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

---

## Case Emails

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Email Created Date: 4/25/2019 4:10:11 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:

00266229

CUSTOMER: [REDACTED] ADDRESS: [REDACTED] Xenia, Ohio  
45385

SERVICE ADDRESS: [REDACTED] Xenia,  
Ohio 45385AIQ:

Verde Energy USA Ohio LLCSERVICE ACCOUNT NUMBER: [REDACTED]

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

DESCRIPTION OF ISSUE: Good afternoon,

Mr. [REDACTED] spoke to staff regarding an enrollment dispute. He said that about two years ago he enrolled his account, but was to drop off in one year and revert back to his utility. It was his understanding that he did not have to do anything. He said that your company is charging him \$0.19 per kWh verses the utility, \$0.045.

When and how was his account acquired?If this was a telephonic enrollment, please forward a copy of the sales call for review.Please forward -all signed documents -the TPV -the welcome letter -terms and conditionsWhen did his account begin billing with the company?Did the company receive a drop request? If so, when is the final bill date?If this was originally a fixed rate enrollment, when did the fixed rate expire?When did the company send the customer notification that the fixed rate was due to expire? -please forward a copy of the notification for review.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























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ref:\_00Dt0GzXt.\_500t0GL2tq:ref

**Email Created Date: 4/29/2019 6:04:31 PM**

**Email Text Version:**

Good Afternoon Ms. Mack,

Please be aware that due to the age of this account, Verde is still gathering all the necessary data to provide an accurate response to PUCO Complaint No. 00266229. As such, Verde will provide an update by 05/03/2019.

Best Regards,

Edwin Quinonez

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

Edwin Quinonez | Regulatory Specialist

12140 Wickchester Ln, Ste 100 | Houston, TX 77079

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

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Edwin Quinonez | Regulatory Specialist

12140 Wickchester Ln, Ste 100 | Houston, TX 77079

equinonez@sparkenergy.com | <http://www.sparkenergy.com>

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[[https://www.sparkenergy.com/SignatureImages/spark\\_twitter.png](https://www.sparkenergy.com/SignatureImages/spark_twitter.png)]<<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Ftwitter.com%2FSparkEnergy%2Flists%2Fspark-energy%2Fmembers&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cf95f6ed1265340c515ae08d6ccea3a7%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636921722670408112&sdata=Q8CFEu3X%2BnrOnsns5uoitYpaf86NBzqEtJV%2F1q%2B1hg%3D&reserved=0>>  
[[https://www.sparkenergy.com/SignatureImages/spark\\_linkedin.png](https://www.sparkenergy.com/SignatureImages/spark_linkedin.png)]<<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fspark-energy&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cf95f6ed1265340c515ae08d6ccea3a7%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636921722670418115&sdata=3etpxzMv%2FzO0cvUSiRBGACgx7DyV3lmB1oJD6xqnBY4%3D&reserved=0>>  
[[https://www.sparkenergy.com/SignatureImages/spark\\_youtube.png](https://www.sparkenergy.com/SignatureImages/spark_youtube.png)]<<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.youtube.com%2Fsparkenergy&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cf95f6ed1265340c515ae08d6ccea3a7%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636921722670428123&sdata=%2BMChZgAMEKRP7HHA0QYhLVkPBly%2FHuGVAALPAmPrKQ%3D&reserved=0>>  
[[https://www.sparkenergy.com/SignatureImages/spark\\_blog.png](https://www.sparkenergy.com/SignatureImages/spark_blog.png)]<<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.sparkenergy.com%2Fblog%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cf95f6ed1265340c515ae08d6ccea3a7%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636921722670438131&sdata=9niWuEuoe%2BRI4Wn4wH4sV52uJTAEVsuOKghaoVunXVU%3D&reserved=0>>

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

Sent: Thursday, April 25, 2019 3:10 PM

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

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00266229 [ref:\_00Dt0GzXt.\_500t0GL2tq: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: 00266229

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Xenia, Ohio 45385

SERVICE ADDRESS: [REDACTED] Xenia, Ohio 45385  
AIQ: Verde Energy USA Ohio LLC  
SERVICE ACCOUNT NUMBER: [REDACTED]  
NIQ:

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

DESCRIPTION OF ISSUE:

Good afternoon,

Mr. [REDACTED] spoke to staff regarding an enrollment dispute. He said that about two years ago he enrolled his account, but was to drop off in one year and revert back to his utility. It was his understanding that he did not have to do anything. He said that your company is charging him \$0.19 per kWh verses the utility, \$0.045.

When and how was his account acquired?

If this was a telephonic enrollment, please forward a copy of the sales call for review.

Please forward

- all signed documents
- the TPV
- the welcome letter
- terms and conditions

When did his account begin billing with the company?

Did the company receive a drop request? If so, when is the final bill date?

If this was originally a fixed rate enrollment, when did the fixed rate expire?

When did the company send the customer notification that the fixed rate was due to expire?

-please forward a copy of the notification for review.  
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%7Cf95f6ed1265340c515ae08d6ccee3a7%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636921722670468155&sdata=PMcP2FIWEjd%2BfPGev1eXmy0xyHYcvUIIVSKPK84HS98%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%7Cf95f6ed1265340c515ae08d6ccee3a7%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636921722670468155&sdata=PMcP2FIWEjd%2BfPGev1eXmy0xyHYcvUIIVSKPK84HS98%3D&reserved=0)

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ref: \_00Dt0GzXt.\_500t0GL2tq:ref  
**Email Created Date: 5/3/2019 7:34:49 PM**

**Email Text Version:**

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00266229.

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

[REDACTED] [REDACTED] has filed a complaint with the Public Utility Commission of Ohio ("PUCO") because he states that he enrolled his service 2 years ago; however, he was under the impression that it would revert back to the utility when it expired.

Investigative Results:



- On 06/07/2017, [REDACTED] [REDACTED] authorized the electric enrollment to Verde into a 12 month fixed rate of \$0.0749 cents/kWh. (TPV Attached)
- On 06/13/2017, Verde generated and sent a Welcome Letter. (Letter Attached)
- On 07/18/2017, the electric account became active with Verde.
- On 11/15/2018, the account defaulted into a month to month variable rate.
- On 04/25/2019, Verde was in receipt of PUCO Complaint No. 00266229.

Outcome:

We'd like to confirm that per the attached TPV completed on 06/07/2017 and terms sent on 06/13/2017, Mr. [REDACTED] was properly notified that the electric account would be enrolled into a 12 month fixed rate and would renew into a month to month rate thereafter. However, please be aware that because Verde no longer possesses the Sales Call that was conducted on 06/07/2017. Additionally, it was determined that a Contract Expiration Notice was not sent before the fixed rate expired. As such, Verde will process a cost analysis for the service period between 07/18/2017 (Inception) to 05/17/2019 (Termination). If a credit is deemed due, Mr. [REDACTED] will be refunded accordingly.

Lastly, please be aware that Mr. [REDACTED] electric account has a pending termination date of 05/17/2019, a date solely determined by the utility and not Verde.

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

Kindest Regards,

Edwin Quinonez

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

Edwin Quinonez | Regulatory Specialist

12140 Wickchester Ln, Ste 100 | Houston, TX 77079

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

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

Sent: Thursday, April 25, 2019 3:10 PM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00266229 [

ref:\_00Dt0GzXt.\_500t0GL2tq: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: 00266229

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Xenia, Ohio 45385

SERVICE ADDRESS: [REDACTED] Xenia, Ohio 45385

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ:

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

DESCRIPTION OF ISSUE:

Good afternoon,

Mr. [REDACTED] spoke to staff regarding an enrollment dispute. He said that about two years ago he enrolled his account, but was to drop off in one year and revert back to his utility. It was his understanding that he did not have to do anything. He said that your company is charging him \$0.19 per kWh verses the utility, \$0.045.

When and how was his account acquired?

If this was a telephonic enrollment, please forward a copy of the sales call for review.

Please forward

- all signed documents
- the TPV
- the welcome letter

-terms and conditions

When did his account begin billing with the company?

Did the company receive a drop request? If so, when is the final bill date?

If this was originally a fixed rate enrollment, when did the fixed rate expire?

When did the company send the customer notification that the fixed rate was due to expire?

-please forward a copy of the notification for review.

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%7Cf842960e938a43a17d6f08d6d01fc8e6%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636925232792922953&sdata=vHLTymbiah7sqFdt%2FSOBFqRXIsdMd4%2FibDrDTSb9rO8%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=018t0000004Ne3L>]

ref:\_00Dt0GzXt.\_500t0GL2tq:ref

## Case Images

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Created Date	Images
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1334

June 13, 2017

██████████ / ██████████  
██████████  
██████████ ██████████

Dear ██████████ / ██████████

Thank you for selecting Verde Energy USA for the supply portion of your electric service. We look forward to providing you with 100% renewable energy at a very competitive rate and immediate cash-back savings! Your local utility company will continue to fully service your account and you will continue to receive one monthly bill which will include Verde's **100% Green** electric supply rate. We are processing your enrollment with your local utility. You should start to receive Verde's **100% Green** 12-month fixed supply rate after your next 1 to 2 monthly bills depending on your meter reading date.

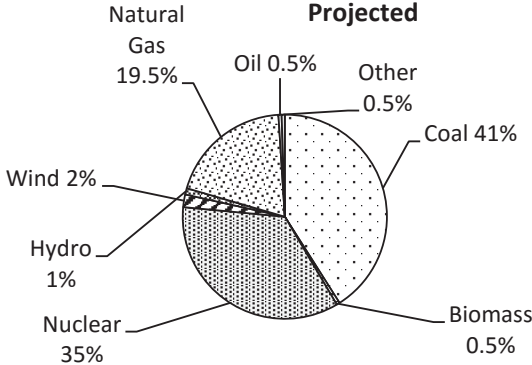
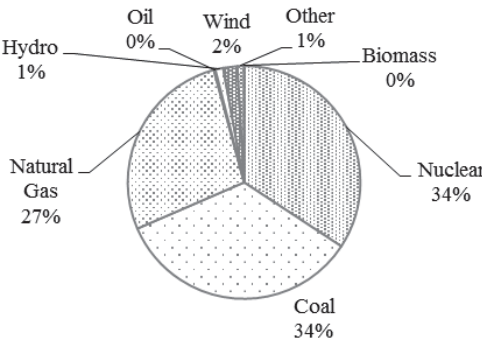
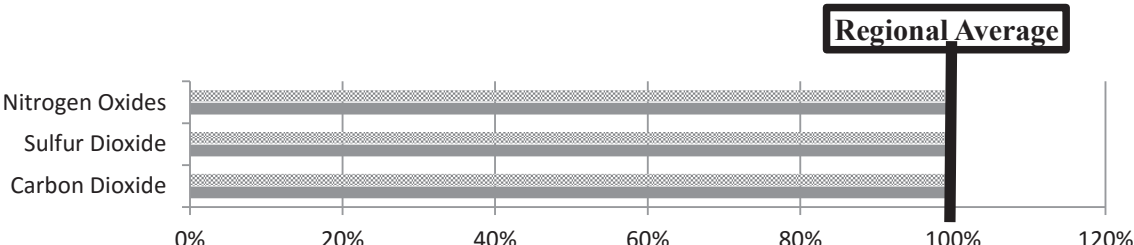
Enclosed are the following materials:

- A copy of your Terms and Conditions of Service
- A copy of your Renewable Energy Certificate which details Verde's 100% renewable energy offer
- A copy of the standard electric generation disclosure label (this is for the standard electricity supply in OH and does not reflect the 100% Renewable Energy Certificates incorporated in Verde's offer)
- A copy of a brochure for a new special benefit for Verde customers! Join the Fuel Rewards™ program and save 5 cents/gallon on Shell fuel for every \$50 you spend on the Verde electric supply charges on your monthly utility bill!
- A copy of the \$100 cash-back savings form. Please follow the instructions on the form carefully in order to receive your Cash Back Savings.
- Learn about Verde Energy's Refer A Friend program where you can earn \$50/referral, visit our website or download our app for more details!

**Energy Savings Solutions:** In addition to receiving our **100% Green** energy rate and \$100 in Cash Back Savings, you can learn how to save even money on your monthly utility bills by taking advantage of the free Energy Savings Solutions feature on our website [www.verdeenergy.com](http://www.verdeenergy.com) (click on the tab on the top navigation bar). You can monitor and analyze your monthly energy usage over time, find valuable recommendations on how you can reduce your overall energy usage, and purchase energy savings products at a 10% discount. This is a great tool so please take advantage of all it has to offer!

Thank you again for selecting Verde Energy USA



Environmental Disclosure Information		
Verde Energy USA Ohio		
Projected Data for the 2016 Calendar Year		
Actual Data for January through December 2016 Calendar Year		
<b>Generation Resource Mix- A</b> A comparison between the sources of generation used to produce this product and the historic regional average supply mix.	<b>Projected</b>	
		
	<b>Actual</b>	
		
<b>Environmental Characteristics-</b> A description of the characteristics associated with each possible generation resource.	Biomass Power	Air Emissions and Solid Waste
	Coal Power	Air Emissions and Solid Waste
	Hydro Power	Wildlife Impacts
	Natural Gas Power	Air Emissions and Solid Waste
	Nuclear Power	Radioactive Waste
	Oil Power	Air Emissions and Solid Waste
	Other Sources	Unknown Impacts
	Solar Power	No Significant Impacts
	Unknown Purchased Resources	Unknown Impacts
	Wind Power	Wildlife Impacts
<b>Air Emissions- A</b> A comparison between the air emissions related to this product and the regional average air emissions.		
<b>Radioactive Waste-</b> Radioactive waste associated with the product.	Type:	Quantity:
	High-Level Radioactive Waste	Unknown
	Low-Level Radioactive Waste	Unknown
	Note: Verde Energy USA purchases all of its electric energy from the wholesale market. The above generation resource mix is based on PJM EIS reporting of regional generation sources. Verde Energy USA does not have access to information regarding the radioactive waste produced by nuclear generation in the region.	

With in-depth analysis, the environmental characteristics of any form of electric generation will reveal benefits as well as costs. For further information, contact Verde Energy USA Ohio by phone at 1-800-388-3862. Verde Energy USA Ohio customers will be updated quarterly via the [verdeenergy.com](http://verdeenergy.com) website.

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

Verde Energy USA Ohio, LLC, OH License 12-489 E (1), with a business address of 101 Merritt Seven Corporate Park, Second Floor, Norwalk, CT 06851 (“Verde”), will supply you (“Customer”) with electricity in the service territory of your local distribution company (“Utility”), subject to these Terms and Conditions of Service (“Agreement”):

1. **Price:** During the first twelve (12) billing cycles of service, Verde will supply electricity to Customer at a 100% renewable fixed generation rate of \$0.074900 per kWh. After the first twelve (12) billing cycles of service, Verde will supply electricity to Customer at a 100% renewable variable generation rate that may change monthly with market conditions. Verde will purchase and retire renewable energy certificates (“RECs”) or attributes to ensure that an amount equal to 100% of Customer’s electricity usage is generated by renewable sources. Customer shall also pay and be responsible for all other amounts related to the purchase and delivery of electricity, including applicable taxes and service and delivery charges from the Utility. Verde will serve only the supply portion of Customer’s electricity bill. All other services currently supplied by the Utility will continue to be supplied by the Utility. No deposit is required by Verde for service.

2. **Term:** Verde is authorized to switch Customer’s utility supplier for the generation service charge. This Agreement will start when the Utility completes Customer’s enrollment with Verde. Service with Verde will begin with the next available meter reading after processing of the request by the Utility and Verde. The Utility may charge switching fees to Customer. Customer will be responsible for the termination of any existing supplier agreement. This Agreement will continue until terminated by either Customer or Verde in accordance with this Agreement. If Customer switches back to the Utility, Customer may or may not be served under the same rates, terms, and conditions that apply to other customers served by the Utility.

3. **Right of Rescission & Termination:** Residential and small commercial customers shall have the right to rescind this Agreement within 7 calendar days following the postmark date on the Utility’s confirmation notice by calling the Utility at the designated local or toll-free number or by written notice to the Utility, which is effective as of the date of the postmark. Either Verde or Customer may terminate this Agreement at any time, for any reason and without an early termination fee. Verde may terminate this Agreement on at least 14 calendar days written notice should Customer fail to pay the bill or fail to meet any agreed-upon payment arrangements. The termination will become effective when the Utility switches Customer’s account from Verde to the new supplier selected by Customer, to the Utility or to such other default provider established for Customer’s account. Termination will not relieve Customer of any payment obligations for electricity provided to Customer by Verde prior to termination.

4. **Billing:** Customer will continue to receive one monthly electric bill from the Utility. Payment is due to the Utility in accordance with its standard billing practices. Failure to pay electric utility charges may result in Customer being disconnected in accordance with the electric utility tariff. Customer has the right to request from Verde, twice within a twelve month period, up to twenty-four months of Customer’s payment history without charge. Verde will support budget billing for the generation portion of the Customer’s to the extent that CRES budget billing is supported by the Utility.

5. **Emergency:** For any service question or in the event of an emergency, such as a power failure or a downed power line, Customer should contact The Dayton Power and Light Company at 800-433-8500.

6. **Customer Relocation:** If Customer moves to a new address within Verde’s service territory, Customer should contact Verde in order to re-enroll at the new location.

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

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

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

10. **Disputes:** Customer may contact Verde regarding this Agreement or any dispute related to this Agreement at 1-800-388-3862 24 hours a day, 7 days a week. Verde will attempt to resolve the dispute in an efficient, fair and timely manner. Verde will report the results of its investigation to Customer. If your complaint is not resolved after you have called Verde and/or your Utility, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio ("PUCO") for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov). Hearing or speech impaired customers may contact PUCO via 7-1-1 (Ohio relay service). Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.pickocc.org](http://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, INDIRECT, OR PUNITIVE DAMAGES FOR CLAIMS ARISING UNDER THIS AGREEMENT.

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

14. **Cash Back Savings:** In order to redeem the cash-back savings offered to Customer at the time of enrollment, Customer must comply with the terms, conditions and limitations applicable to the offer, which can be found on the enclosed cash-back savings form (if applicable), the cash-back savings form provided at the time of enrollment or on Verde's website. To be eligible, Customer must have enrolled with Verde directly (not any other supplier) and have an active account when the cash-back savings form is processed. Limit one cash-back savings offer per enrollment, and lifetime limit of three cash-back savings offers per account per household. Converting, renewing or switching from one Verde product to another is not considered a new enrollment, and those customers are not eligible for any additional cash-back savings.

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

16. **Governing Law and Arbitration:** This Agreement is governed by the laws of the State of Ohio, without regard to its choice of law principles. Any dispute arising between Customer and Verde will be submitted to binding arbitration in the State of Ohio administered by the American Arbitration Association under its Consumer Arbitration Rules then in effect. Verde will pay all AAA filing, administration, and arbitrator fees in connection with the arbitration, provided that the arbitrator does not determine that Customer's claim is frivolous or brought for an improper purpose. THE ONLY PARTIES TO SUCH ARBITRATION WILL BE CUSTOMER (INDIVIDUALLY AND NOT ON A REPRESENTATIVE OR CLASS BASIS) AND VERDE, AND NO OTHER PARTY (INCLUDING OTHER CUSTOMERS) MAY BE JOINED IN SUCH ARBITRATION. As the only exception to arbitration, Verde and Customer retain the right to pursue in a small claims court located in the State of Ohio any claim that is within the court's jurisdiction and which proceeds on an individual basis and not on a representative or class basis. This paragraph shall survive the termination, cancellation or expiration of this Agreement.

17. **Privacy:** Verde's Privacy Policy governs the way Verde uses Customer's personal information. To review or obtain the current version of the Privacy Policy, please visit Verde's website at [www.verdeenergy.com](http://www.verdeenergy.com); email us at [privacy@verdeenergyusa.com](mailto:privacy@verdeenergyusa.com); or write to us at Privacy Policy Coordinator, Verde Energy USA, Inc., 101 Merritt Seven Corporate Park, Second Floor, Norwalk, CT 06851. In general, Verde uses Customer's personal information to allow Verde to provide the products and services that Customer has chosen and to manage and develop Verde's business and operations, including informing Customer of products and services that carefully-selected third parties offer that may be of interest to Customer. Unless Customer contacts Verde and notifies Verde otherwise, by accepting electric service from Verde Customer consents to Verde collecting, retaining, using and disclosing Customer's personal information in accordance with the Privacy Policy.



The logo features the text "verdeenergyusa" in a lowercase, sans-serif font. A green swoosh underline is positioned beneath the "verde" portion of the text.

verdeenergyusa

**VERDE ENERGY USA**

**100% RENEWABLE ENERGY OFFER**

- **VERDE ENERGY** PROVIDES ITS CUSTOMERS WITH 100% RENEWABLE ENERGY BY PURCHASING RENEWABLE ENERGY CERTIFICATES (RECS)
- RECS ARE CREATED WHEN ELECTRICITY IS GENERATED BY RENEWABLE ENERGY RESOURCES. THESE RENEWABLE ENERGY RESOURCES CAN INCLUDE POWER SOURCES SUCH AS SOLAR, WIND, HYDRO, BIOMASS, LANDFILL GAS AND OTHER RENEWABLE POWER SOURCES
- WHEN **VERDE ENERGY** PURCHASES THESE RECS THE RELATED FUNDS DIRECTLY SUPPORT THE OPERATION AND EXPANSION OF RENEWABLE ENERGY RESOURCES
- **VERDE ENERGY** COMPLETES A PERIODIC AUDIT TO ENSURE THAT IT PURCHASES ENOUGH RECS TO PROVIDE 100% RENEWABLE ENERGY TO ITS CUSTOMERS UNDER THIS OFFER

verdeenergyusa

1-800-388-3862

www.verdeenergy.com



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**STEP  
1**

Top coupon should  
be mailed in after  
**1st month** to  
receive your first  
**\$50!**

Mail this coupon after your **1st month** of active Verde Energy service.

Customer Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_ Verde ID: \_\_\_\_\_

Mail completed form and **copy of utility bill** to: (Do not mail this form to your utility company)

**Verde Energy Cash-Back Savings**  
**101 Merritt Seven — 2nd Floor**  
**Norwalk, CT 06851**

OFFICE USE ONLY

STATUS: \_\_\_\_\_ DATE RCVD: \_\_\_\_\_

## \$100 CASH-BACK SAVINGS FORM

Please follow these directions carefully to avoid delay in processing. Top coupon should be mailed in after 1st month to receive your first \$50 check, and bottom coupon should be mailed in after 6th month to receive your final \$50 check.

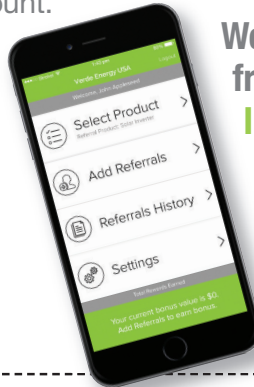
verdeenergyusa

- ☒ Attach a copy of your utility bill **showing Verde Energy USA as your electric supplier.**
- ☒ Must be an **active customer with Verde** in order to be eligible for the Cash-Back Savings.
- ☒ Must redeem forms within the first 12 months of being a Verde customer.
- ☒ Limit one \$100 Cash-Back Savings per account. (For multiple accounts, please make a copy of this form or download this form from [www.VerdeEnergy.com](http://www.VerdeEnergy.com).) **Kindly allow 4 – 6 weeks for processing.**
- ☒ Cash-Back check payable to name on account.

**Refer A Friend**

**Get \$50!**

Go to [verdeenergy.com/raf](http://verdeenergy.com/raf)  
click on the **Refer A Friend** button  
and send referrals to as many friends as you like. We will  
pay you **\$50 for every referral** that becomes a customer!



We've made referring your  
friends and family even easier!

**Introducing the Verde  
Refer A Friend App!**

Now all you need is to  
download the Verde App!

We will pay you **\$50 for every  
referral** that becomes a customer!



**STEP  
2**

Bottom coupon  
should be mailed  
in after **6th month**  
to receive your 2nd  
**\$50!**

Mail this coupon after your **6th month** of active Verde Energy service.

Customer Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_ Verde ID: \_\_\_\_\_

Mail completed form and **copy of utility bill** to: (Do not mail this form to your utility company)

**Verde Energy Cash-Back Savings**  
**101 Merritt Seven — 2nd Floor**  
**Norwalk, CT 06851**

OFFICE USE ONLY

STATUS: \_\_\_\_\_ DATE RCVD: \_\_\_\_\_

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**This foregoing document was electronically filed with the Public Utilities**

**Commission of Ohio Docketing Information System on**

**11/1/2019 3:00:06 PM**

**in**

**Case No(s). 19-0958-GE-COI**

Summary: Exhibit Exhibit 7 - Part 39 on behalf of The Office of The Ohio Consumers' Counsel electronically filed by Mrs. Tracy J Greene on behalf of O'Brien, Angela D