Ohio | 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: 00260823
Account Name: [redacted]

Type:
Status: Closed
Preferred Contact Method: No Preference

Owner: Leslie Carter
Account in Question: Verde Energy USA Ohio LLC
Account Holder:
Priority: Standard
Service Type: Residential

CASE DATES:
Date Opened: 03-25-2019
Case Age in Business Days: 1

Date Closed: 03-25-2019

Contact Information

Contact: [redacted]

Phone: [redacted]
Mobile:

Preferred Contact Method: No Preference

Preferred Contact Time:
Email:

Service Address Information

Service Account Number:
Service Address Street: [redacted]
Service Address City: Lima
Service Address Country: United States

Service Address County: Allen
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

Docketing Case Number:
Legacy Case ID:

Case Formal Complaint Specialist Approved:

Case Formal Complaint Supervisor Approved:

Transportation Information

Crossing ID:
Railroad:
Railroad Street Name:

Description Information

Description:

Resolution:

ICB

Case Comments

Created Date	Comment
3/25/2019 4:12:53 PM	Customer calling about Verde. Customer called verde and was looking for supplier options. Verde told customer that they could alter the delivery charge, transmission service, and customer charge. Customer did call AEP to confirm that they could not change these charges and wanted to let us know. Invited call back.
3/25/2019 4:13:03 PM	ICB

Web Information

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

Web Account in Question:
Web US Dot #:

System Information

Created by: Leslie Carter
Tasks Correspondence Review: 0
Tasks Correspondence Review:0

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

Case Emails

Case Images

Created Date	Images

Ohio | 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: 00261035
Account Name: [redacted]

Owner: Maureen Harbolt
Account in Question: Verde Energy USA Ohio LLC

Type:
Status: Closed
Preferred Contact Method: No Preference

Account Holder:
Priority: Standard
Service Type: Residential

CASE DATES:
Date Opened: 03-26-2019
Case Age in Business Days: 17

Date Closed: 04-17-2019

Contact Information

Contact: [redacted]

Preferred Contact Method: No Preference

Phone: [redacted]
Mobile:

Preferred Contact Time:
Email:

Service Address Information

Service Account Number:

Service Address County: Cuyahoga

Service Address Street: [redacted]

Service Address State: Ohio

Service Address City: Rocky River
Service Address Country: United States

Service Address Zip:
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:
Non-Jurisdictional Case: ☐

Specific Code: Enrollment Dispute

Additional Information

PUCO ID: 345478

Case Formal Complaint Specialist Approved:

Docketing Case Number:
Legacy Case ID:

Case Formal Complaint Supervisor Approved:

Transportation Information

Crossing ID:
Railroad:
Railroad Street Name:

Description Information

Description:

Resolution:

Mailed CH report

Case Comments

Created Date	Comment
3/26/2019 1:23:10 PM	Caller states he thinks he has been scammed by a co called Verde. The customer states the co kept pestering him to change. Caller told them no, he didn't like the way they do business. The co keeps calling and telling him they have a new lower price for him. Caller does not want the company calling him. The company is offering him .09 per kwh. Caller has contacted CEI, was told to see if he had ETF, so he has not cancelled. 2/2/2019 was the initial enrollment. Customer is 90 and is in ill health.
3/29/2019 8:58:34 AM	Co response: Thank you for bringing [redacted] concerns to our attention and allowing us to address them. As such, we are currently working to provide an accurate and amicable resolution for PUCO Complaint No. 00261035 and will provide the final response along with the TPV by the end of business on 4/8/2019.
4/16/2019 10:37:43 AM	Called customer to review co response. advised co should not have enrolled, and will be re-rated. Email has been sent to co asking for update when that takes place (after 5/2) reminder put in calendar. Customer would like to have case history report mailed.
4/16/2019 3:03:42 PM	Mailed CH report

Web Information

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

Web Account in Question:
Web US Dot #:

System Information

Created by: Maureen Harbolt
Tasks Correspondence Review: 1
Tasks Correspondence Review:1

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

Case Emails

Email Created Date: 3/26/2019 1:18:41 PM

Email Text Version:
Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00261035

CUSTOMER: Mr. [redacted]

ADDRESS: [redacted] Rocky River, Ohio 44116

SERVICE ADDRESS: [redacted] Rocky River, Ohio 44116

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. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

Good afternoon,

Mr. [redacted] contacted the PUCO regarding solicitations made by Verde.

When was this account enrolled, and how?

Please provide copies of:

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

Has the customer requested a cancellation? If so, what is the drop date?

Please provide any additional information that may assist in investigation.

Please add this customer to your internal do not solicit list.

Sincerely,

Maureen Harbolt

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.
ref:_00Dt0GzXt._500t0GHipP:ref
Email Created Date: 3/26/2019 2:01:27 PM

Email Text Version:
Initial Submission of a Consumer Complaint

Please Respond Within 10 Business Days

CASE ID: 00261035

COMPANY:

CUSTOMER: [redacted]

ADDRESS: [redacted] Rocky River, Ohio 44116

SERVICE ADDRESS: [redacted] Rocky River, Ohio 44116

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:

Good afternoon,

Can you please advise who the customers supplier currently is?
Has CEI received any enrollments from Verde?
Please opt the customer out of supplier marketing?

Sincerely,

Maureen Harbolt

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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ref:_00Dt0GzXt._500t0GHipP:ref
Email Created Date: 3/26/2019 2:14:08 PM

Email Text Version:
Good afternoon,

Can you please advise who the customers supplier currently is? Verde is the supplier for the account as of 02/02/19.
Has CEI received any enrollments from Verde? Yes. The notification from Verde was received on 12/31/18.
Please opt the customer out of supplier marketing? Done,

Thank you,

Max Webb
Compliance
681-753-5524
Mwebb@FirstEnergyCorp.com

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Tuesday, March 26, 2019 2:02 PM
To: Ohio Commission <ohcommission@firstenergycorp.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261035 [ref:_00Dt0GzXt._500t0GHipP:ref]

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

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

CASE ID: 00261035
COMPANY:
CUSTOMER: [redacted]
ADDRESS: [redacted] Rocky River, Ohio 44116
SERVICE ADDRESS: [redacted] Rocky River, Ohio 44116
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:
Good afternoon,

Can you please advise who the customers supplier currently is?
Has CEI received any enrollments from Verde?
Please opt the customer out of supplier marketing?

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%7Ccd73f746c2244c1edaa208d6b216d3e8%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C6368922084518336 07&sdata=F%2B1ugVFeBgus7rP%2BrCiIK6%2FzoehoU4glhBbwGB4Vee0%3D&reserved=0>

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[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004Mwu1]

ref:_00Dt0GzXt._500t0GHipP:ref

_____

The information contained in this message is intended only for the personal and confidential use of the recipient(s) named above. If the reader of this message is not the intended recipient or an agent responsible for delivering it to the intended recipient, you are hereby notified that you have received this document in error and that any review, dissemination, distribution, or copying of this message is strictly prohibited. If you have received this communication in error, please notify us immediately, and delete the original message.
Email Created Date: 3/28/2019 8:00:58 PM

Email Text Version:
Good Afternoon,

Thank you for bringing [redacted] concerns to our attention and allowing us to address them. As such, we are currently working to provide an accurate and amicable resolution for PUCO Complaint No. 00261035 and will provide the final response along with the TPV by the end of business on 4/8/2019.

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, March 26, 2019 12:54 PM
To: Regulatory <regulatory@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261035 [ref:_00Dt0GzXt._500t0GHipP: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: 00261035
CUSTOMER: Mr. [redacted]
ADDRESS: [redacted] Rocky River, Ohio 44116
SERVICE ADDRESS: [redacted] Rocky River, Ohio 44116
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. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:
Good afternoon,

Mr. [redacted] contacted the PUCO regarding solicitations made by Verde.
When was this account enrolled, and how?

Please provide copies of:

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

Has the customer requested a cancellation? If so, what is the drop date?

Please provide any additional information that may assist in investigation.

Please add this customer to your internal do not solicit list.

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%7C5d20e6567d424ff4bcc708d6b3d99d58%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636894144562228539&sdata=1YvOJ19d5gEkphL5sYPsJSzJzf9ifigWKVb8fZFpOjM%3D&reserved=0>

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[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004Mwmg]

ref:_00Dt0GzXt._500t0GHipP:ref
Email Created Date: 3/29/2019 8:59:06 AM

Email Text Version:
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)

Thank you,
Maureen

---------- Original Message ----------
From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 3/28/2019 8:00 PM
To: contactthepuco@puco.ohio.gov
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261035 [ref:_00Dt0GzXt._500t0GHipP:ref]

Good Afternoon,

Thank you for bringing [redacted] concerns to our attention and allowing us to address them. As such, we are currently working to provide an accurate and amicable resolution for PUCO Complaint No. 00261035 and will provide the final response along with the TPV by the end of business on 4/8/2019.

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: Tuesday, March 26, 2019 12:54 PM
To: Regulatory <regulatory@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261035 [ref:_00Dt0GzXt._500t0GHipP:ref]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00261035

CUSTOMER: Mr. [redacted]

ADDRESS: [redacted] Rocky River, Ohio 44116

SERVICE ADDRESS: [redacted] Rocky River, Ohio 44116

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. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

Good afternoon,

Mr. [redacted] contacted the PUCO regarding solicitations made by Verde.

When was this account enrolled, and how?

Please provide copies of:

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

Has the customer requested a cancellation? If so, what is the drop date?

Please provide any additional information that may assist in investigation.

Please add this customer to your internal do not solicit list.

Sincerely,

Maureen Harbolt

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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ref:_00Dt0GzXt._500t0GHipP:ref
Email Created Date: 3/29/2019 10:13:48 AM

Email Text Version:
Good Morning,

We are currently working to retrieve the TPV for Mr. [redacted] electric service enrollment and will provide an update by the end of business on 4/1/2019.

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: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Friday, March 29, 2019 7:59 AM
To: Customer Concerns <customerconcerns@sparkenergy.com>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261035 [ref:_00Dt0GzXt._500t0GHipP:ref]

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)

Thank you,
Maureen

---------- Original Message ----------
From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 3/28/2019 8:00 PM
To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261035 [ref:_00Dt0GzXt._500t0GHipP:ref]

Good Afternoon,

Thank you for bringing [redacted] concerns to our attention and allowing us to address them. As such, we are currently working to provide an accurate and amicable resolution for PUCO Complaint No. 00261035 and will provide the final response along with the TPV by the end of business on 4/8/2019.

Kindest Regards,

[https://www.sparkenergy.com/SignatureImages/verdeusa.png]
Brandi Williams | Regulatory Specialist

12140 Wickchester Ln, Ste 100 | Houston, TX 77079
Tel: 281-833-4103
bwilliams@verdeenergy.com<mailto:bwilliams@verdeenergy.com>

From: PUCO Consumer Call Center
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>
Sent: Tuesday, March 26, 2019 12:54 PM
To: Regulatory <regulatory@sparkenergy.com<mailto:regulatory@sparkenergy.com>>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261035 [ref:_00Dt0GzXt._500t0GHipP: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: 00261035
CUSTOMER: Mr. [redacted]
ADDRESS: [redacted] Rocky River, Ohio 44116
SERVICE ADDRESS: [redacted] Rocky River, Ohio 44116
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. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:
Good afternoon,

Mr. [redacted] contacted the PUCO regarding solicitations made by Verde.
When was this account enrolled, and how?

Please provide copies of:

*The sales call to this customer

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

Has the customer requested a cancellation? If so, what is the drop date?

Please provide any additional information that may assist in investigation.

Please add this customer to your internal do not solicit list.

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%7Cc11147de7e054be642aa08d6b450c03a%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636894656250019118&sdata=2FhRaZ9bbSGDIieMmT7JLdh4bidyqrQWSMifX5TvbhI%3D&reserved=0>

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[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004Mwmg]

ref:_00Dt0GzXt._500t0GHipP:ref

[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004N3Co]
Email Created Date: 4/2/2019 11:30:02 AM

Email Text Version:
Good morning,

Do you have an update regarding this case?

Sincerely,
Maureen

---------- Original Message ----------
From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 3/29/2019 10:13 AM
To: contactthepuco@puco.ohio.gov
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261035 [ref:_00Dt0GzXt._500t0GHipP:ref]

Good Morning,

We are currently working to retrieve the TPV for Mr. [redacted] electric service enrollment and will provide an update by the end of business on 4/1/2019.

Please let me know if you have any additional questions or 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, March 29, 2019 7:59 AM
To: Customer Concerns <customerconcerns@sparkenergy.com>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261035 [ref:_00Dt0GzXt._500t0GHipP:ref]

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)

Thank you,
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From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 3/28/2019 8:00 PM
To: contactthepuco@puco.ohio.gov
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261035 [ref:_00Dt0GzXt._500t0GHipP:ref]

Good Afternoon,

Thank you for bringing [redacted] concerns to our attention and allowing us to address them. As such, we are currently working to provide an accurate and amicable resolution for PUCO Complaint No. 00261035 and will provide the final response along with the TPV by the end of business on 4/8/2019.

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: Tuesday, March 26, 2019 12:54 PM
To: Regulatory <regulatory@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261035 [ref:_00Dt0GzXt._500t0GHipP:ref]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00261035

CUSTOMER: Mr. [redacted]

ADDRESS: [redacted] Rocky River, Ohio 44116

SERVICE ADDRESS [redacted] Rocky River, Ohio 44116

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. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

Good afternoon,

Mr. [redacted] contacted the PUCO regarding solicitations made by Verde.

When was this account enrolled, and how?

Please provide copies of:

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

Has the customer requested a cancellation? If so, what is the drop date?

Please provide any additional information that may assist in investigation.

Please add this customer to your internal do not solicit list.

Sincerely,

Maureen Harbolt

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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ref:_00Dt0GzXt._500t0GHipP:ref
Email Created Date: 4/2/2019 6:45:32 PM

Email Text Version:
Good Afternoon,

We apologize for the delay.

However, due to unforeseen circumstances, Verde has not been able to locate the completed enrollment verification call for the enrollment completed on 12/29/2018 with Verde.

In as much, Verde has located the attached Sales Call from 11/21/2018 which our Compliance Manager - Vendor Quality Assurance has forwarded to the vendor for feedback from the vendor. In addition, Verde has added Mr. [redacted] service address and telephone to our internal "Do Not Contact" and "Do Not Solicit" list.

As it stands, Mr. [redacted] electric service is set to terminate with Verde on 5/2/2019 with the termination date being solely determined by the utility and not Verde.

Lastly, Verde will provide a final response by the end of business on 4/8/2019.

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 02, 2019 10:30 AM
To: Customer Concerns <customerconcerns@sparkenergy.com>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261035 [ref:_00Dt0GzXt._500t0GHipP:ref]

Good morning,

Do you have an update regarding this case?

Sincerely,
Maureen

---------- Original Message ----------
From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 3/29/2019 10:13 AM
To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261035 [ref:_00Dt0GzXt._500t0GHipP:ref]

Good Morning,

We are currently working to retrieve the TPV for Mr. [redacted] electric service enrollment and will provide an update by the end of business on 4/1/2019.

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: PUCO Consumer Call Center
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>
Sent: Friday, March 29, 2019 7:59 AM
To: Customer Concerns
<customerconcerns@sparkenergy.com<mailto:customerconcerns@sparkenergy.com>>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261035 [ref:_00Dt0GzXt._500t0GHipP:ref]

***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)***

Thank you,
Maureen

---------- Original Message ----------
From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 3/28/2019 8:00 PM
To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261035 [ref:_00Dt0GzXt._500t0GHipP:ref]

Good Afternoon,

Thank you for bringing [redacted] concerns to our attention and allowing us to address them. As such, we are currently working to provide an accurate and amicable resolution for PUCO Complaint No. 00261035 and will provide the final response along with the TPV by the end of business on 4/8/2019.

Kindest Regards,

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

From: PUCO Consumer Call Center
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>
Sent: Tuesday, March 26, 2019 12:54 PM
To: Regulatory <regulatory@sparkenergy.com<mailto:regulatory@sparkenergy.com>>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261035 [ref:_00Dt0GzXt._500t0GHipP: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: 00261035
CUSTOMER: Mr. [redacted]
ADDRESS: [redacted] Rocky River, Ohio 44116
SERVICE ADDRESS: [redacted] Rocky River, Ohio 44116
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. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:
Good afternoon,

Mr. [redacted] contacted the PUCO regarding solicitations made by Verde.
When was this account enrolled, and how?

Please provide copies of:

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

Has the customer requested a cancellation? If so, what is the drop date?

Please provide any additional information that may assist in investigation.

Please add this customer to your internal do not solicit list.

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%7C7bb0543a771343fc3c3208d6b7bcde44%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636898419189374851&sdata=Ip6ZxgFzGhZiSGeMdwZ5yzNphBQ5p3W6l%2FPvAM3aQUo%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=018t0000004Mwmg]

ref:_00Dt0GzXt._500t0GHipP:ref
[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004N3Co]
[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004N9km]
Email Created Date: 4/8/2019 2:05:05 PM

Email Text Version:
To Whom This May Concern:
This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00261035.
Thank you for bringing [redacted] concerns to our attention and for allowing us to address it.
[redacted] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") regarding solicitations made by Verde.
Investigative Results:

* On 11/21/2018, telesales agent, Chris Wazenga with third party vendor, HiTech Global Solutions Corporation, solicited [redacted] Due to objections from Mr. [redacted] during the TPV, the verifier ended the call. (Sales Call Attached)

* On 12/29/2018, Verde contacted Mr. [redacted] to offer service and complete the enrollment for the electric service. As a result, the electric service enrolled onto the Guaranteed Choice 24 on a fixed rate of 7.99 cents/kWh with $0 Monthly Service Fee and $0 Early Termination Fee.
* On the same day, Verde submitted an enrollment request transaction to the utility.
* On 12/31/2018, Verde received an inbound enrollment response from the utility with the effective date of 2/2/2019.
* On 1/4/2019, Verde generated and mailed the Welcome Letter. (Letter Attached)
* On 2/2/2019, the electric service became active.
* On 3/26/2019, Mr. [redacted] contacted Verde requesting to cancel the account. The Verde agent submitted the termination transaction to the utility.
* On the same day, Verde received an inbound termination response from the utility with the effective date of 5/2/2019.
* On the same day, Verde received PUCO Complaint No. 00261035.

Outcome:
After careful review, due to unforeseen circumstances, Verde unfortunately, does not have the complete sales call completed on 12/29/2018, which resulted in the enrollment of Mr. [redacted] electric service. Because of this, Verde agrees to process a cost analysis to the utility rate for the charges billed for the service period of 2/2/2019 (date of inception) until 5/2/2019 (date of termination). Furthermore, please understand, upon termination the cost analysis will be processed and at that time, a copy of the calculations will be provided.
As such, Verde takes complaint of this nature very seriously and forwarded Mr. [redacted] solicitation concerns to our Compliance Manager - Vendor Quality Assurance who confirmed HiTech Global Solutions Corporation is no longer an active vendor with Verde and that all agents have been deactivated.
In as much, Verde has added Mr. [redacted] service address of [redacted] Rocky River, Ohio 44116 to our internal “Do Not Solicit” list and telephone number of [redacted] has been added to our internal “Do Not Solicit” list.
Lastly, as it stands, the electric service is set to terminate on 5/2/2019 with the termination date solely being determined by the utility.

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, March 26, 2019 12:54 PM
To: Regulatory <regulatory@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261035 [ref:_00Dt0GzXt._500t0GHipP: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: 00261035
CUSTOMER: Mr. [redacted]
ADDRESS: [redacted] Rocky River, Ohio 44116
SERVICE ADDRESS: [redacted] Rocky River, Ohio 44116
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. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:
Good afternoon,

Mr. [redacted] contacted the PUCO regarding solicitations made by Verde.
When was this account enrolled, and how?

Please provide copies of:

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

Has the customer requested a cancellation? If so, what is the drop date?

Please provide any additional information that may assist in investigation.

Please add this customer to your internal do not solicit list.

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%7Cc5cea243905e4733771808d6bc4c8dc9%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636903434914247006&sdata=NEhZk4lJhexvyftHsDViJ9Tyqp5c1fcYAkTMQ1XlmMw%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=018t0000004Mwmg]

ref:_00Dt0GzXt._500t0GHipP:ref
Email Created Date: 4/16/2019 10:28:11 AM

Email Text Version:
Please provide an update when the re-rate has been processed, and the amount.

Thank you,
Maureen

---------- Original Message ----------
From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 4/8/2019 2:03 PM
To: contactthepuco@puco.ohio.gov

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261035 [ref:_00Dt0GzXt._500t0GHipP:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00261035.

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

[redacted] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") regarding solicitations made by Verde.

Investigative Results:

On 11/21/2018, telesales agent, Chris Wazenga with third party vendor, HiTech Global Solutions Corporation, solicited [redacted] Due to objections from Mr. [redacted] during the TPV, the verifier ended the call. (Sales Call Attached)
On 12/29/2018, Verde contacted Mr. [redacted] to offer service and complete the enrollment for the electric service. As a result, the electric service enrolled onto the Guaranteed Choice 24 on a fixed rate of 7.99 cents/kWh with $0 Monthly Service Fee and $0 Early Termination Fee.

On the same day, Verde submitted an enrollment request transaction to the utility.

On 12/31/2018, Verde received an inbound enrollment response from the utility with the effective date of 2/2/2019.
On 1/4/2019, Verde generated and mailed the Welcome Letter. (Letter Attached)
On 2/2/2019, the electric service became active.
On 3/26/2019, Mr. [redacted] contacted Verde requesting to cancel the account. The Verde agent submitted the termination transaction to the utility.

On the same day, Verde received an inbound termination response from the utility with the effective date of 5/2/2019.
On the same day, Verde received PUCO Complaint No. 00261035.

Outcome:

After careful review, due to unforeseen circumstances, Verde unfortunately, does not have the complete sales call completed on 12/29/2018, which resulted in the enrollment of Mr. [redacted]' electric service. Because of this, Verde agrees to process a cost analysis to the utility rate for the charges billed for the service period of 2/2/2019 (date of inception) until 5/2/2019 (date of termination). Furthermore, please understand, upon termination the cost analysis will be processed and at that time, a copy of the calculations will be provided.

As such, Verde takes complaint of this nature very seriously and forwarded Mr. [redacted] solicitation concerns to our Compliance Manager - Vendor Quality Assurance who confirmed HiTech Global Solutions Corporation is no longer an active vendor with Verde and that all agents have been deactivated.

In as much, Verde has added Mr. [redacted] service address of [redacted] Rocky River, Ohio 44116 to our internal "Do Not Solicit" list and telephone number of [redacted] has been added to our internal "Do Not Solicit" list.

Lastly, as it stands, the electric service is set to terminate on 5/2/2019 with the termination date solely being determined by the utility.

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: Tuesday, March 26, 2019 12:54 PM
To: Regulatory <regulatory@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261035 [ref:_00Dt0GzXt._500t0GHipP:ref]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00261035

CUSTOMER: Mr. [redacted]

ADDRESS: [redacted] Rocky River, Ohio 44116

SERVICE ADDRESS: [redacted] Rocky River, Ohio 44116

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. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

Good afternoon,

Mr. [redacted] contacted the PUCO regarding solicitations made by Verde.

When was this account enrolled, and how?

Please provide copies of:

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

Has the customer requested a cancellation? If so, what is the drop date?

Please provide any additional information that may assist in investigation.

Please add this customer to your internal do not solicit list.

Sincerely,

Maureen Harbolt

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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

ref:_00Dt0GzXt._500t0GHipP:ref
Email Created Date: 4/16/2019 11:09:57 AM

Email Text Version:
To Whom This May Concern:
Thank you for bringing [redacted] concerns to our attention and for allowing us to address it.
As it stands, the electric service is set to terminate on 5/2/2019. As such, please understand Verde will process a cost analysis once the account terminates and the final invoice has been generated. Upon completion of the cost analysis, Verde will gladly provide a copy of the calculations.

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 16, 2019 9:28 AM
To: Customer Concerns <customerconcerns@sparkenergy.com>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261035 [ref:_00Dt0GzXt._500t0GHipP:ref]

Please provide an update when the re-rate has been processed, and the amount.

Thank you,
Maureen

[https://www.sparkenergy.com/SignatureImages/spark_logo.jpg]
Brandi Williams | Regulatory Specialist
12140 Wickchester Ln, Ste 100 | Houston, TX 77079
Tel: 281-833-4103 | Mobile: 832-608-5655 |
bwilliams@sparkenergy.com | http://www.sparkenergy.com

Connect with Spark Energy
[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%7C9b6a9955e0c44956962808d6c27d9396%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636910241936439672&sdata=GzxOHY5DSTSoj0p4zS0F5W77750ZpQUKZrBhpG5BWP0%3D&reserved=0>[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%7C9b6a9955e0c44956962808d6c27d9396%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636910241936449680&sdata=lA4E8d7bYwvLzLA3fBGF6R3EKpji9Il9qyLRnV3CS%2FA%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%7C9b6a9955e0c44956962808d6c27d9396%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636910241936459688&sdata=J24gPsHbDZTmI3GrkMTNTTkmRx%2BkP9EYSbOFO17hADo%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%7C9b6a9955e0c44956962808d6c27d9396%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636910241936469684&sdata=omcNPpX8KV8aA3HpooULzvh9XxczEZUKOtEE%2BUXqHDg%3D&reserved=0>[https://www.sparkenergy.com/SignatureImages/spark_blog.png]<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fw

ww.sparkenergy.com%2Fblog%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C9b6a9955e0c44956962808d6c27d9396%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636910241936479704&sdata=a0SwHispWguF5fCE34virywvPPLiN9jS91PlvMEU8NU%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.

---------- Original Message ----------
From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 4/8/2019 2:03 PM
To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261035 [ref:_00Dt0GzXt._500t0GHipP:ref]

To Whom This May Concern:
This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00261035.
Thank you for bringing [redacted] concerns to our attention and for allowing us to address it.
[redacted] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") regarding solicitations made by Verde.
Investigative Results:

* On 11/21/2018, telesales agent, Chris Wazenga with third party vendor, HiTech Global Solutions Corporation, solicited [redacted] Due to objections from Mr. [redacted] during the TPV, the verifier ended the call. (Sales Call Attached)
* On 12/29/2018, Verde contacted Mr. [redacted] to offer service and complete the enrollment for the electric service. As a result, the electric service enrolled onto the Guaranteed Choice 24 on a fixed rate of 7.99 cents/kWh with $0 Monthly Service Fee and $0 Early Termination Fee.

* On the same day, Verde submitted an enrollment request transaction to the utility.

* On 12/31/2018, Verde received an inbound enrollment response from the utility with the effective date of 2/2/2019.
* On 1/4/2019, Verde generated and mailed the Welcome Letter. (Letter Attached)
* On 2/2/2019, the electric service became active.
* On 3/26/2019, Mr. [redacted] contacted Verde requesting to cancel the account. The Verde agent submitted the termination transaction to the utility.

* On the same day, Verde received an inbound termination response from the utility with the effective date of 5/2/2019.
* On the same day, Verde received PUCO Complaint No. 00261035.

Outcome:
After careful review, due to unforeseen circumstances, Verde unfortunately, does not have the complete sales call completed on 12/29/2018, which resulted in the enrollment of Mr. [redacted] electric service. Because of this, Verde agrees to process a cost analysis to the utility rate for the charges billed for the service period of 2/2/2019 (date of inception) until 5/2/2019 (date of termination). Furthermore, please understand, upon termination the cost analysis will be processed and at that time, a copy of the calculations will be provided.
As such, Verde takes complaint of this nature very seriously and forwarded Mr. [redacted] solicitation concerns to our Compliance Manager - Vendor Quality Assurance who confirmed HiTech Global Solutions Corporation is no longer an active vendor with Verde and that all agents have been deactivated.
In as much, Verde has added Mr. [redacted] service address of [redacted] Rocky River, Ohio 44116 to our internal "Do Not Solicit" list and telephone number of [redacted] has been added to our internal "Do Not Solicit" list.
Lastly, as it stands, the electric service is set to terminate on 5/2/2019 with the termination date solely being determined by the utility.

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: Tuesday, March 26, 2019 12:54 PM
To: Regulatory <regulatory@sparkenergy.com<mailto:regulatory@sparkenergy.com>>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261035 [ref:_00Dt0GzXt._500t0GHipP: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: 00261035
CUSTOMER: Mr. [redacted]
ADDRESS: [redacted] Rocky River, Ohio 44116
SERVICE ADDRESS: [redacted] Rocky River, Ohio 44116
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. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:
Good afternoon,

Mr. [redacted] contacted the PUCO regarding solicitations made by Verde.
When was this account enrolled, and how?

Please provide copies of:

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

Has the customer requested a cancellation? If so, what is the drop date?

Please provide any additional information that may assist in investigation.

Please add this customer to your internal do not solicit list.

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%7C9b6a9955e0c44956962808d6c27d9396%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636910241936489711&sdata=iEKD1Bwp3o0IuNMCM6LfvXrfuJ2KgHx5JOKTCwvQPMs%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=018t0000004Mwmg]

ref:_00Dt0GzXt._500t0GHipP:ref
[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004NRDD]
Email Created Date: 4/16/2019 3:03:17 PM

Email Text Version:
Thank you, also can you please provide the follow up call made to Mr. [redacted]

Maureen

---------- Original Message ----------
From: Brandi Williams [bwilliams@sparkenergy.com]
Sent: 4/16/2019 11:09 AM
To: contactthepuco@puco.ohio.gov
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261035 [ref:_00Dt0GzXt._500t0GHipP:ref]

To Whom This May Concern:

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

As it stands, the electric service is set to terminate on 5/2/2019. As such, please understand Verde will process a cost analysis once the account terminates and the final invoice has been generated. Upon completion of the cost analysis, Verde will gladly provide a copy of the calculations.

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: Tuesday, April 16, 2019 9:28 AM
To: Customer Concerns <customerconcerns@sparkenergy.com>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261035 [ref:_00Dt0GzXt._500t0GHipP:ref]

Please provide an update when the re-rate has been processed, and the amount.

Thank you,
Maureen

Brandi Williams | Regulatory Specialist
12140 Wickchester Ln, Ste 100 | Houston, TX 77079
Tel: 281-833-4103 | Mobile: 832-608-5655 |
bwilliams@sparkenergy.com | http://www.sparkenergy.com

Connect with Spark Energy

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.

---------- Original Message ----------
From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 4/8/2019 2:03 PM
To: contactthepuco@puco.ohio.gov
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261035 [ref:_00Dt0GzXt._500t0GHipP:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00261035.

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

[redacted] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") regarding solicitations made by Verde.

Investigative Results:

On 11/21/2018, telesales agent, Chris Wazenga with third party vendor, HiTech Global Solutions Corporation, solicited [redacted] Due to objections from Mr. [redacted] during the TPV, the verifier ended the call. (Sales Call Attached)
On 12/29/2018, Verde contacted Mr. [redacted] to offer service and complete the enrollment for the electric service. As a result, the electric service enrolled onto the Guaranteed Choice 24 on a fixed rate of 7.99 cents/kWh with $0 Monthly Service Fee and $0 Early Termination Fee.

On the same day, Verde submitted an enrollment request transaction to the utility.

On 12/31/2018, Verde received an inbound enrollment response from the utility with the effective date of 2/2/2019.
On 1/4/2019, Verde generated and mailed the Welcome Letter. (Letter Attached)
On 2/2/2019, the electric service became active.
On 3/26/2019, Mr. [redacted] contacted Verde requesting to cancel the account. The Verde agent submitted the termination transaction to the utility.

On the same day, Verde received an inbound termination response from the utility with the effective date of 5/2/2019.

On the same day, Verde received PUCO Complaint No. 00261035.

Outcome:

After careful review, due to unforeseen circumstances, Verde unfortunately, does not have the complete sales call completed on 12/29/2018, which resulted in the enrollment of Mr. [redacted] electric service. Because of this, Verde agrees to process a cost analysis to the utility rate for the charges billed for the service period of 2/2/2019 (date of inception) until 5/2/2019 (date of termination). Furthermore, please understand, upon termination the cost analysis will be processed and at that time, a copy of the calculations will be provided.

As such, Verde takes complaint of this nature very seriously and forwarded Mr. [redacted] solicitation concerns to our Compliance Manager - Vendor Quality Assurance who confirmed HiTech Global Solutions Corporation is no longer an active vendor with Verde and that all agents have been deactivated.

In as much, Verde has added Mr. [redacted] service address of [redacted] Rocky River, Ohio 44116 to our internal "Do Not Solicit" list and telephone number of [redacted] has been added to our internal "Do Not Solicit" list.

Lastly, as it stands, the electric service is set to terminate on 5/2/2019 with the termination date solely being determined by the utility.

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: Tuesday, March 26, 2019 12:54 PM
To: Regulatory <regulatory@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261035 [ref:_00Dt0GzXt._500t0GHipP:ref]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00261035

CUSTOMER: Mr. [redacted]

ADDRESS: [redacted] Rocky River, Ohio 44116

SERVICE ADDRESS: [redacted] Rocky River, Ohio 44116

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. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

Good afternoon,

Mr. [redacted] contacted the PUCO regarding solicitations made by Verde.

When was this account enrolled, and how?

Please provide copies of:

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

Has the customer requested a cancellation? If so, what is the drop date?

Please provide any additional information that may assist in investigation.

Please add this customer to your internal do not solicit list.

Sincerely,

Maureen Harbolt

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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

ref:_00Dt0GzXt._500t0GHipP:ref
Email Created Date: 4/17/2019 3:00:09 PM

Email Text Version:
Good Afternoon,

Attached you will find the follow up call placed to Mr. [redacted] on 12/29/2018 with Verde. After further review, Verde was able to locate an additional call placed to Mr. [redacted] after the attached call ended; however, due to unforeseen circumstances, we are not able to retrieve that particular call in which Verde believes Mr. [redacted] agreed to enroll service with Verde.

Please let me know if you have any additional 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>

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Tuesday, April 16, 2019 2:03 PM
To: Brandi Williams <bwilliams@sparkenergy.com>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261035 [ref:_00Dt0GzXt._500t0GHipP:ref]

Thank you, also can you please provide the follow up call made to Mr. [redacted]

Maureen

---------- Original Message ----------
From: Brandi Williams [bwilliams@sparkenergy.com]
Sent: 4/16/2019 11:09 AM
To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261035 [ref:_00Dt0GzXt._500t0GHipP:ref]

To Whom This May Concern:
Thank you for bringing [redacted] concerns to our attention and for allowing us to address it.

As it stands, the electric service is set to terminate on 5/2/2019. As such, please understand Verde will process a cost analysis once the account terminates and the final invoice has been generated. Upon completion of the cost analysis, Verde will gladly provide a copy of the calculations.

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: Tuesday, April 16, 2019 9:28 AM
To: Customer Concerns
<customerconcerns@sparkenergy.com<mailto:customerconcerns@sparkenergy.com>>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261035 [ref:_00Dt0GzXt._500t0GHipP:ref]

Please provide an update when the re-rate has been processed, and the amount.

Thank you,
Maureen

[https://www.sparkenergy.com/SignatureImages/spark_logo.jpg]
Brandi Williams | Regulatory Specialist
12140 Wickchester Ln, Ste 100 | Houston, TX 77079
Tel: 281-833-4103 | Mobile: 832-608-5655 |
bwilliams@sparkenergy.com<mailto:bwilliams@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%7Ce03ca215482e4b130a8a08d6c366e277%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636911244008943401&sdata=caK52EZwH10Y9v0ELiLCEhOh2lpNvUL1yzPMGoX%2B7uQ%3D&reserved=0>

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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.

---------- Original Message ----------
From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 4/8/2019 2:03 PM
To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261035 [ref:_00Dt0GzXt._500t0GHipP:ref]

To Whom This May Concern:
This is Verde Energy USA (“Verde”) response to PUCO Complaint No. 00261035.

Thank you for bringing [redacted] concerns to our attention and for allowing us to address it.
[redacted] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") regarding solicitations made by Verde.
Investigative Results:

* On 11/21/2018, telesales agent, Chris Wazenga with third party vendor, HiTech Global Solutions Corporation, solicited [redacted] Due to objections from Mr. [redacted] during the TPV, the verifier ended the call. (Sales Call Attached)
* On 12/29/2018, Verde contacted Mr. [redacted] to offer service and complete the enrollment for the electric service. As a result, the electric service enrolled onto the Guaranteed Choice 24 on a fixed rate of 7.99 cents/kWh with $0 Monthly Service Fee and $0 Early Termination Fee.
.

* On the same day, Verde submitted an enrollment request transaction to the utility.

* On 12/31/2018, Verde received an inbound enrollment response from the utility with the effective date of 2/2/2019.
* On 1/4/2019, Verde generated and mailed the Welcome Letter. (Letter Attached)
* On 2/2/2019, the electric service became active.
* On 3/26/2019, Mr. [redacted] contacted Verde requesting to cancel the account. The Verde agent submitted the termination transaction to the utility.
.

* On the same day, Verde received an inbound termination response from the utility with the effective date of 5/2/2019.
* On the same day, Verde received PUCO Complaint No. 00261035.

Outcome:
After careful review, due to unforeseen circumstances, Verde unfortunately, does not have the complete sales call completed on 12/29/2018, which resulted in the enrollment of Mr. [redacted] electric service. Because of this, Verde agrees to process a cost analysis to the utility rate for the charges billed for the service period of 2/2/2019 (date of inception) until 5/2/2019 (date of termination). Furthermore, please understand, upon termination the cost analysis will be processed and at that time, a copy of the calculations will be provided.
As such, Verde takes complaint of this nature very seriously and forwarded Mr. [redacted] solicitation concerns to our Compliance Manager - Vendor Quality Assurance who confirmed HiTech Global Solutions Corporation is no longer an active vendor with Verde and that all agents have been deactivated.
In as much, Verde has added Mr. [redacted] service address of [redacted] Rocky River, Ohio 44116 to our internal "Do Not Solicit" list and telephone number of [redacted] has been added to our internal "Do Not Solicit" list.
Lastly, as it stands, the electric service is set to terminate on 5/2/2019 with the termination date solely being determined by the utility.

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: Tuesday, March 26, 2019 12:54 PM
To: Regulatory <regulatory@sparkenergy.com<mailto:regulatory@sparkenergy.com>>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261035 [ref:_00Dt0GzXt._500t0GHipP: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: 00261035
CUSTOMER: Mr. [redacted]
ADDRESS: [redacted] Rocky River, Ohio 44116
SERVICE ADDRESS: [redacted] Rocky River, Ohio 44116
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. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:
Good afternoon,

Mr. [redacted] contacted the PUCO regarding solicitations made by Verde.
When was this account enrolled, and how?

Please provide copies of:

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

Has the customer requested a cancellation? If so, what is the drop date?

Please provide any additional information that may assist in investigation.

Please add this customer to your internal do not solicit list.

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%7Ce03ca215482e4b130a8a08d6c366e277%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636911244009013461&sdata=HojUMMUiL0O7V%2FUpHWkLGfUhvIhFhcqfesmPFfXij3k%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=018t0000004Mwmg]

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[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004NRi1]

Case Images

Created Date	Images

verdeenergyusa

P.O. Box 421289
Houston, TX 77242

Welcome to the Verde Energy Family

>008637 00830 023 P51121
[redacted]
Rocky River, OH 44116-1033

1/4/2019

Dear MR [redacted]

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

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

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

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

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

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

Warm Regards,

Nathan Kroeker
CEO & President

My Plan Details

Account Number
[redacted]

Plan
Guaranteed Choice 24

Rate
7.99 Cents/KWH

Term
24 Months

Monthly Fee
$0

Early Termination Fee
$0

Start Earning Money Today!

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

Use your refer-a-friend ID MWILL20181229090632

VE_WELCOME_10.17.18_English

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

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

1. **Price:** During the first 24 Months. of service, Verde will supply electricity to Customer at a 100% renewable fixed generation rate of 7.99 Cents/KWH Plus $0 per month. After the first 24 Months of service, Verde will supply electricity to Customer at a 100% renewable variable generation rate that may change monthly with market conditions. Verde will purchase and retire renewable energy certificates ("RECs") or attributes to ensure that an amount equal to 100% of Customer's electricity usage is generated by renewable sources. Customer shall also pay and be responsible for all other amounts related to the purchase and delivery of electricity, including applicable taxes and service and delivery charges from the Utility. Verde will serve only the supply portion of Customer's electricity bill. All other services currently supplied by the Utility will continue to be supplied by the Utility. No deposit is required by Verde for service.

2. **Term:** Verde is authorized to switch Customer's utility supplier for the generation service charge. This Agreement will start when the Utility completes Customer's enrollment with Verde. Service with Verde will begin with the next available meter reading after processing of the request by the Utility and Verde. The Utility may charge switching fees to Customer. Customer will be responsible for the termination of any existing supplier agreement. This Agreement will continue until terminated by either Customer or Verde in accordance with this Agreement. If Customer switches back to the Utility, Customer may or may not be served under the same rates, terms, and conditions that apply to other customers served by the Utility.

3. **Right of Rescission & Termination:** Residential and small commercial customers shall have the right to rescind this Agreement within 7 calendar days following the postmark date on the Utility's confirmation notice by calling the Utility at the designated local or toll-free number or by written notice to the Utility, which is effective as of the date of the postmark. Either Verde or Customer may terminate this Agreement at any time, for any reason and without an early termination fee. Verde may terminate this Agreement on at least 14 calendar days written notice should Customer fail to pay the bill or fail to meet any agreed-upon payment arrangements. The termination will become effective when the Utility switches Customer's account from Verde to the new supplier selected by Customer, to the Utility or to such other default provider established for Customer's account. Termination will not relieve Customer of any payment obligations for electricity provided to Customer by Verde prior to termination.

4. **Billing:** Customer will continue to receive one monthly electric bill from the Utility. Payment is due to the Utility in accordance with its standard billing practices. Failure to pay electric utility charges may result in Customer being disconnected in accordance with the electric utility tariff. Customer has the right to request from Verde, twice within a twelve month period, up to twenty-four months of Customer's payment history without charge. Verde will support budget billing for the generation portion of the Customer's to the extent that CRES budget billing is supported by the Utility.

5. **Emergency:** For any service question or in the event of an emergency, such as a power failure or a downed power line, Customer should contact:

Duke Energy Corporation	800-544-6900
The Dayton Power and Light Company	800-433-8500
Ohio Power Company	800-672-2231
Columbus Southern Power Company	800-672-2231
The Cleveland Electric Illuminating Company	800-589-3101
Ohio Edison	800-633-4766
Toledo Edison	800-447-3333

6. **Customer Relocation:** If Customer moves to a new address within Verde's service territory, Customer should contact Verde in order to re-enroll at the new location.

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

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

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

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

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

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

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

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

15. Rebate: In order to redeem the rebate offered to Customer at the time of enrollment, Customer must comply with the terms, conditions and limitations applicable to the offer, which can be found on the enclosed rebate form (if applicable), the rebate form provided at the time of enrollment or on www.verdeenergy.com/energy-rebate. To be eligible, Customer must have enrolled with Verde directly (not any other supplier) and have an active account when the form is processed. Limit one rebate offer per enrollment, and lifetime limit of three rebate offers per account per household. Converting, renewing or switching from one Verde product to another is not considered a new enrollment, and those customers are not eligible for any additional rebates.

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

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

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

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

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

and Verde agree that this dispute resolution procedure is a condition precedent which must be satisfied before initiating any arbitration against the other party.

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

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

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

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

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

Ohio | 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: 00261052
Account Name: [redacted]

Type:
Status: Reply Received
Preferred Contact Method: No Preference

Owner: Kelly Mabra
Account in Question: Verde Energy USA Ohio LLC
Account Holder:
Priority: Standard
Service Type: Residential

CASE DATES:
Date Opened: 03-26-2019
Case Age in Business Days: 30

Date Closed:

Contact Information

Contact: [redacted]

Phone: [redacted]
Mobile:

Preferred Contact Method: No Preference

Preferred Contact Time:
Email:

Service Address Information

Service Account Number: [redacted]
Service Address Street: [redacted]
Service Address City: Germantown
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: Marketing -- Electric

Specific Code: Misleading Information / Materials

Additional Information

PUCO ID: 345478

Docketing Case Number:
Legacy Case ID:

Case Formal Complaint Specialist Approved:

Case Formal Complaint Supervisor Approved:

Transportation Information

Crossing ID:
Railroad:
Railroad Street Name:

Description Information

Description:

Resolution:

Case Comments

Created Date	Comment
3/26/2019 1:44:13 PM	Caller states that he had received a call from Verde promising lower rates. Caller had agreed to enroll and had gone through a TPV. Caller received his DP&L bill on 3/25 and was for $900 (Caller's normal bills have been between $400-$600. Caller had contacted DP&L and was advised that he was paying 9.3 per kwh compared to 5.4 with DP&L. Caller is going to contact Verde to cancel. Caller is looking to be credited back for difference between Verde and DP&L charges because he was deceived in what Verde promised. dvised caller of investigative process.

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: 4/1/2019 10:44:00 AM

Email Text Version:
Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00261052

COMPANY:

CUSTOMER: [redacted]

ADDRESS: [redacted] Germantown, Ohio 45327

SERVICE ADDRESS: [redacted] Germantown, Ohio 45327

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:

The customer states that he had received a call from Verde promising lower rates. He agreed to enroll and he had gone through a TPV. Caller received his DP&L bill on 3/25 and it was for $900 (normal bills have been between $400-$600). Caller had contacted DP&L and was advised that he was paying 9.3 per kwh...compared to 5.4 with DP&L.

PUCO Question(s):
How (telephone, kiosk or door-to-door) and when was this customer signed up? Who agreed to the contract? How much was the term rate? Fixed or variable? If applicable, when was the reminder sent to address regarding the contract end date? Please provide a copy of the contract, call script, recorded call with the customer and marketer and TPV.

Sincerely,

Kelly Mabra

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.
ref:_00Dt0GzXt._500t0GHj0D:ref
Email Created Date: 4/3/2019 4:19:45 PM

Email Text Version:
Good afternoon,

Attached is the TPV recording for PUCO Complaint No.00261052. As such, Verde will provide a final response on or before 4/10/2019.

Thank you,

Xiomara Mendoza

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Monday, April 01, 2019 9:48 AM
To: Regulatory <regulatory@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261052 [ref:_00Dt0GzXt._500t0GHj0D: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: 00261052
COMPANY:
CUSTOMER: [redacted]
ADDRESS: [redacted] Germantown, Ohio 45327
SERVICE ADDRESS: [redacted] Germantown, Ohio 45327
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:
The customer states that he had received a call from Verde promising lower rates. He agreed to enroll and he had gone through a TPV. Caller received his DP&L bill on 3/25 and it was for $900 (normal bills have been between $400-$600). Caller had contacted DP&L and was advised that he was paying 9.3 per kwh...compared to 5.4 with DP&L.

PUCO Question(s):
How (telephone, kiosk or door-to-door) and when was this customer signed up? Who agreed to the contract? How much was the term rate? Fixed or variable? If applicable, when was the reminder sent to address regarding the contract end date? Please provide a copy of the contract, call script, recorded call with the customer and marketer and TPV.

Sincerely,

Kelly Mabra
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C8c79cbb3c1

6c4a53f36008d6b871b335%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636899195812914921&sdata=01OYMo%2Bogj5zNMBkbUyPaQcG6SyTGj10Za7Wx2YeYyU%3D&reserved=0
>

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[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004N7Vz]

ref:_00Dt0GzXt._500t0GHj0D:ref
Email Created Date: 4/8/2019 6:00:26 PM

Email Text Version:
To Whom This May Concern:
This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00261052.
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 sales tactics used by the agent who solicited his services. He mentioned that the agent promised him a lower rate and agreed to the services, but then received his invoice and it was over $900.00.

Investigative Results:

* On 1/31/2019, [redacted] enrolled the electric account with Verde via Outbound Telemarketing agent, Jack Anderson, with Vestra Energy INC. (TPV Attached)
* The electric account was enrolled onto a 12-month plan, which offered the fixed-rate of $0.0929 cents/kWh.
* On 2/15/2019, the electric account became active with Verde.
* On 2/20/2019, Verde generated and sent the Welcome Letter. (Letter Attached)
* On 3/26/2019, Mr. [redacted] contacted Verde requesting to cancel the account because he felt lied to. The agent was able to submit the cancellation request to the utility.
* On this same day, the utility accepted the cancellation request with the termination date of 4/16/2019.

* On 4/1/2019, Verde received PUCO Complaint No. 00261052.

Outcome:

Verde would like to confirm that per the attached TPV completed on 1/31/2019 by [redacted] that he accepted the rates of the contract and authorized the services with Verde. However, after further review of the TPV and due to matters that have since been updated, we determined that due to it not complying with various Ohio Administrative Codes, it should have been deemed as a "No Sale".

As such, Verde will complete a cost-analysis calculating the adjustment for the time Mr. [redacted] was billed by Verde until the final date of service. Since the termination date is 4/16/2019, Verde will await for the final invoice to generate and then initiate the calculations. Once the calculations are completed and if a refund is deemed as due Mr. [redacted] will be refunded accordingly.

Additionally, Verde no longer has an active relationship with Vestra Energy Inc., for this reason, we are no longer able to retrieve the Sales Call that was conducted on 1/31/2019.

Lastly, please note that the termination date of 4/16/2019 was solely determined by the utility and not Verde.

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

Kindest Regards,

Xiomara Mendoza

From: Customer Concerns <customerconcerns@sparkenergy.com>
Sent: Wednesday, April 03, 2019 3:20 PM
To: 'PUCO Consumer Call Center' <contactthepuco@puc.state.oh.us>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261052 [ref:_00Dt0GzXt._500t0GHj0D:ref]

Good afternoon,

Attached is the TPV recording for PUCO Complaint No.00261052. As such, Verde will provide a final response on or before 4/10/2019.

Thank you,

Xiomara Mendoza

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>
Sent: Monday, April 01, 2019 9:48 AM
To: Regulatory <regulatory@sparkenergy.com<mailto:regulatory@sparkenergy.com>>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261052 [ref:_00Dt0GzXt._500t0GHj0D: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: 00261052
COMPANY:
CUSTOMER: [redacted]
ADDRESS: [redacted] Germantown, Ohio 45327
SERVICE ADDRESS: [redacted] Germantown, Ohio 45327
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:
The customer states that he had received a call from Verde promising lower rates. He agreed to enroll and he had gone through a TPV. Caller received his DP&L bill on 3/25 and it was for $900 (normal bills have been between $400-$600). Caller had contacted DP&L and was advised that he was paying 9.3 per kwh...compared to 5.4 with DP&L.

PUCO Question(s):
How (telephone, kiosk or door-to-door) and when was this customer signed up? Who agreed to the contract? How much was the term rate? Fixed or variable? If applicable, when was the reminder sent to address regarding the contract end date? Please provide a copy of the contract, call script, recorded call with the customer and marketer and TPV.

Sincerely,

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

www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cc22840112c7d422c3a4c08d6bc6d6e76%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636903576133909750&sdata=YsvBNrYHRSw%2FqgEvYpUwrJXf5EY1rWJ%2BSPaBVJmS%2Fb8%3D&reserved=0>

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[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004N7Vz]

ref:_00Dt0GzXt._500t0GHj0D:ref
Email Created Date: 4/19/2019 1:05:44 PM

Email Text Version:
Hello,

You did not provide the sales call as requested and this is needed to complete our investigation. Please submit the sales call recording(s).

Thank you.

---------- Original Message ----------
From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 4/8/2019 5:59 PM
To: contactthepuco@puco.ohio.gov
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261052 [ref:_00Dt0GzXt._500t0GHj0D:ref]

To Whom This May Concern:

This is Verde Energy USA (“Verde”) response to PUCO Complaint No. 00261052.

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 sales tactics used by the agent who solicited his services. He mentioned that the agent promised him a lower rate and agreed to the services, but then received his invoice and it was over $900.00.

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On 2/20/2019, Verde generated and sent the Welcome Letter. (Letter Attached)
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On this same day, the utility accepted the cancellation request with the termination date of 4/16/2019.

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Outcome:

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As such, Verde will complete a cost-analysis calculating the adjustment for the time Mr. [redacted] was billed by Verde until the final date of service. Since the termination date is 4/16/2019, Verde will await for the final invoice to generate and then initiate the calculations. Once the calculations are completed and if a refund is deemed as due Mr. [redacted] will be refunded accordingly.

Additionally, Verde no longer has an active relationship with Vestra Energy Inc., for this reason, we are no longer able to retrieve the Sales Call that was conducted on 1/31/2019.

Lastly, please note that the termination date of 4/16/2019 was solely determined by the utility and not Verde.

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

Kindest Regards,

Xiomara Mendoza

From: Customer Concerns <customerconcerns@sparkenergy.com>
Sent: Wednesday, April 03, 2019 3:20 PM
To: 'PUCO Consumer Call Center' <contactthepuco@puc.state.oh.us>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261052 [ref:_00Dt0GzXt._500t0GHj0D:ref]

Good afternoon,

Attached is the TPV recording for PUCO Complaint No.00261052. As such, Verde will provide a final response on or before 4/10/2019.

Thank you,

Xiomara Mendoza

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Monday, April 01, 2019 9:48 AM
To: Regulatory <regulatory@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261052 [ref:_00Dt0GzXt._500t0GHj0D:ref]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00261052

COMPANY:

CUSTOMER: [redacted]

ADDRESS: [redacted] Germantown, Ohio 45327

SERVICE ADDRESS: [redacted] Germantown, Ohio 45327

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:

The customer states that he had received a call from Verde promising lower rates. He agreed to enroll and he had gone through a TPV. Caller received his DP&L bill on 3/25 and it was for $900 (normal bills have been between $400-$600). Caller had contacted DP&L and was advised that he was paying 9.3 per kwh...compared to 5.4 with DP&L.

PUCO Question(s):
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Sincerely,

Kelly Mabra

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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

ref:_00Dt0GzXt._500t0GHj0D:ref
Email Created Date: 4/21/2019 1:51:57 PM

Email Text Version:
Good afternoon,
As stated on the response below, Verde no longer has an active relationship with Vestra Energy Inc., for this reason, we are no longer able to retrieve the Sales Call that was conducted on 1/31/2019.
Kind regards,

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Friday, April 19, 2019 12:07 PM
To: Customer Concerns <customerconcerns@sparkenergy.com>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261052 [ref:_00Dt0GzXt._500t0GHj0D:ref]

Hello,

You did not provide the sales call as requested and this is needed to complete our investigation. Please submit the sales call recording(s).

Thank you.

---------- Original Message ----------
From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 4/8/2019 5:59 PM
To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261052 [ref:_00Dt0GzXt._500t0GHj0D:ref]
To Whom This May Concern:
This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00261052.
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 sales tactics used by the agent who solicited his services. He mentioned that the agent promised him a lower rate and agreed to the services, but then received his invoice and it was over $900.00.

Investigative Results:

* On 1/31/2019, [redacted] enrolled the electric account with Verde via Outbound Telemarketing agent, Jack Anderson, with Vestra Energy INC. (TPV Attached)

* The electric account was enrolled onto a 12-month plan, which offered the fixed-rate of $0.0929 cents/kWh.

* On 2/15/2019, the electric account became active with Verde.
* On 2/20/2019, Verde generated and sent the Welcome Letter. (Letter Attached)
* On 3/26/2019, Mr. [redacted] contacted Verde requesting to cancel the account because he felt lied to. The agent was able to submit the cancellation request to the utility.

* On this same day, the utility accepted the cancellation request with the termination date of 4/16/2019.

* On 4/1/2019, Verde received PUCO Complaint No. 00261052.

Outcome:
Verde would like to confirm that per the attached TPV completed on 1/31/2019 by [redacted] that he accepted the rates of the contract and authorized the services with Verde. However, after further review of the TPV and due to matters that have since been updated, we determined that due to it not complying with various Ohio Administrative Codes, it should have been deemed as a "No Sale".

As such, Verde will complete a cost-analysis calculating the adjustment for the time Mr. [redacted] was billed by Verde until the final date of service. Since the termination date is 4/16/2019, Verde will await for the final invoice to generate and then initiate the calculations. Once the calculations are completed and if a refund is deemed as due Mr. [redacted] will be refunded accordingly.
Additionally, Verde no longer has an active relationship with Vestra Energy Inc., for this reason, we are no longer able to retrieve the Sales Call that was conducted on 1/31/2019.
Lastly, please note that the termination date of 4/16/2019 was solely determined by the utility and not Verde.
Please let me know if you have any additional questions or concerns regarding this matter.
Kindest Regards,
Xiomara Mendoza

From: Customer Concerns
<customerconcerns@sparkenergy.com<mailto:customerconcerns@sparkenergy.com>>
Sent: Wednesday, April 03, 2019 3:20 PM
To: 'PUCO Consumer Call Center'
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261052 [ref:_00Dt0GzXt._500t0GHj0D:ref]

Good afternoon,

Attached is the TPV recording for PUCO Complaint No.00261052. As such, Verde will provide a final response on or before 4/10/2019.

Thank you,

Xiomara Mendoza

From: PUCO Consumer Call Center
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>
Sent: Monday, April 01, 2019 9:48 AM
To: Regulatory <regulatory@sparkenergy.com<mailto:regulatory@sparkenergy.com>>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261052 [ref:_00Dt0GzXt._500t0GHj0D: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: 00261052
COMPANY:
CUSTOMER: [redacted]
ADDRESS: [redacted] Germantown, Ohio 45327
SERVICE ADDRESS: [redacted] Germantown, Ohio 45327
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:
The customer states that he had received a call from Verde promising lower rates. He agreed to enroll and he had gone through a TPV. Caller received his DP&L bill on 3/25 and it was for $900 (normal bills have been between $400-$600). Caller had contacted DP&L and was advised that he was paying 9.3 per kwh...compared to 5.4 with DP&L.

PUCO Question(s):
How (telephone, kiosk or door-to-door) and when was this customer signed up? Who agreed to the contract? How much was the term rate? Fixed or variable? If applicable, when was the reminder sent to address regarding the contract end date? Please provide a copy of the contract, call script, recorded call with the customer and marketer and TPV.

Sincerely,

Kelly Mabra
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C691071ee29a94846c6ba08d6c68206ac%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636914659108122242&sdata=r3hjUdF3iPgDpyI4nWfQVJfHXxwqS%2B%2FGAbiE99ZeDdw%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=018t0000004N7Vz]

ref:_00Dt0GzXt._500t0GHj0D:ref
[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004NWYr]

Case Images

Created Date	Images

verdeenergyusa

P.O. Box 421289
Houston, TX 77242

Welcome to the Verde Energy Family

>001735 00901 018 P51121
[redacted]
Germantown, OH 45327-9658

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

2/20/2019

Dear [redacted]

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

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

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

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

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

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

Warm Regards,

Nathan Kroeker
CEO & President

Start Earning Money Today!

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

Use your refer-a-friend ID BHUER20190201070704

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), and Customer will receive individual notice of the Change if required by applicable law. Customer should review the website periodically for applicable Changes. Customer's continued use of Verde's products and services following a Change constitutes Customer's acceptance of this Agreement as so Changed.

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

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

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

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

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

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

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

15. **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 or by sending a letter to 12140 Wickchester Ln, Ste 100, Houston TX 77079. Customer should include Customer's printed name, mailing address, and the words "Reject Arbitration."

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

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

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

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

Ohio | 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: 00261430
Account Name: [redacted]

Owner: Andrea Smith
Account in Question: Verde Energy USA Ohio LLC

Type:
Status: Closed
Preferred Contact Method: No Preference

Account Holder: [redacted]
Priority: Standard
Service Type: Commercial

CASE DATES:
Date Opened: 03-28-2019
Case Age in Business Days: 4

Date Closed: 04-03-2019

Contact Information

Contact: [redacted]

Preferred Contact Method: No Preference

Phone: [redacted]
Mobile:

Preferred Contact Time:
Email: [redacted]

Service Address Information

Service Account Number: [redacted]
Service Address Street: [redacted]
Service Address City: Chagrin Falls
Service Address Country: United States

Service Address County: Geauga
Service Address State: Ohio
Service Address Zip:
Service Address Phone: [redacted]

Industry Information

AIQ Industry: Gas

AIQ Sub-Industry: Competitive Retail Natural Gas Service Provider

AIQ Sub-Sub-Industry:
Non-Jurisdictional Case: ☐

Territory Account:

General Code: Marketing -- Gas

Specific Code: Enrollment Dispute

Additional Information

PUCO ID: 345478

Docketing Case Number:
Legacy Case ID:

Case Formal Complaint Specialist Approved:

Case Formal Complaint Supervisor Approved:

Transportation Information

Crossing ID:
Railroad:
Railroad Street Name:

Description Information

Description:

Resolution:

I called the customer and left a detailed message. I explained he is on the MVR which is a variable rate that can be anything. I explained his account is commercial, small business and he needs to choose an alternate supplier or he will remain on the MVR with DEO. I am not sure if he was with an alternate supplier before being returned to DEO and being placed on the MVR. that usually happens if a contract ends or the customer has not chosen an alternate supplier. So, to get off the MVR he will need to choose a supplier and he can go to our website for that information. ICB if he has any questions. close case.

Case Comments

Created Date	Comment
3/28/2019 10:36:36 AM	Cust calling regarding Verde. Customer calling about gas account. Verde is charging 10.72. Customer states he did not sign up with Verde. No one came to the business or called on the phone to enroll. Customer has checked with the staff and no one spoke with Verde. Customer did request TPV from Verde and they hung up on him. Customer has cancelled with Verde and is looking for a rerate from supplier at market rate. Gave case# invited call back.
4/2/2019 2:14:42 PM	The customer is calling check the status of the case. I informed the customer investigations typically take 10 business days. I assured the customer his investigator AS will be in touch when the investigation process concludes. The customer claims to have additional documentation/proof regarding Verde Energy if needed. I provided my name, Icb.
4/2/2019 5:53:13 PM	I called the customer and left a detailed message. I explained he is on the MVR which is a variable rate that can be anything. I explained his account is commercial, small business and he needs to choose an alternate supplier or he will remain on the MVR with DEO. I am not sure if he was with an alternate supplier before being returned to DEO and being placed on the MVR. that usually happens if a contract ends or the customer has not chosen an alternate supplier. So, to get off the MVR he will need to choose a supplier and he can go to our website for that information. ICB if he has any questions. close case.
4/2/2019 5:53:40 PM	I called the customer and left a detailed message. I explained he is on the MVR which is a variable rate that can be anything. I explained his account is commercial, small business and he needs to choose an alternate supplier or he will remain on the MVR with DEO. I am not sure if he was with an alternate supplier before being returned to DEO and being placed on the MVR. that usually happens if a contract ends or the customer has not chosen an alternate supplier. So, to get off the MVR he will need to choose a supplier and he can go to our website for that information. ICB if he has any questions. close case.

4/3/2019 8:05:32 AM	Cust called back in and said info A.S had wasn't correct and wanted to follow up. Transferred to A.S vm.
4/3/2019 8:30:21 AM	customer left message and states that he had signed up with a supplier. He states that he did what he thought he should do and that he was billed this rate due to an administration mistake. asked for a call back.
4/3/2019 8:47:19 AM	I called and spoke to the customer. I explained that I just got his voice mail. I asked when he signed up with a supplier. He states he went through a broker and he signed up with Santanna. He states that what happened is he purchased the business back in October, he had to get the account in his name. I December he signed up with Santanna and the broker sent that through and he was penalized for this. I explained he was not penalized. I explained that any time he signs up or cancels with a supplier it takes one to two billing cycles, it is not immediate. so that is why he billed at the MVR. He does not think this is fair. I told him I can note that but that is how it is done. he wanted to know what his recourse is and I told him he could contact Verde to see if they would credit him but they are not required to. They did nothing wrong. I explained that anytime a customer signs up with a supplier it takes one to two billing cycles and in the mean time they can be billed at the MVR. I asked if the previous owner was with a supplier and he states they were with Santanna and he just kept it that way. I explained that when that was done, that made the old contract null and void and then he had to sign his account up so then that put him in the MVR billing. he just does not think this is right. I told him I can certainly note that , he is not alone in his thinking. We have many people who do not like it but that is the way it is. he states he did not have this issue with the electric. I told him he may have just hit that right with the billing cycle , I don't k now. I explained I do understand. He states he thought he did everything right. I told him he did. I told him he could check with the broker to see when the submitted the switch, that could possible by why, I don't know. Rule of thumb is one to two billing cycles and then if it takes longer than that then we can contact the company to find out what is going on. I explained MVR. I asked when his current contract ends and he states in October, I told him this could happen then too. he states that he already signed up with another company are to take over when the Santanna contract ends. I told him that it could be seamless or he could be billed variable for one to two billing cycles, I can not tell him for sure. he states he understands. he thanked me for calling him back . ICB. close case.

Web Information

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

Web Account in Question:
Web US Dot #:

System Information

Created by: Leslie Carter
Tasks Correspondence Review: 0
Tasks Correspondence Review:0

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

Case Emails

Email Created Date: 3/28/2019 3:38:48 PM

Email Text Version:
Initial Submission of a Consumer Complaint
Marketer of Natural Gas
Please Respond Within 3 Business Days

CASE ID: 00261430
COMPANY: [redacted]
CUSTOMER: [redacted]
[redacted], Chagrin Falls, Ohio 44023
SERVICE ADDRESS: [redacted],
Chagrin Falls, Ohio 44023
AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER: [redacted]
NIQ: [redacted]

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

DESCRIPTION OF ISSUE:

Sincerely,

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

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.
Email Created Date: 4/1/2019 5:20:06 PM

Email Text Version:
To Whom This May Concern:
This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00261430.
Thank you for bringing [redacted] concern to our attention and for allowing us to address it.
Chad Kane has filed a complaint on behalf of [redacted] with the Public Utilities Commission of Ohio ("PUCO") disputing the rate and the enrollment with Verde. He states, that he never authorized Verde to be on his bill and wants the account cancelled and re-rated.

Investigative Results:

* On 1/22/2019, the account became active with Verde via the utility's inbound enrollment transaction.
* On 3/26/2019, Verde received an inbound cancellation transaction from the utility with a date of 3/23/2019.
* On 3/27/2019, [redacted] contacted Verde to find out why Verde was on her bill since it was high and she did not authorize the services. The agent informed her of the usage that was consumed as well as the rate the invoices were billed at. Ms. [redacted] stated that she would contact her boss, and would call Verde back.
* On this same day, Ms. [redacted] contacted Verde back requesting to speak to a supervisor. In this call, the agent stated she accidentally disconnected the call, but immediately contacted the customer at the best call back number provided of, [redacted]. Ms. [redacted] answered and was able to speak to the Verde Supervisor. The supervisor advised her that an enrollment investigation would be performed and she would receive a call back within 24-72 hours.
* On 3/28/2019, Verde received PUCO Complaint No. 00261430.

Outcome:
After careful review of the account, we were able to determine that Mr. [redacted] account was enrolled onto Verde by his utility through the Dominion East Ohio MVR program. This program allows the utility to enroll current customers onto flexible, variable month-to-month plans with participating suppliers in the immediate area. Due to the utility initiating this enrollment to Verde, we do not have a TPV.
Additionally, please be advised that [redacted] was not locked into a contracted rate and was free to switch suppliers at any time without penalty. For these reasons, [redacted] account does not warrant any credits or adjustments.
As it stands, the account terminated on 3/23/2019. Please note that this date was solely determined by the utility and not by Verde. Lastly, should the customer have any other concerns regarding the enrollment then we recommend that he contact utility directly.
Please let me know if you have any additional questions or concerns regarding this matter.
Kindest Regards,
Xiomara Mendoza

From: Andrea Smith <contactthepuco@puc.state.oh.us>
Sent: Thursday, March 28, 2019 2:39 PM
To: Regulatory <regulatory@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261430 [ref:_00Dt0GzXt._500t0GHvi7:ref]

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

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

CASE ID: 00261430
COMPANY: [redacted]
CUSTOMER: [redacted]
ADDRESS: [redacted], Chagrin Falls, Ohio 44023
SERVICE ADDRESS: [redacted], Chagrin Falls, Ohio 44023
AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER: [redacted]
NIQ: [redacted]

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

DESCRIPTION OF ISSUE: Mr. [redacted] states that he is being charged $10.72 per mcf by Verde. he states that nobody signed up for this and when he contacted the company and asked to listen to the TPV he was hung up on. He wants the account cancelled an re-rated.

-Do you have record of customer?
-If so when and how was the customer signed up?
-Please provide copy of signed contract, TPV and sales call.
-Do you have record of customer calling and asking to listen to the TPV?
- If so, when and why was the call disconnected?
-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%7C77bd28290f1c44ca569b08d6b6e7cd9a%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636897504035106126&sdata=wITSH%2FkUkeyhY78SasIPr8O%2FiUUAdW0VFAqRpIiOKx0%3D&reserved=0>

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[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004N257]

ref:_00Dt0GzXt._500t0GHvi7:ref

Case Images

Created Date	Images

Ohio | 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: 00261442
Account Name: [redacted]

Type:
Status: Closed
Preferred Contact Method: No Preference

Owner: Mariner Taft
Account in Question: Verde Energy USA Ohio LLC
Account Holder:
Priority: Standard
Service Type: Residential

CASE DATES:
Date Opened: 03-28-2019
Case Age in Business Days: 14

Date Closed: 04-17-2019

Contact Information

Contact: [redacted]

Phone: [redacted]
Mobile:

Preferred Contact Method: No Preference

Preferred Contact Time:
Email: [redacted]

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:

Industry Information

AIQ Industry: Electric

AIQ Sub-Industry: Competitive Retail Electric Service Provider

AIQ Sub-Sub-Industry:

Non-Jurisdictional Case: ☐

Territory Account: 001t0000008OFZLAA4

General Code: Marketing -- Electric

Specific Code: Misleading Information / Materials

Additional Information

PUCO ID: 345478

Docketing Case Number:
Legacy Case ID:

Case Formal Complaint Specialist Approved:

Case Formal Complaint Supervisor Approved:

Transportation Information

Crossing ID:
Railroad:
Railroad Street Name:

Description Information

Description:

Resolution:

vm customer that verde shows no records that their venders contacted the customer. verde places customer on do not call or contact list. leave hotline number as cbr. call drops, sounds like open line with no one on other end. invite callback and give hotline number if customer can hear me. close case. customer calls back, said hung up because had to take a call. customer wants it noted that thinks verde's business practices are fradulent and that they lied to puco like they lied to him. customer became suspicious when mick who called him out of the blue added two rates on the electric bill. advise customer that verde is being investigated by puco, customer wants a black mark noted against verde business practices. advise customer will note concerns for puco records.

Case Comments

Created Date	Comment
3/28/2019 11:33:38 AM	Verde Energy/AEP- He wants to file a complaint about false misleading info. This company called him two days, Nick was the rep. First he told him he worked with AEP, Since he was a good customer with AEP and since he paid on time for the last 6 months he now qualifies for a 30% discount. He quizzed about what he was done. He had to ask him three times who he worked for and finally was able to say Verde. He asked how he was going to save him money. The rep proceeds to tell him two numbers from the bill one was the AEP Energy charge and gave him them 0.054 the number of AEP and he added the two numbers together and he told him he is paying something over 8.99 cents per kwh and he give him a lower rate. He states he did not sign up with them, but he has done this numerous times and this was not right. He states he wants to report misleading info as the rep said he was with AEP and not Verde. I told him we can contact the company about this. He thanked for the help. He then asked me questions about HHG, his daughter moved from New York to Cleveland and there is damage and lost items. I checked with DA and we can look into it for the customer since it ended in Ohio. I explained this to the customer and explained if his daughter contacts us we can look into, but she would need to call as we do not do 3rd part complaints. He states he understands and thanked for the info. I explained we will be in touch with him about the sales practices of Verde. I did advise 10 business day.
4/12/2019 9:40:52 AM	vm customer that verde shows no records that their venders contacted the customer. verde places customer on do not call or contact list. leave hotline number as cbr.
4/17/2019 9:39:05 AM	cust calling to speak with M.T. transferred to cust

4/17/2019 9:48:34 AM	vm customer that verde shows no records that their venders contacted the customer. verde places customer on do not call or contact list. leave hotline number as cbr. call drops, sounds like open line with no one on other end. invite callback and give hotline number if customer can hear me. close case.
4/17/2019 9:52:12 AM	Trsf call to investigator.
4/17/2019 10:10:21 AM	vm customer that verde shows no records that their venders contacted the customer. verde places customer on do not call or contact list. leave hotline number as cbr. call drops, sounds like open line with no one on other end. invite callback and give hotline number if customer can hear me. close case. customer calls back, said hung up because had to take a call. customer wants it noted that thinks verde's business practices are fradulent and that they lied to puco like they lied to him. customer became suspicious when mick who called him out of the blue added two rates on the electric bill. advise customer that verde is being investigated by puco, customer wants a black mark noted against verde business practices. advise customer will note concerns for puco records.

Web Information

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

Web Account in Question:
Web US Dot #:

System Information

Created by: Andrea Smith
Tasks Correspondence Review: 0
Tasks Correspondence Review:0

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

Case Emails

Email Created Date: 3/29/2019 10:49:53 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:
00261442COMPANY: CUSTOMER: [redacted] ADDRESS: [redacted] Columbus, Ohio 43221SERVICE ADDRESS: [redacted] Columbus,
Ohio 43221AIQ:

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 says that Nick called two days ago and said was with AEP, it took three times for the customer to find out Nick was with Verde. The customer added the AEP energy charge of 5.4cts/kwh and the AEP distribution charge to find the customer would pay 8.99cts/kwh. The customer states did not agree to switch service. Does the company have record of the call Nick made and how the customer was marketed? Is this Verde's normal marketing practice, to say the rep is with a edu? Please advise. Sincerely,
Mariner Taft 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._500t0GHwLd:ref
Email Created Date: 3/29/2019 6:46:48 PM

Email Text Version:
Good afternoon,

May you please provide the telephone number for Mr. [redacted] for further review?

Thank you,

Louise Bourgeois

[cid:image001.png@01D4B884.99943D90]
Louise Bourgeois | Regulatory Specialist
12140 Wickchester Ln, Ste 100 | Houston, TX 77079

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

From: Mariner Taft [mailto:contactthepuco@puc.state.oh.us]
Sent: Friday, March 29, 2019 9:50 AM
To: Regulatory
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261442 [ref:_00Dt0GzXt._500t0GHwLd: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: 00261442
COMPANY:
CUSTOMER: [redacted]
ADDRESS: [redacted] Columbus, Ohio 43221
SERVICE ADDRESS: [redacted] Columbus, Ohio 43221
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 says that Nick called two days ago and said was with AEP, it took three times for the customer to find out Nick was with Verde. The customer added the AEP energy charge of

5.4cts/kwh and the AEP distribution charge to find the customer would pay 8.99cts/kwh. The customer states did not agree to switch service.
Does the company have record of the call Nick made and how the customer was marketed? Is this Verde's normal marketing practice, to say the rep is with a edu? Please advise.

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%7Cba3466ce82984dc866cf08d6b49869e6%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636894964054535954&sdata=SDQggiPOwsVrrVXDtUMOn%2BJJV4D1qrqz7xLscLbKE7A%3D&reserved=0>

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ref:_00Dt0GzXt._500t0GHwLd:ref
Email Created Date: 4/1/2019 8:18:01 AM

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

CASE ID: 00261442
COMPANY:
CUSTOMER: [redacted]
ADDRESS: [redacted] Columbus, Ohio 43221
SERVICE ADDRESS: [redacted] !Case.Service_Address_City__c}, Ohio 43221

AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER:
NIQ:

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

DESCRIPTION OF ISSUE:

Sincerely,

Mariner Taft
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: 4/11/2019 6:32:26 PM

Email Text Version:
To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00261442.

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

[redacted] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") because he states he received a call from someone named Nick from AEP until he finally got the person to say they were from Verde.

Outcome:

We'd like to confirm that after review of the claim, our vendors have confirmed that they have not contacted Mr. [redacted] Additionally, Mr. [redacted] telephone number of [redacted] has been added onto Verde's internal "Do Not Call" list as well as the address of [redacted] Columbus, Ohio 43221 has been added onto Verde's internal "Do Not Solicit" list.

As such, all Vendors have been contacted and made aware not to contact Mr. [redacted] effective 4/1/2019.

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

Kindest Regards,

Louise Bourgeois

[cid:image001.png@01D4B884.99943D90]
Louise Bourgeois | Regulatory Specialist
12140 Wickchester Ln, Ste 100 | Houston, TX 77079

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

From: Mariner Taft [mailto:contactthepuco@puc.state.oh.us]
Sent: Monday, April 01, 2019 7:18 AM
To: Regulatory
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261442 [ref:_00Dt0GzXt._500t0GHwLd:ref]

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

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00261442
COMPANY:
CUSTOMER: [redacted]
ADDRESS: [redacted] Columbus, Ohio 43221
SERVICE ADDRESS: [redacted] Columbus, Ohio 43221
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:

The phone number on the case is 1-[redacted] Hope this helps.

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%7Cd0f323c5c1d24caece1c08d6becd903a%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636906187432222214&sdata=2pu3QDpoSoJFeVNLl8gYcPV2%2B7ZxzgS%2Bq1ltLXOEgxU%3D&reserved=0>

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[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004N7Iv]

ref:_00Dt0GzXt._500t0GHwLd:ref

Case Images

Created Date	Images
3/29/2019 6:46:48 PM	verdeenergyusa

4/11/2019 6:32:27 PM	verdeenergyusa

Ohio | 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: 00261443
Account Name: [redacted]

Owner: Michael Yonkura
Account in Question: Verde Energy USA Ohio LLC

Type:
Account Holder:

Status: Closed
Priority: Standard

Preferred Contact Method: No Preference
Service Type: Residential

CASE DATES:

Date Opened: 03-28-2019
Date Closed: 03-28-2019

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: Franklin

Service Address Street: [redacted]
Service Address State: Ohio

Service Address City: Columbus
Service Address Zip:

Service Address Country: United States
Service Address Phone:

Industry Information

AIQ Industry: Electric
Territory Account: 001t0000008OFZLAA4

AIQ Sub-Industry: Competitive Retail Electric Service Provider
General Code: Marketing -- Electric

AIQ Sub-Sub-Industry:
Specific Code: Posed as Utility

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:

Voiced concern

Case Comments

Created Date	Comment
3/28/2019 11:28:41 AM	Caller states that on 3/27 at approx 730 pm, she received a call from someone claiming to be with AEP looking to reduce her bill. Caller was transferred to a TPV. Caller then contacted AEP the next day and was advised that this was Verde actually enrolling her. Caller then contacted Verde and was able to cancel out (cancellation number 032810040). Caller wanted to voice her concern over Verde posing themselves as AEP. Invited callback.
3/28/2019 11:29:11 AM	Voiced concern

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

Case Images

Created Date	Images

Ohio | 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: 00261465
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]
Priority: Standard
Service Type: Residential

CASE DATES:
Date Opened: 03-28-2019
Case Age in Business Days: 22

Date Closed:

Contact Information

Contact: [redacted]

Phone: [redacted]
Mobile:

Preferred Contact Method: No Preference

Preferred Contact Time:
Email:

Service Address Information

Service Account Number: [redacted]
Service Address Street: [redacted] Northeast
Service Address City: Warren
Service Address Country: United States

Service Address County: Trumbull
Service Address State: Ohio

Service Address Zip:
Service Address Phone: [redacted]

Industry Information

AIQ Industry: Gas

AIQ Sub-Industry: Competitive Retail Natural Gas Service Provider

AIQ Sub-Sub-Industry:
Non-Jurisdictional Case: ☐

Territory Account: 001t0000008OFYQAA4

General Code: General -- Gas

Specific Code: Rule Violation

Additional Information

PUCO ID: 345478

Docketing Case Number:
Legacy Case ID:

Case Formal Complaint Specialist Approved:

Case Formal Complaint Supervisor Approved:

Transportation Information

Crossing ID:
Railroad:
Railroad Street Name:

Description Information

Description:

Resolution:

She said she will call back due to her having an appt at 12;30pm.

Case Comments

Created Date	Comment
3/28/2019 12:14:59 PM	Customer enrolled 2--6-19 and her first bill came on 2-19-19 and she dropped them 2-23-19. She was being billed for 6.35 per Mcf. She said she will call back due to her having an appt at 12;30pm.
3/28/2019 12:17:50 PM	She said she will call back due to her having an appt at 12;30pm.
3/28/2019 1:40:16 PM	> Callback - The customer clams the salesperson told her informed her the cost was $0.625 cents per ccf, and informed the customer ccf was the same as mcf. When the customer received her first bill, she noticed the supplier charges were 6.35/mcf. The customer called the supplier, which informed her Dominion made a mistake, and advised she contact the utility company. The customer contacted Dominion, which informed the issue was with the supplier. The customer has since cancelled the agreement, but would like to dispute the difference between the charges between the SCO rate and what she was charged by the supplier. The customer is requesting we investigate. I provided the case number, I provided my name, lcb.
3/29/2019 2:47:39 PM	Verde- stated she disputes the charges due to being mislead. Stated they informed her ccf and she had no idea what a ccf is. They informed her it was the same as mcf. When she received her first bill she was charged per mcf. Stated when she received her first bill and she canceled on 2/23/19. Received 2 bill for 221 Kenmore and 346 Roselawn. Stated she enrolled on 2/21 but has a bill for her jan usage. 3/26/19 called Verde and was informed informed her they would look into the conversation and it would take 24-48 to review. As of yesterday she never received a call back. They informed her the 48 hrs was after 5pm. Never received call back from company. Advised cust invest was open and provided timeframe cust has th[redacted]

3/29/2019 3:04:35 PM	This case was assigned to me after the other two were sent to the co. Sending to Verde for invt.
4/6/2019 12:42:58 PM	PER TPV PROVIDED FOR SERV ADD. ON [redacted] The enrollment took place on Monday, January 21, 2019 at 3:47 pm The TPV is not in compliance w/O.A.C. 4901:1-29-06(E)(1)(g) -the tpv told the customer that the terms and conditions would be sent within 3-5 business days. The company must send the t & c's w/in one business day. ********** Following are the details of the TPV call Per TPV Monday, Jan 21, 2019 3:47, call is being recorded Confirmed name, name on bill, over 18, authorized to enroll, confirmed ph number, provided email Declined her email. Confirmed serv address as [redacted]. [redacted] confirmed gas acct. Billing same as serv. Authorz. Co. to contact her. 12 mth fixed 62.5 per ccf on DEO bill, Verde will be supplier. Cust said she had 0.625. Cust was asking questions, TPV said she can't answer any questions. Cust said she'd like to continue w/the enrollment. w/in 3-5 business days Verde will send enrollment packet will be affective next scheduled meter reading date. Will rc notice from DEO confirming and she will have 7 bus days to cancel.

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: Kelly Mabra
Tasks Correspondence Review: 0
Tasks Correspondence Review:0

Last Modified by: Jamie Little-Foster
Next Activity Date:
Case Grade Created: ☐
Case Grade Target: ☐

Case Emails

Email Created Date: 3/29/2019 3:08:48 PM

Email Text Version:
Initial Submission of a Consumer Complaint
Marketer of Natural Gas
Please Respond Within 3 Business Days

CASE ID: 00261465
COMPANY:
CUSTOMER: [redacted]
ADDRESS: [redacted] Northeast, Warren, Ohio 44483
SERVICE ADDRESS: [redacted] Northeast,
Warren, Ohio 44483
AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER: [redacted]
NIQ: [redacted]

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

DESCRIPTION OF ISSUE:

Sincerely,

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: 4/3/2019 6:51:59 PM

Email Text Version:
Good Afternoon Michael Coady,

O.A.C. 4901:1-21-06(D)(1)(h)(v), attached you will find the TPV for PUCO Complaint No. 00261465 . Please be aware that Verde will provide a final response to PUCO Complaint No. 00261465 by 04/05/2019.

Best Regards,
Edwin Quinonez

From: Cindi Mack <contactthepuco@puc.state.oh.us>
Sent: Friday, March 29, 2019 2:09 PM
To: Customer Concerns <customerconcerns@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261465 [ref:_00Dt0GzXt._500t0GHxLA:ref]

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

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

CASE ID: 00261465

CUSTOMER: [redacted]
ADDRESS: [redacted] Northeast, Warren, Ohio 44483

SERVICE ADDRESS: [redacted] Northeast, Warren, Ohio 44483
AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER: [redacted]
NIQ: [redacted]

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

DESCRIPTION OF ISSUE:

[redacted] complaint is regarding the above service address. She said that the company informed her the rate would be $0.625 per ccf, and told her that ccf was the same as mcf. She received her first bill and the rate was $6.35 per mcf.

When and how was her account acquired?
If this was a telephonic enrollment, please forward a copy of the sales call for review.
Please forward a copy of the TPV, any signed documents and a copy of the terms and conditions for review.

Do you have record of her contacting the company about this? If so, when and what was she advised?
Did the company bill her in units of ccf's or mcf's?
Did she terminate the enrollment? If so, when and when will be the final bill date?
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%7Cce74bca2a49e495a823e08d6b886f696%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636899287147351429&sdata=y5hf8LtqL4IFHkS%2B%2FPlUdUiLlxs8kfYvAndHFqqLvkQ%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=018t0000004N5ho]

ref:_00Dt0GzXt._500t0GHxLA:ref
Email Created Date: 4/5/2019 7:16:04 PM

Email Text Version:
Good Afternoon Ms. Mack,

This is an update to PUCO Complaint No. 00261465.

Please be aware that Verde is still working with our vendors to retrieve all the required date to fully resolve PUCO Complaint No. 00261465. As such, Verde will provide an update to PUCO Complaint No. 00261465 by 04/10/2019.

Best Regards,

Edwin Quinonez

From: Customer Concerns <customerconcerns@sparkenergy.com>
Sent: Wednesday, April 03, 2019 5:52 PM
To: 'Cindi Mack' <contactthepuco@puc.state.oh.us>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261465 [ref:_00Dt0GzXt._500t0GHxLA:ref]

Good Afternoon Michael Coady,

O.A.C. 4901:1-21-06(D)(1)(h)(v), attached you will find the TPV for PUCO Complaint No. 00261465 . Please be aware that Verde will provide a final response to PUCO Complaint No. 00261465 by 04/05/2019.

Best Regards,
Edwin Quinonez

From: Cindi Mack
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>
Sent: Friday, March 29, 2019 2:09 PM
To: Customer Concerns
<customerconcerns@sparkenergy.com<mailto:customerconcerns@sparkenergy.com>>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261465 [ref:_00Dt0GzXt._500t0GHxLA:ref]

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

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

CASE ID: 00261465

CUSTOMER: [redacted]
ADDRESS: [redacted] Northeast, Warren, Ohio 44483

SERVICE ADDRESS: [redacted] Northeast, Warren, Ohio 44483
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)

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Sincerely,

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Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
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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%7C0766dbec16ca4cfd339408d6ba1ca9eb%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636901029615708504&sdata=MF73hg9T8kNTvYG3oyvsxs0zcbjNphsJ%2F9%2B%2BVv5WUjk%3D&reserved=0>

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[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004N5ho]

ref:_00Dt0GzXt._500t0GHxLA:ref
Email Created Date: 4/6/2019 12:50:09 PM

Email Text Version:
Please be advised, based on the TPV for this service address, I have determined the TPV is not in compliance with O.A.C.4901:1-29-06(E)(1)(g). The TPV stated that the company will mail the terms and conditions within three to five business days. The company must mail the terms and conditions within one business day after the call.

Due to the noncompliance issues, please reimburse the customer the difference in your rate verses the utility's rate, for each billing cycle.

Please forward a spreadsheet with the billing cycles, consumption, your rate, the utility's rate, the difference and the total amount of the reimbursement. Please advise when can the customer expect to receive the check?

Cindi

---------- Original Message ----------
From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 4/5/2019 7:15 PM
To: contactthepuco@puco.ohio.gov
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261465 [ref:_00Dt0GzXt._500t0GHxLA:ref]

Good Afternoon Ms. Mack,

This is an update to PUCO Complaint No. 00261465.

Please be aware that Verde is still working with our vendors to retrieve all the required date to fully resolve PUCO Complaint No. 00261465. As such, Verde will provide an update to PUCO Complaint No. 00261465 by 04/10/2019.

Best Regards,

Edwin Quinonez

From: Customer Concerns <customerconcerns@sparkenergy.com>
Sent: Wednesday, April 03, 2019 5:52 PM
To: 'Cindi Mack' <contactthepuco@puc.state.oh.us>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261465 [ref:_00Dt0GzXt._500t0GHxLA:ref]

Good Afternoon Michael Coady,

O.A.C. 4901:1-21-06(D)(1)(h)(v), attached you will find the TPV for PUCO Complaint No. 00261465 . Please be aware that Verde will provide a final response to PUCO Complaint No. 00261465 by 04/05/2019.

Best Regards,

Edwin Quinonez

From: Cindi Mack <contactthepuco@puc.state.oh.us>
Sent: Friday, March 29, 2019 2:09 PM
To: Customer Concerns <customerconcerns@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261465 [ref:_00Dt0GzXt._500t0GHxLA:ref]

Initial Submission of a Consumer Complaint

Marketer of Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00261465

CUSTOMER: [redacted]

ADDRESS: [redacted] Northeast, Warren, Ohio 44483

SERVICE ADDRESS: [redacted] Northeast, Warren, Ohio 44483

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [redacted]

NIQ: [redacted]

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

DESCRIPTION OF ISSUE:

[redacted] complaint is regarding the above service address. She said that the company informed her the rate would be $0.625 per ccf, and told her that ccf was the same as mcf. She received her first bill and the rate was $6.35 per mcf.

When and how was her account acquired?

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Did the company bill her in units of ccf's or mcf's?

Did she terminate the enrollment? If so, when and when will be the final bill date?

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

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._500t0GHxLA:ref
Email Created Date: 4/8/2019 7:20:31 PM

Email Text Version:
Good Afternoon [redacted]

Thank you for allowing me to address you additional concerns.

Please be aware that because the TPV is not in compliance with O.A.C.4901:1-29-06(E)(1)(g), Verde will process a cost analysis for the service period between 01/22/2019 (Inception) to 02/23/2019 (Termination). If a credit is deemed due, [redacted] will be refunded accordingly. Once our billing department completes the cost analysis, I will forward it to you for review.

Please let me know if you have further concerns.

Best Regards,

Edwin Quinonez

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Saturday, April 06, 2019 11:50 AM
To: Customer Concerns <customerconcerns@sparkenergy.com>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261465 [ref:_00Dt0GzXt._500t0GHxLA:ref]

Please be advised, based on the TPV for this service address, I have determined the TPV is not in compliance with O.A.C.4901:1-29-06(E)(1)(g). The TPV stated that the company will mail the terms and conditions within three to five business days. The company must mail the terms and conditions within one business day after the call.

Due to the noncompliance issues, please reimburse the customer the difference in your rate verses the utility's rate, for each billing cycle.

Please forward a spreadsheet with the billing cycles, consumption, your rate, the utility's rate, the difference and the total amount of the reimbursement. Please advise when can the customer expect to receive the check?

Cindi

---------- Original Message ----------
From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 4/5/2019 7:15 PM
To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261465 [ref:_00Dt0GzXt._500t0GHxLA:ref]

Good Afternoon Ms. Mack,

This is an update to PUCO Complaint No. 00261465.

Please be aware that Verde is still working with our vendors to retrieve all the required date to fully resolve PUCO Complaint No. 00261465. As such, Verde will provide an update to PUCO Complaint No. 00261465 by 04/10/2019.

Best Regards,

Edwin Quinonez

From: Customer Concerns
<customerconcerns@sparkenergy.com<mailto:customerconcerns@sparkenergy.com>>
Sent: Wednesday, April 03, 2019 5:52 PM

To: 'Cindi Mack' <contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261465 [ref:_00Dt0GzXt._500t0GHxLA:ref]

Good Afternoon Michael Coady,

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From: Cindi Mack
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>
Sent: Friday, March 29, 2019 2:09 PM
To: Customer Concerns
<customerconcerns@sparkenergy.com<mailto:customerconcerns@sparkenergy.com>>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261465 [ref:_00Dt0GzXt._500t0GHxLA:ref]

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

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

CASE ID: 00261465

CUSTOMER: [redacted]
ADDRESS: [redacted] Northeast, Warren, Ohio 44483

SERVICE ADDRESS: [redacted] Northeast, Warren, Ohio 44483
AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER: [redacted]
NIQ: [redacted]

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

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

DESCRIPTION OF ISSUE:

[redacted] complaint is regarding the above service address. She said that the company informed her the rate would be $0.625 per ccf, and told her that ccf was the same as mcf. She received her first bill and the rate was $6.35 per mcf.

When and how was her account acquired?
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Did the company bill her in units of ccf's or mcf's?
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If there is any other relevant information that I should know, it would be greatly appreciated.

Sincerely,

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[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004N5ho]

ref:_00Dt0GzXt._500t0GHxLA:ref
[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004NFVM]
Email Created Date: 4/18/2019 9:32:33 AM

Email Text Version:
Good morning!

In your response you stated that this account was terminated on February 23. Please forward your calculations used to determine if the customer is due a refund.

Thank you!
Cindi

---------- Original Message ----------
From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 4/8/2019 7:20 PM
To: contactthepuco@puco.ohio.gov
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261465 [ref:_00Dt0GzXt._500t0GHxLA:ref]

Good Afternoon [redacted]

Thank you for allowing me to address you additional concerns.

Please be aware that because the TPV is not in compliance with O.A.C.4901:1-29-06(E)(1)(g), Verde will process a cost analysis for the service period between 01/22/2019 (Inception) to 02/23/2019 (Termination). If a credit is deemed due, [redacted] will be refunded accordingly. Once our billing department completes the cost analysis, I will forward it to you for review.

Please let me know if you have further concerns.

Best Regards,

Edwin Quinonez

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Saturday, April 06, 2019 11:50 AM
To: Customer Concerns <customerconcerns@sparkenergy.com>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261465 [ref:_00Dt0GzXt._500t0GHxLA:ref]

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Sent: 4/5/2019 7:15 PM
To: contactthepuco@puco.ohio.gov
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261465 [ref:_00Dt0GzXt._500t0GHxLA:ref]

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Edwin Quinonez

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Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261465 [ref:_00Dt0GzXt._500t0GHxLA:ref]

Initial Submission of a Consumer Complaint

Marketer of Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00261465

CUSTOMER: [redacted]

ADDRESS: [redacted] Northeast, Warren, Ohio 44483

SERVICE ADDRESS: [redacted] Northeast, Warren, Ohio 44483

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [redacted]

NIQ: [redacted]

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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

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ref:_00Dt0GzXt._500t0GHxLA:ref
Email Created Date: 4/18/2019 9:52:26 AM

Email Text Version:
Good Morning Ms. Mack,

Allow me to express my gratitude for your patience while you allow me to resolve this matter.

Attached you will find the cost analysis for PUCO Complain No. 00261465. Please be aware that [redacted] will receive a check in the mail for $70.41. I ask that you please allow up to 21 business days for [redacted] to receive the check via USPS mail.

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

Best Regards,

Edwin Quinonez

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Thursday, April 18, 2019 8:33 AM
To: Customer Concerns <customerconcerns@sparkenergy.com>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261465 [ref:_00Dt0GzXt._500t0GHxLA:ref]

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Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261465 [ref:_00Dt0GzXt._500t0GHxLA:ref]

Good Afternoon [redacted]

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

Sent: Saturday, April 06, 2019 11:50 AM
To: Customer Concerns
<customerconcerns@sparkenergy.com<mailto:customerconcerns@sparkenergy.com>>
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Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261465 [ref:_00Dt0GzXt._500t0GHxLA:ref]

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<customerconcerns@sparkenergy.com<mailto:customerconcerns@sparkenergy.com>>
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Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261465 [ref:_00Dt0GzXt._500t0GHxLA:ref]

Good Afternoon Michael Coady,

O.A.C. 4901:1-21-06(D)(1)(h)(v), attached you will find the TPV for PUCO Complaint No. 00261465 . Please be aware that Verde will provide a final response to PUCO Complaint No. 00261465 by 04/05/2019.

Best Regards,
Edwin Quinonez

From: Cindi Mack
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>
Sent: Friday, March 29, 2019 2:09 PM
To: Customer Concerns
<customerconcerns@sparkenergy.com<mailto:customerconcerns@sparkenergy.com>>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261465 [ref:_00Dt0GzXt._500t0GHxLA:ref]

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

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

CASE ID: 00261465

CUSTOMER: [redacted]
ADDRESS: [redacted] Northeast, Warren, Ohio 44483

SERVICE ADDRESS: [redacted] Northeast, Warren, Ohio 44483
AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER: [redacted]
NIQ: [redacted]

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

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

DESCRIPTION OF ISSUE:

[redacted] complaint is regarding the above service address. She said that the company informed her the rate would be $0.625 per ccf, and told her that ccf was the same as mcf. She received her first bill and the rate was $6.35 per mcf.

When and how was her account acquired?
If this was a telephonic enrollment, please forward a copy of the sales call for review.
Please forward a copy of the TPV, any signed documents and a copy of the terms and conditions for review.
Do you have record of her contacting the company about this? If so, when and what was she advised?
Did the company bill her in units of ccf's or mcf's?
Did she terminate the enrollment? If so, when and when will be the final bill date?
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%7Ca2278915db694743e49908d6c404d4de%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636911923435097618&sdata=5dbBX%2BN3MmZYiLVFMSse2%2BZwCR6eyy%2ByJgNZBbXGTSw%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=018t0000004N5ho]

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[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004NFVM]
[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004NU9j]
Email Created Date: 4/19/2019 12:57:24 PM

Email Text Version:
Good afternoon,

After reviewing the TPV, I found that the following noncompliance issues. Due to the numerous noncompliance issues, the customer will appreciate being reimbursed for the difference regarding this service address (as she has two others).

Please review the following noncompliance issues that I have identified and advise what action the company will be taking to correct the issues. Additionally, please provide the dates that the customer began billing with your company, the billing cycle dates, consumption, the rate charged, the utility's rate and total reimbursement.

4901:1-29-06(E)(1)(f)(ii) The company must inform the customer of the rate being charged for the duration of the contact expressed in Ccf or Mcf, whichever is consistent with the customer's utility. Dominion Energy measures their units of gas in Mcf, not Ccf as stated by the verifier.

4901:1-29-06(E)(1)(g) The company must advise the customer that within one business day the written contract detailing the terms and conditions will be sent. Your verifier stated that this would be sent within three to five business days.

4901:1-29-06(E)(1)(h)(iii) The company must advise the customer that that they should contact the utility company to rescind the enrollment.
4901:1-29-06(E)(1)(i) The company must provide the customer with the utility's contact phone number to rescind the enrollment. The only number your verifier provided was your company's customer service number.

Regards,
Cindi

---------- Original Message ----------
From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 4/18/2019 9:50 AM

To: contactthepuco@puco.ohio.gov
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261465 [ref:_00Dt0GzXt._500t0GHxLA:ref]

Good Morning Ms. Mack,

Allow me to express my gratitude for your patience while you allow me to resolve this matter.

Attached you will find the cost analysis for PUCO Complain No. 00261465. Please be aware that [redacted] will receive a check in the mail for $70.41. I ask that you please allow up to 21 business days for [redacted] to receive the check via USPS mail.

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

Best Regards,

Edwin Quinonez

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Thursday, April 18, 2019 8:33 AM
To: Customer Concerns <customerconcerns@sparkenergy.com>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261465 [ref:_00Dt0GzXt._500t0GHxLA:ref]

Good morning!

In your response you stated that this account was terminated on February 23. Please forward your calculations used to determine if the customer is due a refund.

Thank you!
Cindi

---------- Original Message ----------
From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 4/8/2019 7:20 PM
To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261465 [ref:_00Dt0GzXt._500t0GHxLA:ref]

Good Afternoon [redacted]

Thank you for allowing me to address you additional concerns.

Please be aware that because the TPV is not in compliance with O.A.C.4901:1-29-06(E)(1)(g), Verde will process a cost analysis for the service period between 01/22/2019 (Inception) to 02/23/2019 (Termination). If a credit is deemed due, [redacted] will be refunded accordingly. Once our billing department completes the cost analysis, I will forward it to you for review.

Please let me know if you have further concerns.

Best Regards,

Edwin Quinonez

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Saturday, April 06, 2019 11:50 AM
To: Customer Concerns <customerconcerns@sparkenergy.com>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261465 [ref:_00Dt0GzXt._500t0GHxLA:ref]

Please be advised, based on the TPV for this service address, I have determined the TPV is not in compliance with O.A.C.4901:1-29-06(E)(1)(g). The TPV stated that the company will mail the terms and conditions within three to five business days. The company must mail the terms and conditions within one business day after the call.

Due to the noncompliance issues, please reimburse the customer the difference in your rate verses the utility's rate, for each billing cycle.

Please forward a spreadsheet with the billing cycles, consumption, your rate, the utility's rate, the difference and the total amount of the reimbursement. Please advise when can the customer expect to receive the check?

Cindi

---------- Original Message ----------
From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 4/5/2019 7:15 PM
To: contactthepuco@puco.ohio.gov
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261465 [ref:_00Dt0GzXt._500t0GHxLA:ref]

Good Afternoon Ms. Mack,

This is an update to PUCO Complaint No. 00261465.

Please be aware that Verde is still working with our vendors to retrieve all the required date to fully resolve PUCO Complaint No. 00261465. As such, Verde will provide an update to PUCO Complaint No. 00261465 by 04/10/2019.

Best Regards,

Edwin Quinonez

From: Customer Concerns <customerconcerns@sparkenergy.com>
Sent: Wednesday, April 03, 2019 5:52 PM
To: 'Cindi Mack' <contactthepuco@puc.state.oh.us>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261465 [ref:_00Dt0GzXt._500t0GHxLA:ref]

Good Afternoon Michael Coady,

O.A.C. 4901:1-21-06(D)(1)(h)(v), attached you will find the TPV for PUCO Complaint No. 00261465 . Please be aware that Verde will provide a final response to PUCO Complaint No. 00261465 by 04/05/2019.

Best Regards,

Edwin Quinonez

From: Cindi Mack <contactthepuco@puc.state.oh.us>
Sent: Friday, March 29, 2019 2:09 PM
To: Customer Concerns <customerconcerns@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261465 [ref:_00Dt0GzXt._500t0GHxLA:ref]

Initial Submission of a Consumer Complaint

Marketer of Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00261465

CUSTOMER: [redacted]

ADDRESS: [redacted] Northeast, Warren, Ohio 44483

SERVICE ADDRESS: [redacted] Northeast, Warren, Ohio 44483

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [redacted]

NIQ: [redacted]

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

DESCRIPTION OF ISSUE:

[redacted] complaint is regarding the above service address. She said that the company informed her the rate would be $0.625 per ccf, and told her that ccf was the same as mcf. She received her first bill and the rate was $6.35 per mcf.

When and how was her account acquired?

If this was a telephonic enrollment, please forward a copy of the sales call for review.

Please forward a copy of the TPV, any signed documents and a copy of the terms and conditions for review.

Do you have record of her contacting the company about this? If so, when and what was she advised?

Did the company bill her in units of ccf's or mcf's?

Did she terminate the enrollment? If so, when and when will be the final bill date?

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

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._500t0GHxLA:ref
Email Created Date: 4/23/2019 10:42:41 AM

Email Text Version:
Good Morning Ms. Mack,

Thank you for allowing me to address your additional concerns.

Please be aware that due to the numerous Non-Compliance issues mentioned below, Verde has processed the cost analysis as mentioned on 04/18/2019. Additionally, due to all the opportunities within the TPV call, we have forwarded Carrie Daniel's concerns to Verde's Director of Customer Experience for training purposes and to ensure the proper scrips are being utilized.

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>

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: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Friday, April 19, 2019 11:57 AM
To: Customer Concerns <customerconcerns@sparkenergy.com>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261465 [ref:_00Dt0GzXt._500t0GHxLA:ref]

Good afternoon,

After reviewing the TPV, I found that the following noncompliance issues. Due to the numerous noncompliance issues, the customer will appreciate being reimbursed for the difference regarding this service address (as she has two others).

Please review the following noncompliance issues that I have identified and advise what action the company will be taking to correct the issues. Additionally, please provide the dates that the customer began billing with your company, the billing cycle dates, consumption, the rate charged, the utility's rate and total reimbursement.

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Regards,
Cindi

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Sent: 4/18/2019 9:50 AM
To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261465 [ref:_00Dt0GzXt._500t0GHxLA:ref]

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Edwin Quinonez

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Good morning!

In your response you stated that this account was terminated on February 23. Please forward your calculations used to determine if the customer is due a refund.

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Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261465 [ref:_00Dt0GzXt._500t0GHxLA:ref]

Good Afternoon [redacted]

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

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

CASE ID: 00261465

CUSTOMER: [redacted]
ADDRESS: [redacted] Northeast, Warren, Ohio 44483

SERVICE ADDRESS: [redacted] Northeast, Warren, Ohio 44483
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)

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Cindi Mack
Public Utilities Commission of Ohio
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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%7Cccb550fa5be04dde1d3008d6c7f9ed0f%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636916273572637885&sdata=yxAuHMuefWn9ZzXFfA7xWkZkYehIImuXyMOGBKSLTLQ%3D&reserved=0>

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[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004NWY8]

Case Images

Created Date	Images

Do not delete highlighted formulas in Grey

Utility	Service Period	Usage	Total invoice
DEO	1/22/2019-2/18/2019	218.00	$136.2500

Rerate	Correct rate	Tax rate	Energy Charge	MSF	Tax
>>>>>>	0.302000	$0.0000	$65.84	$0.00	$0.00
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Total invoice	Variance
$65.84	-$70.41
$0.00	$0.00
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Ohio | 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: 00261471
Account Name: [redacted]

Owner: Kelly Mabra
Account in Question: Verde Energy USA Ohio LLC

Type:
Status: Closed
Preferred Contact Method: No Preference

Account Holder:
Priority: Standard
Service Type: Residential

CASE DATES:
Date Opened: 03-28-2019
Case Age in Business Days: 16

Date Closed: 04-18-2019

Contact Information

Contact: [redacted]

Preferred Contact Method: No Preference

Phone: [redacted]
Mobile:

Preferred Contact Time:
Email: [redacted]hughes.net

Service Address Information

Service Account Number:
Service Address Street: [redacted]
Service Address City: Cutler
Service Address Country: United States

Service Address County: Washington
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

Docketing Case Number:
Legacy Case ID:

Case Formal Complaint Specialist Approved:

Case Formal Complaint Supervisor Approved:

Transportation Information

Crossing ID:
Railroad:
Railroad Street Name:

Description Information

Description:

Resolution:

Advised the customer that the company will re-rate him for the month he was billed due to the errors that took place and it is considered a NO SALE.

Case Comments

Created Date	Comment
3/28/2019 12:26:34 PM	Caller states Verde switched his account without his permission - he called Verde and was told that they talked with him in Feb - caller states that they did not speak with him - caller states that he cancelled today with them on something he did not even start - adv of different methods of enrollment - he states that he never agreed to sign up - he would like them and everyone else to quit calling him about switching - refer to Natl Do Not Call and adv that he can call AEP and ask that they remove his information from the list of eligible customers for the Choice Program - adv of inv timeline.
4/18/2019 5:26:13 PM	Advised the customer that the company will re-rate him for the month he was billed due to the errors that took place and it is considered a NO SALE.

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: Shawn Thompson
Tasks Correspondence Review: 0
Tasks Correspondence Review:0

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

Case Emails

Email Created Date: 4/1/2019 1:10:06 PM

Email Text Version:
Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00261471

COMPANY:

CUSTOMER: [redacted]

ADDRESS: [redacted] Cutler, Ohio 45724

SERVICE ADDRESS: [redacted] Cutler, Ohio 45724

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:

Verde switched his account without his permission. He called Verde and was told that they talked with him in Feb. They did not speak with him at any time, so he cancelled today with them on 3-28-19.

PUCO Question(s):

How (telephone, kiosk or door-to-door) and when was this customer signed up? Who agreed to the contract? How much was the term rate? Fixed or variable? If applicable, when was the

reminder sent to address regarding the contract end date? Please provide a copy of the contract, call script, recorded call with the customer and marketer and TPV.

Sincerely,

Kelly Mabra

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.
ref:_00Dt0GzXt._500t0GHxX2:ref
Email Created Date: 4/1/2019 4:39:16 PM

Email Text Version:
Good Afternoon,

Attached you will find the TPV requested for PUCO Complaint No. 00261471. In as much, Verde will be providing a final response by the end of business on 4/12/2019.

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 01, 2019 12:24 PM
To: Regulatory <regulatory@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261471 [ref:_00Dt0GzXt._500t0GHxX2: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: 00261471
COMPANY:
CUSTOMER: [redacted]
ADDRESS: [redacted] Cutler, Ohio 45724
SERVICE ADDRESS: [redacted] Cutler, Ohio 45724
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:
Verde switched his account without his permission. He called Verde and was told that they talked with him in Feb. They did not speak with him at any time, so he cancelled today with them on 3-28-19.

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How (telephone, kiosk or door-to-door) and when was this customer signed up? Who agreed to the contract? How much was the term rate? Fixed or variable? If applicable, when was the reminder sent to address regarding the contract end date? Please provide a copy of the contract, call script, recorded call with the customer and marketer and TPV.

Sincerely,

Kelly Mabra
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Ca1c7bdc91a574b0a9b4008d6b6e218b5%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636897479530596476&sdata=le8sCp2TgqsuE8dUjoWR%2FECt8qn%2FTxXmpxWfveNgpZY%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=018t0000004N8QH]

ref:_00Dt0GzXt._500t0GHxX2:ref
Email Created Date: 4/11/2019 7:11:45 PM

Email Text Version:
To Whom This May Concern:
This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00261471.
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 been switched to Verde without his permission.
Investigative Results:

* On 2/28/2019, [redacted] authorized the electric service with telesales agent, Ashkay Sridharan with third party vendor, NORTH AMERICAN VENTURE CAPITAL. As a result, the

electric service enrolled onto Verde's Price Lock 12 plan, which offers a 12-month fixed rate of 9.25 cents/kWh with $0 Monthly Service Fee and $0 Early Termination Fee. (TPV Attached)

* On 3/1/2019, Verde submitted an enrollment request transaction to the utility.
* On 3/18/2019, the electric service became active with Verde.
* On 3/28/2019, [redacted] contacted Verde because he received the Welcome Letter and requested to know how the service was switched to Verde. The Verde agent offered to open an investigation into how the account was enrolled in which Mr. [redacted] declined. The Verde agent submitted a cancellation transaction to the utility.
* On the same day, Verde received an inbound termination response from the utility with the effective date of 4/15/2019.
* On 4/1/2019, Verde received PUCO Complaint No. 00261471.

Outcome:

Verde would like to confirm per the attached TPV completed on 2/28/2019, [redacted] identified herself as the spouse of [redacted] and authorized, willingly and knowingly authorized the electric service to Verde without any objections. For this reason, Verde agrees the enrollment is valid and warrants no credits or adjustments.

However, because of an incomplete sales call, Verde agrees to deem the enrollment as a "No Sale". Additionally, Verde has determined that the Welcome Letter was not sent during the allotted timeframe; for these reasons, Verde agrees to process a cost analysis to the utility rate for the service period from 3/18/2019 (date of inception) until 4/15/2019 (date of termination). Upon completion of the cost analysis, Verde will provide of the calculations. Furthermore, if a credit is deemed as due, the customer will be refunded accordingly.

Lastly, as it stands, the electric service is set to terminate on 4/15/2019 with the termination date being solely determined by the utility and not Verde.

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 01, 2019 12:24 PM
To: Regulatory <regulatory@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261471 [ref:_00Dt0GzXt._500t0GHxX2: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: 00261471
COMPANY:
CUSTOMER: [redacted]
ADDRESS: [redacted] Cutler, Ohio 45724
SERVICE ADDRESS: [redacted] Cutler, Ohio 45724
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:
Verde switched his account without his permission. He called Verde and was told that they talked with him in Feb. They did not speak with him at any time, so he cancelled today with them on 3-28-19.

PUCO Question(s):
How (telephone, kiosk or door-to-door) and when was this customer signed up? Who agreed to the contract? How much was the term rate? Fixed or variable? If applicable, when was the reminder sent to address regarding the contract end date? Please provide a copy of the contract, call script, recorded call with the customer and marketer and TPV.

Sincerely,

Kelly Mabra
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cf0d92d068264427a60e008d6bed2f3d2%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636906210

969795997&sdata=dHJ5tldGECeu6MVZCxIN9ONgVwdgUpcNbdengKM%2FSFA%3D&reserved=0
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This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

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Case Images

Created Date	Images

P.O. Box 421289
Houston, TX 77242

Welcome to the Verde Energy Family

>000835 00939 003 P51121
[redacted]
Cutler, OH 45724-5031

3/18/2019

[redacted]

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

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

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

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

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

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

Warm Regards,

Nathan Kroeker
CEO & President

My Plan Details

Account Number	[redacted]
Plan	Price Lock 12
Rate	9.25 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 JSING20190301062644

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 9.25 Cents/KWH Plus $0 per month. After the first 12 Months of service, Verde will supply electricity to Customer at a 100% renewable variable generation rate that may change monthly with market conditions. Verde will purchase and retire renewable energy certificates ("RECs") or attributes to ensure that an amount equal to 100% of Customer's electricity usage is generated by renewable sources. Customer shall also pay and be responsible for all other amounts related to the purchase and delivery of electricity, including applicable taxes and service and delivery charges from the Utility. Verde will serve only the supply portion of Customer's electricity bill. All other services currently supplied by the Utility will continue to be supplied by the Utility. No deposit is required by Verde for service.

2. **Term:** Verde is authorized to switch Customer's utility supplier for the generation service charge. This Agreement will start when the Utility completes Customer's enrollment with Verde. Service with Verde will begin with the next available meter reading after processing of the request by the Utility and Verde. The Utility may charge switching fees to Customer. Customer will be responsible for the termination of any existing supplier agreement. This Agreement will continue until terminated by either Customer or Verde in accordance with this Agreement. If Customer switches back to the Utility, Customer may or may not be served under the same rates, terms, and conditions that apply to other customers served by the Utility.

3. **Right of Rescission & Termination:** Residential and small commercial customers shall have the right to rescind this Agreement within 7 calendar days following the postmark date on the Utility's confirmation notice by calling the Utility at the designated local or toll-free number or by written notice to the Utility, which is effective as of the date of the postmark. Either Verde or Customer may terminate this Agreement at any time, for any reason and without an early termination fee. Verde may terminate this Agreement on at least 14 calendar days written notice should Customer fail to pay the bill or fail to meet any agreed-upon payment arrangements. The termination will become effective when the Utility switches Customer's account from Verde to the new supplier selected by Customer, to the Utility or to such other default provider established for Customer's account. Termination will not relieve Customer of any payment obligations for electricity provided to Customer by Verde prior to termination.

4. **Billing:** Customer will continue to receive one monthly electric bill from the Utility. Payment is due to the Utility in accordance with its standard billing practices. Failure to pay electric utility charges may result in Customer being disconnected in accordance with the electric utility tariff. Customer has the right to request from Verde, twice within a twelve month period, up to twenty-four months of Customer's payment history without charge. Verde will support budget billing for the generation portion of the Customer's to the extent that CRES budget billing is supported by the Utility.

5. **Emergency:** For any service question or in the event of an emergency, such as a power failure or a downed power line, Customer should contact:

Duke Energy Corporation	800-544-6900
The Dayton Power and Light Company	800-433-8500
Ohio Power Company	800-672-2231
Columbus Southern Power Company	800-672-2231
The Cleveland Electric Illuminating Company	800-589-3101
Ohio Edison	800-633-4766
Toledo Edison	800-447-3333

6. **Customer Relocation:** If Customer moves to a new address within Verde's service territory, Customer should contact Verde in order to re-enroll at the new location.

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

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

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

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

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

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

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

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

15. **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 or by sending a letter to 12140 Wickchester Ln, Ste 100, Houston TX 77079. Customer should include Customer's printed name, mailing address, and the words "Reject Arbitration."

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

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

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

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

Ohio | 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: 00261489
Account Name: [redacted]

Type:
Status: Closed
Preferred Contact Method: No Preference

Owner: Samantha Boerstler
Account in Question: Verde Energy USA Ohio LLC
Account Holder: Shirley Mckelvey
Priority: Standard
Service Type: Residential

CASE DATES:
Date Opened: 03-28-2019
Case Age in Business Days: 1

Date Closed: 03-29-2019

Contact Information

Contact: [redacted]

Phone: [redacted]
Mobile:

Preferred Contact Method: No Preference

Preferred Contact Time:
Email: [redacted]

Service Address Information

Service Account Number:
Service Address Street: [redacted]
Service Address City: Creston
Service Address Country: United States

Service Address County: Wayne
Service Address State: Ohio
Service Address Zip:
Service Address Phone: [redacted]

Industry Information

AIQ Industry: Gas

AIQ Sub-Industry: Competitive Retail Natural Gas Service Provider

AIQ Sub-Sub-Industry:
Non-Jurisdictional Case: ☐

Territory Account:

General Code: General -- Gas

Specific Code: Do Not Call List

Additional Information

PUCO ID: 345478

Docketing Case Number:
Legacy Case ID:

Case Formal Complaint Specialist Approved:

Case Formal Complaint Supervisor Approved:

Transportation Information

Crossing ID:
Railroad:
Railroad Street Name:

Description Information

Description:

Resolution:

see case 00261572

Case Comments

Created Date	Comment
3/28/2019 1:03:03 PM	CGO & OE states her mother is 90 years old and is being harassed by utility suppliers. She states today Verde has called them 12 times. They answered once and they spoke to either David or Jack. They were trying to strong arm her and her mother into signing up. she states she picked up once and yelled they are not switching and that one has not called back. I told her we can not stop companies from calling customers to solicit business. I explained she can call each co and ask them to remove her mothers info from they list they are required to give to the suppliers. She can also call the Nation Do Not Call Registry and add her mothers phone number and then if she keeps getting calls to call the FTC. She wanted to know if they should switch and I told her they do not have to switch. She states she would almost pay more to make this stop. I told her I understand. She is not sure if her mother has switched the service or not. I told her she can call the companies and find out. They would be able to tell her and I explained that any time there is a switch the utility will send out a letter. She is going to call OE and ask they remove her mother's information from the list. I told her we can contact Verde as I believe calling them 12 times is a bit excessive. I explained 10 day turn around process. She thanked for help. Her mother's phone number is [redacted] Please call [redacted] back at the contact phone number.
3/29/2019 10:48:50 AM	see case 00261572

Web Information

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

Web Account in Question:
Web US Dot #:

System Information

Created by: Andrea Smith
Tasks Correspondence Review: 0
Tasks Correspondence Review:0

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

Case Emails

Case Images

Created Date	Images

Ohio | 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: 00261567
Account Name: [redacted]

Owner: Rayshon Eaves
Account in Question: Verde Energy USA Ohio LLC

Type:
Status: Closed
Preferred Contact Method: No Preference

Account Holder:
Priority: Standard
Service Type: Residential

CASE DATES:
Date Opened: 03-28-2019
Case Age in Business Days: 1

Date Closed: 03-28-2019

Contact Information

Contact: [redacted]

Preferred Contact Method: No Preference

Phone: [redacted]
Mobile:

Preferred Contact Time:
Email:

Service Address Information

Service Account Number:
Service Address Street: [redacted]
Service Address City: Toledo
Service Address Country: United States

Service Address County: Lucas
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: General -- Electric

Specific Code: Competition Issues / Inquiries

Additional Information

PUCO ID: 345478

Docketing Case Number:
Legacy Case ID:

Case Formal Complaint Specialist Approved:

Case Formal Complaint Supervisor Approved:

Transportation Information

Crossing ID:
Railroad:
Railroad Street Name:

Description Information

Description:

Resolution:

ICB

Case Comments

Created Date	Comment
3/28/2019 3:34:32 PM	customer called, stated that a couple months ago got a call from Verde, and they told her they were sustainable and renewable energy and wind power. She signed up with them. A day or two ago she received letter of environmental disclosure statement says wind is only 2.5% of their energy source, and nuclear is 35%. That is not what the salesman told her. she wanted a higher amount of renewable energy. i advised she would need to make sure the sales call matches the TPV. advised she can check out the a2a website for more offers with a higher % of renewable content. ICB.
3/28/2019 3:34:43 PM	ICB

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

Case Images

Created Date	Images

Ohio | 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: 00261587
Account Name: [redacted]

Owner: Rayshon Eaves
Account in Question: Verde Energy USA Ohio LLC

Type:
Status: Closed
Preferred Contact Method: No Preference

Account Holder:
Priority: Standard
Service Type: Residential

CASE DATES:
Date Opened: 03-28-2019
Case Age in Business Days: 1

Date Closed: 03-28-2019

Contact Information

Contact: [redacted]

Preferred Contact Method: No Preference

Phone: [redacted]
Mobile:

Preferred Contact Time:
Email:

Service Address Information

Service Account Number:
Service Address Street: [redacted]
Service Address City: Cleveland
Service Address Country: United States

Service Address County: Cuyahoga
Service Address State: Ohio
Service Address Zip:
Service Address Phone:

Industry Information

AIQ Industry: Gas

AIQ Sub-Industry: Competitive Retail Natural Gas Service Provider

AIQ Sub-Sub-Industry:
Non-Jurisdictional Case: ☐

Territory Account:

General Code: General -- Gas

Specific Code: Competition Issues / Inquiries

Additional Information

PUCO ID: 345478

Docketing Case Number:
Legacy Case ID:

Case Formal Complaint Specialist Approved:

Case Formal Complaint Supervisor Approved:

Transportation Information

Crossing ID:
Railroad:
Railroad Street Name:

Description Information

Description:

Resolution:

ICB

Case Comments

Created Date	Comment
3/28/2019 4:41:28 PM	customer called, stated that she was contacted by a salesperson from Verde Energy. she says they offered her a rate of $.64 for gas and $0.08 for electric. i advised that doesn't sound good. advised she can cancel within 7 days. advised she should call the company.
3/28/2019 4:46:22 PM	ICB

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

Case Images

Created Date	Images

Ohio | 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: 00261650
Account Name: [redacted]

Type:
Status: Closed
Preferred Contact Method: No Preference

Owner: Leslie Carter
Account in Question: Verde Energy USA Ohio LLC
Account Holder:
Priority: Standard
Service Type: Residential

CASE DATES:
Date Opened: 03-29-2019
Case Age in Business Days: 1

Date Closed: 03-29-2019

Contact Information

Contact: [redacted]

Phone: [redacted]
Mobile:

Preferred Contact Method: No Preference

Preferred Contact Time:
Email:

Service Address Information

Service Account Number:
Service Address Street: [redacted]
Service Address City: Sylvania
Service Address Country: United States

Service Address County: Lucas
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

Docketing Case Number:
Legacy Case ID:

Case Formal Complaint Specialist Approved:

Case Formal Complaint Supervisor Approved:

Transportation Information

Crossing ID:
Railroad:
Railroad Street Name:

Description Information

Description:

Resolution:

ICB

Case Comments

Created Date	Comment
3/29/2019 10:28:17 AM	Customer calling because she got a call from a supplier but the caller id came across as Toledo Edison. Later on in the call, rep did identify himself as being with Verde. Customer emphasized that the caller id comes up as TE. Reps name was Dany Lae. Invited call back.
3/29/2019 10:29:38 AM	ICB

Web Information

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

Web Account in Question:
Web US Dot #:

System Information

Created by: Leslie Carter
Tasks Correspondence Review: 0
Tasks Correspondence Review:0

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

Case Emails

Case Images

Created Date	Images

Ohio | 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: 00261526
Account Name: [redacted]

Owner: Cindi Mack
Account in Question: Verde Energy USA Ohio LLC

Type:
Status: Reply Received
Preferred Contact Method: No Preference

Account Holder: [redacted]
Priority: Standard
Service Type: Residential

CASE DATES:
Date Opened: 03-28-2019
Case Age in Business Days: 28

Date Closed:

Contact Information

Contact: [redacted]

Preferred Contact Method: No Preference

Phone: [redacted]
Mobile:

Preferred Contact Time:
Email:

Service Address Information

Service Account Number: [redacted]
Service Address Street: [redacted]
Service Address City: Warren
Service Address Country: United States

Service Address County: Trumbull
Service Address State: Ohio
Service Address Zip:
Service Address Phone: [redacted]

Industry Information

AIQ Industry: Gas

AIQ Sub-Industry: Competitive Retail Natural Gas Service Provider

AIQ Sub-Sub-Industry:
Non-Jurisdictional Case: ☐

Territory Account:

General Code: General -- Gas

Specific Code: Rule Violation

Additional Information

PUCO ID: 345478

Docketing Case Number:
Legacy Case ID:

Case Formal Complaint Specialist Approved:

Case Formal Complaint Supervisor Approved:

Transportation Information

Crossing ID:
Railroad:
Railroad Street Name:

Description Information

Description:

Resolution:

Case Comments

Created Date	Comment
3/28/2019 1:57:13 PM	Vacant Property which belongs to the customer. The customer claims the salesperson told her informed her the cost was $0.625 cents per ccf, and informed the customer ccf was the same as mcf. When the customer received her first bill, she noticed the supplier charges were 6.35/mcf. The customer called the supplier, which informed her Dominion made a mistake, and advised she contact the utility company. The customer contacted Dominion, which informed the issue was with the supplier. The customer has since cancelled the agreement, but would like to dispute the difference between the charges between the SCO rate and what she was charged by the supplier. The customer is requesting we investigate, I provided the case number, I provided my name, lcb.
3/29/2019 2:47:30 PM	Verde- stated she disputes the charges due to being mislead. Stated they informed her ccf and she had no idea what a ccf is. They informed her it was the same as mcf. When she received her first bill she was charged per mcf. Stated when she received her first bill and she canceled on 2/23/19. Received 2 bill for [redacted] and [redacted] Stated she enrolled on 2/21 but has a bill for her jan usage. 3/26/19 called Verde and was informed informed her they would look into the conversation and it would take 24-48 to review. As of yesterday she never received a call back. They informed her the 48 hrs was after 5pm. Never received call back from company. Advised cust invest was open and provided timeframe cust has three invest, same issue, just different addresses261527, 261526, and 261465
5/3/2019 8:33:27 AM	Requesting bill copies from Dominioin

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: Sara Macey
Next Activity Date:
Case Grade Created: ☐
Case Grade Target: ☐

Case Emails

Email Created Date: 3/28/2019 4:37:38 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:
00261526
CUSTOMER: [redacted] ADDRESS: [redacted] Warren, Ohio
44483SERVICE ADDRESS: [redacted], Warren,
Ohio 44483AIQ:
Verde Energy USA Ohio LLCSERVICE ACCOUNT NUMBER: [redacted]NIQ:
[redacted] ***Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)***
DESCRIPTION OF ISSUE: Good afternoon,
Ms. [redacted] complaint is regarding the above service address. She said that the company informed her the rate would be $0.625 per ccf, and told her that ccf was the same as mcf. She received her first bill and the rate was $6.35 per mcf.
When and how was her account acquired?If this was a telephonic enrollment, please forward a copy of the sales call for review.Please forward a copy of the TPV, any signed documents and a copy of the terms and conditions for review.Do you have record of her contacting the company about this? If so, when and what was she advised?Did the company bill her in units of ccf's or

mcf's?Did she terminate the enrollment? If so, when and when will be the final bill date?If there is any other relevant information that I should know, it would be greatly appreciated. Sincerely, Cindi Mack Public Utilities Commission of OhioService Monitoring and
Enforcement DepartmentCustomer Service Lead Investigator (800) 686-PUCO (7826)www.PUCO.ohio.gov

96

Normal
0

false
false
false

EN-US
X-NONE
X-NONE

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

ref:_00Dt0GzXt._500t0GHyyd:ref
Email Created Date: 4/6/2019 1:05:31 PM

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

CASE ID: 00261526
COMPANY:
CUSTOMER: [redacted]
ADDRESS: [redacted] Warren, Ohio 44483
SERVICE ADDRESS: [redacted]
Warren, Ohio 44483
AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER: [redacted]
NIQ: [redacted]

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

DESCRIPTION OF ISSUE:

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

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: 4/8/2019 8:38:31 PM

Email Text Version:
To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00261526.

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 rate she agreed to. Ms. [redacted] states that she was told that MCF and CCF are the same units of measurement that would appear on her bill and she would be charged the same.

Investigative Results:

· On 1/22/2019, Ms. [redacted] authorized her gas account [redacted] to Verde via a Verde Customer Care Agent in the internal call center. Ms. [redacted] enrolled her gas account onto Verde's Clean Choice 12, which includes the fixed rate of $0.6490 cents/CCF, with a $0 Monthly Service Fee as well as a $0 Early Termination Fee. (Sales call Attached)

· On 2/5/2019, the account became active.

· On 2/6/2019, Ms. [redacted] contacted Verde wanting to know the rate on her account. The agent advised Ms. [redacted] that her current rate was $0.6490 cents/CCF. Ms. [redacted] wanted an estimate on her first bill.

· On 2/25/2019, Ms. [redacted] contacted Verde because the rate she was supposed to be charged at of $0.6489 cents/CCF did not reflect on her invoice. Ms. [redacted] stated the rate on her invoice was $6.49 cents. The agent attempted to explain to Ms. [redacted] how Verde will appear on her invoice; however, Ms. [redacted] stated she would contact her utility and disconnected the call.

· On 2/26/2019, the Welcome Letter was sent to the mailing address on file. (Letter Attached)

· On 3/4/2019, Ms. [redacted] contacted Verde and spoke with a supervisor regarding her correct rate. The supervisor advised Ms. [redacted] that she was billed correctly and that no credits or adjustments would be made to her account. Ms. [redacted] stated that she would not pay the bills.

· On 3/15/2019, Ms. [redacted] contacted Verde and requested to cancel her account. The agent submitted an outbound cancellation request to the utility.

· On 3/26/2019, Verde received an inbound cancellation confirmation from the utility with a date of 3/23/2019.

· On 3/28/2019, Verde received PUCO Complaint No. 00261526.

Outcome:

We'd like to confirm that per the attached sales call, Ms. [redacted] authorized her gas account to Verde via Verde's internal call center on 1/22/2019 with no objections. However, due to the noticeable discrepancy with the unit of measurement of how Ms. [redacted] would be billed Verde will process a cost analysis for the service period from 2/5/2019-3/23/2019. If a refund is due, Ms. [redacted] will be refunded accordingly.

Lastly, Ms. [redacted] account terminated on 3/23/2019; which was determined solely by the utility and not Verde.

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

Kindest Regards,

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>

From: Cindi Mack [mailto:contactthepuco@puc.state.oh.us]
Sent: Saturday, April 06, 2019 12:06 PM
To: Regulatory
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261526 [ref:_00Dt0GzXt._500t0GHyyd:ref]

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

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

CASE ID: 00261526

CUSTOMER: [redacted]
ADDRESS: [redacted] Warren, Ohio 44483

SERVICE ADDRESS: [redacted] Warren, Ohio 44483
AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER: [redacted]
NIQ: [redacted]

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

DESCRIPTION OF ISSUE:

An initial complaint was sent to you on March 28. Please review the customer's concerns and respond within three business days.

Ms. [redacted] complaint is regarding the above service address. She said that the company informed her the rate would be $0.625 per ccf, and told her that ccf was the same as mcf. She received her first bill and the rate was $6.35 per mcf.

When and how was her account acquired?
If this was a telephonic enrollment, please forward a copy of the sales call for review.
Please forward a copy of the TPV, any signed documents and a copy of the terms and conditions for review.
Do you have record of her contacting the company about this? If so, when and what was she advised?
Did the company bill her in units of ccf's or mcf's?
Did she terminate the enrollment? If so, when and when will be the final bill date?
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%7C8e6c309344624f8d4f3608d6bc83732f%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636903670847404378&sdata=p1TPfVRZbQ8G59KtNBj8R%2BLd9bHOXm82vxu05TFA%2Ba4%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=018t0000004NFVb]

ref:_00Dt0GzXt._500t0GHyyd:ref
Email Created Date: 4/19/2019 8:55:51 AM

Email Text Version:
Good morning!

After reviewing the sales call and TPV, I found that not only was there a discrepancy in the unit of measurement (therms), but I found numerous other noncompliance issues. Due to the noncompliance issues, the customer will appreciates being reimbursed for the difference regarding this service address.

Please review the following noncompliance issues that I identified and advise what action the company will be taking to correct the issues. Additionally, please provide the dates that the customer began billing with your company, the billing cycle dates, consumption, the rate charged, the utility's rate and total reimbursement.

4901:1-29-05(A)(1)(a) The company must quote rates to customers in Ohio using Ccf or Mcf whichever is consistent with the customer's utility.

4901:1-29-05(A)(2)(c) The company must inform the customer that the rate is exclusive of all applicable taxes.

4901:1-29-06(E)(1) The company must process an independent third-party verification (TPV). Your representative processed the TPV.

4901:1-29-06(E)(1)(f)(ii) The company must inform the customer the rate being charged for the duration of the contact, expressed in Ccf or Mcf, whichever is consistent with the customer's utility.

4901:1-29-06(E)(1)(g) The company must advise the customer that within one business day the written contract detailing the terms and conditions will be sent.

4901:1-29-06(E)(1)(h)(i) The company must inform the customer that the utility will be sending a confirmation notice regarding the transfer of service.

4901:1-29-06(E)(1)(h)(ii) The company must inform the customer that they are allowed seven-business days from the post mark of the utility company's confirmation to rescind.

4901:1-29-06(E)(1)(h)(iii) The company must advise the customer that that they should contact the utility company to rescind the enrollment.

Regards,
Cindi

---------- Original Message ----------
From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 4/8/2019 8:36 PM
To: contactthepuco@puco.ohio.gov
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261526 [ref:_00Dt0GzXt._500t0GHyyd:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00261526.

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 rate she agreed to. Ms. [redacted] states that she was told that MCF and CCF are the same units of measurement that would appear on her bill and she would be charged the same.

Investigative Results:

· On 1/22/2019, Ms. [redacted] authorized her gas account [redacted] to Verde via a Verde Customer Care Agent in the internal call center. Ms. [redacted] enrolled her gas account onto Verde's Clean Choice 12, which includes the fixed rate of $0.6490 cents/CCF, with a $0 Monthly Service Fee as well as a $0 Early Termination Fee. (Sales call Attached)

· On 2/5/2019, the account became active.

· On 2/6/2019, Ms. [redacted] contacted Verde wanting to know the rate on her account. The agent advised Ms. [redacted] that her current rate was $0.6490 cents/CCF. Ms. [redacted] wanted an estimate on her first bill.

· On 2/25/2019, Ms. [redacted] contacted Verde because the rate she was supposed to be charged at of $0.6489 cents/CCF did not reflect on her invoice. Ms. [redacted] stated the rate on her invoice was $6.49 cents. The agent attempted to explain to Ms. [redacted] how Verde will appear on her invoice; however, Ms. [redacted] stated she would contact her utility and disconnected the call.

· On 2/26/2019, the Welcome Letter was sent to the mailing address on file. (Letter Attached)

· On 3/4/2019, Ms. [redacted] contacted Verde and spoke with a supervisor regarding her correct rate. The supervisor advised Ms. [redacted] that she was billed correctly and that no credits or adjustments would be made to her account. Ms. [redacted] stated that she would not pay the bills.

· On 3/15/2019, Ms. [redacted] contacted Verde and requested to cancel her account. The agent submitted an outbound cancellation request to the utility.

· On 3/26/2019, Verde received an inbound cancellation confirmation from the utility with a date of 3/23/2019.

· On 3/28/2019, Verde received PUCO Complaint No. 00261526.

Outcome:

We'd like to confirm that per the attached sales call, Ms. [redacted] authorized her gas account to Verde via Verde's internal call center on 1/22/2019 with no objections. However, due to the noticeable discrepancy with the unit of measurement of how Ms. [redacted] would be billed Verde will process a cost analysis for the service period from 2/5/2019-3/23/2019. If a refund is due, Ms. [redacted] will be refunded accordingly.

Lastly, Ms. [redacted] account terminated on 3/23/2019; which was determined solely by the utility and not Verde.

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

Kindest Regards,

Edwin Quinonez

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

equinonez@verdeenergy.com

From: Cindi Mack [mailto:contactthepuco@puc.state.oh.us]
Sent: Saturday, April 06, 2019 12:06 PM

To: Regulatory
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261526 [ref:_00Dt0GzXt._500t0GHyyd:ref]

PUBLIC UTILITIES COMMISSION OF OHIO

Second Request for Information

Regarding the Initial Submission of a Consumer Complaint

Please Respond Within 3 Days

CASE ID: 00261526

CUSTOMER: [redacted]

ADDRESS: [redacted] Warren, Ohio 44483

SERVICE ADDRESS: [redacted] Warren, Ohio 44483

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [redacted]

NIQ: [redacted]

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

DESCRIPTION OF ISSUE:

An initial complaint was sent to you on March 28. Please review the customer's concerns and respond within three business days.

Ms. [redacted] complaint is regarding the above service address. She said that the company informed her the rate would be $0.625 per ccf, and told her that ccf was the same as mcf. She received her first bill and the rate was $6.35 per mcf.

When and how was her account acquired?

If this was a telephonic enrollment, please forward a copy of the sales call for review.

Please forward a copy of the TPV, any signed documents and a copy of the terms and conditions for review.

Do you have record of her contacting the company about this? If so, when and what was she advised?

Did the company bill her in units of ccf's or mcf's?

Did she terminate the enrollment? If so, when and when will be the final bill date?

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

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._500t0GHyyd:ref
Email Created Date: 4/30/2019 11:47:43 AM

Email Text Version:
Good Morning,

Thank you for allowing me to address your additional concerns.

Attached you will find the cost analysis for PUCO Complaint No. 00264526. We ask that you please allow up to 21 business days for Ms. [redacted] to receive a check via USPS mail in the amount of $138.39.

Additionally, please be aware that the below enrollment was completed via internal sales agent as a result of Ms. [redacted] calling in. Because this was an incoming call and not direct solicitation, However, Verde proceeded with the cost analysis due to the wrong unit of measurement being mentioned. This has been forwarded to Verde's Director of Customer Experience for training purposes.

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

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>

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: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Friday, April 19, 2019 7:56 AM
To: Customer Concerns <customerconcerns@sparkenergy.com>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261526 [ref:_00Dt0GzXt._500t0GHyyd:ref]

Good morning!

After reviewing the sales call and TPV, I found that not only was there a discrepancy in the unit of measurement (therms), but I found numerous other noncompliance issues. Due to the noncompliance issues, the customer will appreciates being reimbursed for the difference regarding this service address.

Please review the following noncompliance issues that I identified and advise what action the company will be taking to correct the issues. Additionally, please provide the dates that the customer began billing with your company, the billing cycle dates, consumption, the rate charged, the utility's rate and total reimbursement.

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Regards,
Cindi

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

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 4/8/2019 8:36 PM
To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261526 [ref:_00Dt0GzXt._500t0GHyyd:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00261526.

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 rate she agreed to. Ms. [redacted] states that she was told that MCF and CCF are the same units of measurement that would appear on her bill and she would be charged the same.

Investigative Results:

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Outcome:

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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>

From: Cindi Mack [mailto:contactthepuco@puc.state.oh.us]
Sent: Saturday, April 06, 2019 12:06 PM
To: Regulatory
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261526 [ref:_00Dt0GzXt._500t0GHyyd:ref]

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

PUBLIC UTILITIES COMMISSION OF OHIO
Second Request for Information

Regarding the Initial Submission of a Consumer Complaint
Please Respond Within 3 Days

CASE ID: 00261526

CUSTOMER: [redacted]
ADDRESS: [redacted] Warren, Ohio 44483

SERVICE ADDRESS: [redacted], Warren, Ohio 44483
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)

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Please forward a copy of the TPV, any signed documents and a copy of the terms and conditions for review.
Do you have record of her contacting the company about this? If so, when and what was she advised?
Did the company bill her in units of ccf's or mcf's?
Did she terminate the enrollment? If so, when and when will be the final bill date?
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%7Cdcfaf84cd90d4f0be18508d6cd82e60f%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636922360577500804&sdata=pxLNUklQ3p0O35EupA5EamlNc8z7elGMpCVz5kvOBaE%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=018t0000004NFVb]

ref:_00Dt0GzXt._500t0GHyyd:ref
[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004NWDK]
Email Created Date: 5/3/2019 8:32:48 AM

Email Text Version:
Initial Submission of a Consumer Complaint
Please Respond Within 10 Business Days

CASE ID: 00261526
COMPANY:
CUSTOMER: [redacted]
ADDRESS: , ,
SERVICE ADDRESS: [redacted]
Warren, Ohio 44483
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,

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: 5/3/2019 4:07:43 PM

Email Text Version:
Cindi,

Here are the bills you requested.

Angie

From: Cindi Mack [mailto:contactthepuco@puc.state.oh.us]
Sent: Friday, May 03, 2019 8:33 AM
To: Dominion Customer Relations
Subject: [External] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261526 [ref:_00Dt0GzXt._500t0GHyyd:ref]

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

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

CASE ID: 00261526

CUSTOMER: [redacted]

SERVICE ADDRESS: [redacted] Warren, Ohio 44483
AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER: [redacted]
NIQ: [redacted]

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

DESCRIPTION OF ISSUE:

Good morning!

This is a supplier complaint regarding the [redacted] service address. Could you please forward bill copies from the time of inception, possibly January, until the company canceled around March/April. Thank you!

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%7C3c0d9dde13c7456ddc8d08d6d002d386%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636925108575075763&sdata=8QfSSkVGwjkpiMWcxp076DujgRfgVNQyVBoVnRTVu%2Fc%3D&reserved=0>

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[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004NpUM]

ref:_00Dt0GzXt._500t0GHyyd: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

Created Date	Images
4/8/2019 8:38:33 PM	verdeenergyusa
4/19/2019 8:55:51 AM	verdeenergyusa
4/30/2019 11:47:45 AM	verdeenergyusa

verdeenergyusa

P.O. Box 421289
Houston, TX 77242

Welcome to the Verde Energy Family!

>006971 00886 028 P51121
[redacted]
[redacted] NE
Warren, OH 44483-[redacted]
[redacted]

My Plan Details

Account Number
[redacted]
Plan
Clean Choice 12
Rate
64.90 Cents/CCF
Term
12 Months
Monthly Fee
$0
Early Termination Fee
$0

2/8/2019

Dear [redacted]

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

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

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

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

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

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

Warm Regards,

Nathan Kroeker
CEO & President

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

Terms and **Conditions of Service**

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

1. **Price:** During the first 12 Months Verde will supply natural gas to Customer at the 100% renewable fixed Supply Rate of 64.90 Cents/CCF Plus $0 per month. After the first 12 Months Verde will supply natural gas to Customer at a 100% renewable variable rate that may change monthly with market conditions. The rate is based upon the costs incurred by Verde to supply natural gas to Customer (including, but not limited to, the costs of procuring natural gas, capacity charges and transportation costs), which costs can fluctuate with market factors such as supply and demand, weather and changes to laws and regulations, plus Verde's other expenses and margins. Customer shall also pay and be responsible for all other amounts related to the purchase and delivery of natural gas, including applicable taxes and service and delivery charges from the Utility. Verde will serve only the supply portion of Customer's natural gas bill. All other services currently supplied by the Utility will continue to be supplied by the Utility. No deposit is required by Verde for service. Verde will offset 100% of the estimated amount of carbon dioxide (CO2) emissions caused by Customer's annual natural gas usage through the use of any approved carbon offset technology, which may include purchase and retirement of renewable energy certificates ("RECs") or attributes generated by renewable sources and/or carbon credits. Purchase and retirement of carbon offset products does not actually reduce the CO2 emissions associated with Customer's energy consumption, but helps offset the release of the applicable number of metric tons of CO2 emissions elsewhere.

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

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

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

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

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

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

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

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

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

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

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

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

14. **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.

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

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

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

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

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

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

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

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

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

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

Do not delete highlighted formulas in Grey

Utility	Service Period	Usage	Total invoice
DEO	01/22/2019 - 02/19/2019	217.00	$140.8300
DEO	02/19/2019 - 03/20/2019	177.00	$114.8700

Rerate	Correct rate	Tax rate	Energy Charge	MSF	Tax
>>>>>>	0.302000	$0.0000	$65.53	$0.00	$0.00
>>>>>>	0.292500	$0.0000	$51.77	$0.00	$0.00
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Total invoice	Variance
$65.53	-$75.30
$51.77	-$63.10
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WARREN OH 44483-[redacted]

Account Number	Date Prepared	Next Meter Reading
[redacted]	March 20, 2019	04/17 - 04/23/2019

Cycle 09

For questions about **Dominion Energy Ohio** charges call **1-800-362-7557**

Credits and Charges Since Your Last Bill

Balance from Last Bill	$132.14
Late Payment Charge	1.98
Gross Receipts Tax (4.6044%)	0.09
Balance	**$134.21**

Current Charges

Dominion Energy Ohio Distribution Charges

Basic Service Charge	$28.14
Usage-Based Charges	
17.7 MCF @ $.4474	7.92
Gross Receipts Tax (4.6044%)	1.66
Total Dominion Energy Ohio Charges	**$37.72**

For questions about Dominion Energy Ohio charges, call us at 1-800-362-7557.

Verde Energy Usa Ohio, Llc Charges

Gas Cost 17.7 McF @ $6.49	$114.87
Total VERDE ENERGY USA OHIO, LLC	**$114.87**

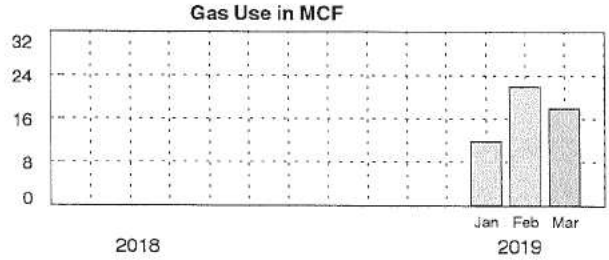
For questions about gas supply costs, contact VERDE ENERGY USA OHIO, LLC (acct#[redacted]) at 1-800-388-3862 or 12140 Wickchester Lane Houston, TX 77079 Suite 100 or www.verdeenergy.com.

Total Current Charges	**$152.59**
Total Account Balance	**$286.80**

Rate Schedule: Energy Choice Transportation Service - Residential

Monthly Usage Comparison

Average Daily Temperature	2018	2019
For This Billing Period		31°F



Avg Monthly Use: 17.2 MCF.
Total Annual Use: 51.7 MCF.

Billing Period and Meter Readings

Date	Read Type	Reading	Difference
Meter Number	[redacted]		
Mar 20, 2019	Actual	508.5	
Feb 19, 2019	Actual	490.8	17.7
MCF Used in 29 Days			**17.7**

PLEASE PAY **Account Balance of $286.80 by Apr 8, 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 $132.14 by Apr 8, 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.

[redacted]

Dominion Energy®

Account Number	Date Prepared	Next Meter Reading
[redacted]	March 20, 2019	04/17 - 04/23/2019

Cycle 09

For questions about **Dominion Energy Ohio** charges call **1-800-362-7557**

Summary of Payment Due

Past Due Gas Amount	132.14
Current Gas Amount	154.66
Total Payment Due by April 8, 2019	**$286.80**

**** 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 $132.14 in full by April 8, 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 $169.00 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. 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 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.

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Please detach and return this coupon with a check made payable to Dominion Energy Ohio.

PLEASE PAY BY	Apr 8, 2019	Account No. [redacted]
$286.80		Amount Enclosed

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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.

DOMINION ENERGY OHIO
PO BOX 26785
RICHMOND VA 23261-6785

[redacted]

[redacted]

Dominion Energy®

Account Number	Date Prepared	Next Meter Reading
[redacted]	February 19, 2019	03/19 - 03/22/2019

Cycle 09

For questions about **Dominion Energy Ohio** charges call **1-800-362-7557**

Credits and Charges Since Your Last Bill

Balance from Last Bill	$81.72
Payment on Feb 5, 2019 - Thank You	130.00 CR
Balance	**$48.28 CR**

Current Charges

Dominion Energy Ohio Distribution Charges

Basic Service Charge	$28.14
Usage-Based Charges	
21.7 MCF @ $.4474	9.71
Gross Receipts Tax (4.6044%)	1.74
Total Dominion Energy Ohio Charges	**$39.59**

For questions about Dominion Energy Ohio charges, call us at 1-800-362-7557.

Verde Energy Usa Ohio, Llc Charges

Gas Cost 21.7 McF @ $6.49	$140.83
Total VERDE ENERGY USA OHIO, LLC	**$140.83**

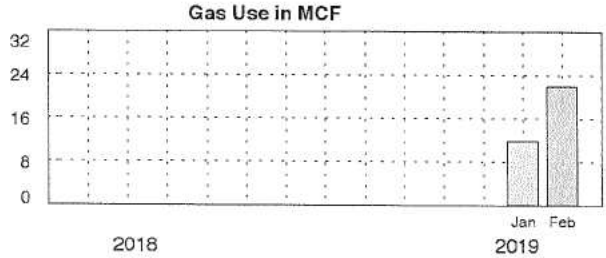
For questions about gas supply costs, contact VERDE ENERGY USA OHIO, LLC (acct#[redacted]) at 1-800-388-3862 or 12140 Wickchester Lane Houston, TX 77079 Suite 100 or www.verdeenergy.com.

Total Current Charges	**$180.42**
Total Account Balance	**$132.14**

Rate Schedule: Energy Choice Transportation Service - Residential

Monthly Usage Comparison

Average Daily Temperature	2018	2019
For This Billing Period		27°F



Avg Monthly Use: 17.0 MCF.
Total Annual Use: 34.0 MCF.

Billing Period and Meter Readings

Date	Read Type	Reading	Difference
Meter Number	[redacted]		
Feb 19, 2019	Actual	490.8	
Jan 22, 2019	Actual	469.1	21.7
MCF Used in 28 Days			**21.7**

PLEASE PAY **Account Balance of $132.14 by Mar 8, 2019 to Avoid Late Payment Charge of 1.5% per month.**

Please Use Our Return Envelope

We provide a return envelope for customers who like to pay their gas bills by mail.
If you pay your bill by a different method, please do not use our envelope for other mail.
You 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 or at 1-800-573-1153. BillMatrix provides this service. A service fee applies.
Thank you for your cooperation.

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 Mar 8, 2019 Account No. [redacted]

$132.14

Amount Enclosed

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[redacted]

DOMINION ENERGY OHIO
PO BOX 26785
RICHMOND VA 23261-6785

[redacted]

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Case No(s). 19-0958-GE-COI

Summary: Exhibit Exhibit 7 Part 33 by the Office of the Ohio Consumers' Counsel electronically filed by Ms. Deb J. Bingham on behalf of O'Brien, Angela D.