

Message

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
on behalf of PUCO Consumer Call Center <contactthepuco@puc.state.oh.us> [contactthepuco@puc.state.oh.us]
Sent: 11/26/2019 12:43:07 PM
To: customerconcerns@sparkenergy.com
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00559874 [ref: _00Dt0GzXt._500t0OXyhE:ref]



PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00559874

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Wellsville, Ohio 43968

SERVICE ADDRESS: [REDACTED], Wellsville, Ohio 43968

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:

Can you please provide me with an update?

Sincerely,

Samantha Boerstler

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 11/20/2019 10:12 AM

To: contactthepuco@puco.ohio.gov

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00559874 [ref:_00Dt0GzXt._500t0OXyhE:ref]

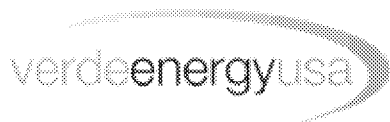
Good Morning,

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

As it stands, the gas service is set to terminate on 11/22/2019. In as much, Verde will process the cost analysis once the account terminates and final bills. Upon completion of the cost analysis, Verde will gladly provide a copy of the calculations to Staff.

Lastly, please understand the termination date is solely determined by the utility and not Verde.

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: Wednesday, November 20, 2019 8:52 AM

To: Customer Concerns <customerconcerns@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00559874 [ref:_00Dt0GzXt._500t0OXyhE:ref]



PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00559874

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Wellsville, Ohio 43968

SERVICE ADDRESS: [REDACTED], Wellsville, Ohio 43968

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:

Can you please provide me with an update?

Sincerely,

Samantha Boerstler

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

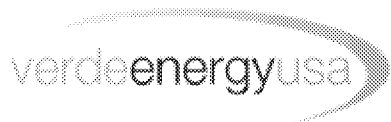
Sent: 11/14/2019 2:10 PM

To: contactthepuco@puco.ohio.gov

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00559874 [ref:_00Dt0GzXt._500t0OXyhE:ref]

Verde will gladly provide the drop date upon response from the utility. In addition, upon completion of the cost analysis, we will provide a copy of the calculations to Staff.

Thank you,



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

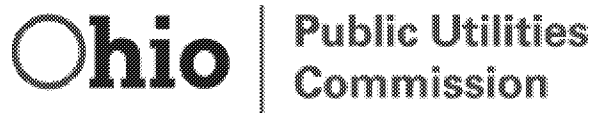
bwilliams@verdeenergy.com

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

Sent: Thursday, November 14, 2019 12:50 PM

To: Customer Concerns <customerconcerns@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00559874 [ref:_00Dt0GzXt._500t0OXyhE:ref]



PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00559874

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Wellsville, Ohio 43968

SERVICE ADDRESS: [REDACTED], Wellsville, Ohio 43968

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:

Can you please advise me of the drop date when received?
Also, when the cost analysis is done please provide me with a copy.

Sincerely,

Samantha Boerstler

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 11/14/2019 11:54 AM

To: contactthepuco@puco.ohio.gov

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00559874 [ref: _00Dt0GzXt._500t0OXyhE:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00559874.

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

[REDACTED] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") inquiring about his enrollment to Verde.

Investigative Results:

1. On 2/28/2019, [REDACTED] authorized the gas service with door-to-door sales agent, Vincent White (ID: 5234121571) with third party vendor, Energy Group Consultants, LLC. As a result, the gas service enrolled onto Verde's Price Lock 12 plan which offers a 12-month fixed rate of 69.90 cents/CCF with \$0 Monthly Service Fee and \$0 Early Termination Fee. *(TPV and Sales Agreement Attached)*
 2. On 3/1/2019, Verde submitted an outbound enrollment request transaction to the utility.
 3. On 3/4/2019, Verde received an inbound enrollment accept response from the utility.
 4. On 3/11/2019, Verde generated and mailed the Welcome Letter. *(Letter Attached)*
 5. On 3/26/2019, the gas service became active with Verde.
 6. On 11/12/2019, Mr. [REDACTED] contacted Verde to cancel the gas service due to being billed a higher rate than the utility. The Verde agent informed that there was no record of an active gas account with Verde and instructed Mr. [REDACTED] to send in a copy of an invoice reflecting Verde's charges.
- 1.
 - 6.
1. On the same day, Verde received PUCO Complaint No. 00559874.
 7. On 11/13/2019, Verde submitted a cancellation transaction to the utility.

Outcome:

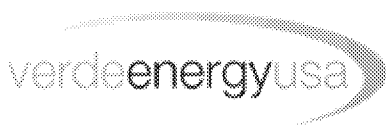
After careful review of the TPV completed on 2/28/2019, [REDACTED] willingly and knowingly authorized the gas service to Verde without any objections. However, Verde acknowledges the TPV is not in compliance with O.A.C 4901:1-29-06(E) (1) (f) (ii). Based upon this, we agree to process a cost analysis to the utility rate for the service dates of 3/26/2019 (date of inception) until the date of termination. Please be advised that Verde processes the cost analysis after the account terminates and final bills. Upon completion of the cost analysis, Verde will gladly provide a copy of the calculations to Staff.

As such, concerning the Verde agent's inability to locate Mr. [REDACTED]'s account, we have forwarded this occurrence to our Customer Care Management team to ensure the agent involved with this occurrence is retrained on locating customer's accounts.

As it stands, the gas service is currently pending termination. Lastly, please understand the termination date is solely determined by the utility and not Verde.

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

Kindest Regards,



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

bwilliams@verdeenergy.com

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

Sent: Tuesday, November 12, 2019 2:59 PM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00559874 [ref:_00Dt0GzXt._500t0OXyhE:ref]



Initial Submission of a Consumer Complaint

Provider of Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00559874

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Wellsville, Ohio 43968

SERVICE ADDRESS: [REDACTED], Wellsville, Ohio 43968

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Mr. [REDACTED] contacted the PUCO regarding the enrollment with your company.

Please review the account and advise:

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

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

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

Sincerely,

Samantha Boerstler

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._500t0OXyhE:ref

Message

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
on behalf of PUCO Consumer Call Center <contactthepuco@puc.state.oh.us> [contactthepuco@puc.state.oh.us]
Sent: 11/25/2019 7:37:53 PM
To: customerconcerns@sparkenergy.com
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00553651 [ref: _00Dt0GzXt._500t0NRill:ref]



PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00553651

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Warren, Ohio 44483

SERVICE ADDRESS: [REDACTED], Warren, Ohio 44483

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE: In the response dated 10/29/19 it stated that the enrollment should be deemed as a "no sale and agreed to process a cost analysis for the utility rate for both gas and electric. Has this been done? If so, please send the information and total amount that was credited or refunded to the customer. Please provide break down of chargers and included the original rate and new rate used. Thank you.

Sincerely,

Andrea Smith

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 10/29/2019 4:10 PM

To: contactthepuco@puco.ohio.gov

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00553651 [ref:_00Dt0GzXt._500t0NRill:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00553651.

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

[REDACTED] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") because she cancelled service with Verde in June 2019 but charges are now back on her October bill. Ms. [REDACTED] states that she has been charged 6.49 per mcf and never received a welcome packet or spoke to anyone about re-enrolling. Ms. [REDACTED] states that she received multiple solicitation calls from a very rude and nasty sales agent and feels the service was re-enrolled out of spite.

Investigative Results:

- On 4/22/2019, [REDACTED] authorized the electric and gas service with telesales agent, Jacob Williams (ID: 2397728831) with third party vendor, North American Venture Capital, LLC. As a result, the electric service enrolled onto Verde's Price Lock 12 plan which offers a 12-month fixed rate of 8.99 cents/kWh with a \$0 Monthly Service Fee ("MSF") and \$0 Early Termination Fee ("ETF"). The gas service enrolled onto Verde's Price Lock 12 plan which offers a 12-month fixed rate of 64.9 cents/CCF with \$0 MSF and \$0 ETF. *(TPV Attached)*
- On 4/23/2019, Verde submitted an enrollment request transaction to the utility for the electric service.
 - On the same day, Verde received an enrollment accept response from the utility for the electric service.
- On 4/24/2019, Verde submitted an enrollment request transaction to the utility for the gas service.
- On 4/25/2019, Verde received an inbound enrollment accept response from the utility for the gas service.
- On 5/1/2019, Verde generated and mailed the Welcome Letters. *(Letters Attached)*
- On 5/8/2019, the electric service became active with Verde.
- On 5/15/2019, the gas service became active with Verde.
- On 6/13/2019, Ms. [REDACTED] contacted Verde to cancel the electric service because the sales agent informed her that she would be on a Senior Program and that her electric bill would be lowered. The Verde agent offered a lower fixed rate in which Ms. [REDACTED] declined. The Verde agent submitted a cancellation request transaction to the utility.
- On 6/14/2019, Verde received an inbound cancellation transaction response from the utility with the effective date of 7/5/2019 for the electric service.
- On 7/5/2019, the electric service terminated with Verde.
- On 10/22/2019, Verde received PUCO Complaint No. 00553651.

Outcome:

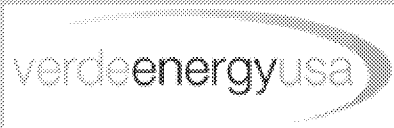
After careful review of the TPV completed on 4/22/2019, Verde acknowledges non-compliance to O.A.C. 4901:1-29-05(A) (1) (a) and 4901:1-29-06(E) (1) (f) (ii). Consequently, Verde agrees the enrollment should be deemed as a "No Sale" and agrees to process a cost analysis to the utility rate for the electric and gas service. Please be advised the gas service is currently pending termination and the cost analysis will not be completed until the account terminates and final billed. Upon completion of the cost analysis, Verde will gladly provide a copy of the calculations to Staff.

After further review, on 6/13/2019, Verde acknowledges that Ms. [REDACTED] requested to cancel the electric service with no mention of the gas service; for this reason, Verde continued to bill Ms. [REDACTED] for the household's consumption for the gas service. Based upon this, Verde would like to confirm that Ms. [REDACTED] was not re-enrolled out of spite. Nonetheless, Verde has forwarded Ms. [REDACTED] claims of receiving rude and nasty solicitation calls to our Compliance Manager-Vendor Quality Assurance to determine if any of our vendors/sales agents are currently soliciting Ms. [REDACTED]; in addition to, retrieving the sales call associated with the electric and gas enrollment on 4/22/2019. Furthermore, Verde would like to confirm that the telesales agent involved with Ms. [REDACTED]'s electric and gas enrollment is no longer doing business with Verde.

As it stands, the electric service terminated on 7/5/2019. Lastly, the gas account is currently pending termination with the termination date to be solely determined by the utility and not Verde.

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

Kindest Regards,



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

From: Andrea Smith <contactthepuco@puc.state.oh.us>
Sent: Tuesday, October 22, 2019 2:43 PM
To: Regulatory <regulatory@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00553651 [ref:_00Dt0GzXt_500t0NRill:ref]



**Public Utilities
Commission**

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00553651

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Warren, Ohio 44483

SERVICE ADDRESS: [REDACTED], Warren, Ohio 44483

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Ms. [REDACTED] states she cancelled wit the company in June 2019 but they are now back on her October bill. She is being charged 6.49 per mcf, she never received a welcome packet or spoke to anyone about re-enrolling. Ms. [REDACTED] states the company did keep calling her after she cancelled and she told them to stop calling and she believes they re-enrolled her out of spite. There was a male representative that kept calling her and he was very rude and nasty and she believes he is the same representative that signed her up.

This customer has contacted the PUCO regarding their enrollment with

your company.

Please review the account and advise:

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

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

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

Sincerely,

Andrea Smith

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._500t0NRill:ref

Message

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
on behalf of PUCO Consumer Call Center <contactthepuco@puc.state.oh.us> [contactthepuco@puc.state.oh.us]
Sent: 11/25/2019 3:37:57 PM
To: customerconcerns@sparkenergy.com; regulatory@sparkenergy.com
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00555720 [ref:_00Dt0GzXt._500t000Bpg:ref]

Good morning!

Please be advised, I'm in the process of obtaining the PTC rates. Once I have this, I will forward for your calculations. Please include in your calculations the rate that billed, the consumption and the billing cycle dates.

Additionally, I still haven't received the sales call. Please forward for review.

Thank you!
Cindi Mack

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

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 11/12/2019 5:11 PM
To: contactthepuco@puco.ohio.gov
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00555720 [ref:_00Dt0GzXt._500t000Bpg:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00555720.

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

[REDACTED] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") claiming to have been led to believe her bill would be lower with Verde but has steadily increased.

Investigative Results:

1. On 10/2/2016, [REDACTED] authorized the electric service with a telesales agent with third party vendor, 4072 Lead Gen Acquinity. As a result, the electric service enrolled onto Verde's 12-Month Fixed Rate plan of 6.99 cents/kWh. (TPV Attached)
2. On 10/4/2016, Verde generated and mailed the Welcome Letter. (Letter Attached)
 1. On the same day, Verde submitted an enrollment request transaction to the utility.
 2. On the same day, Verde received an inbound enrollment accept response from the utility.
3. On 10/24/2016, the electric service became active with Verde.
4. On 10/30/2017, the electric rate transitioned to the variable month-to-month rate.
5. On 8/2/2019, Ms. [REDACTED] contacted Verde requesting to cancel the electric service due to receiving high bills. The Verde agent offered to lower the electric rate in which Ms. [REDACTED] declined. The Verde agent submitted a cancellation transaction to the utility.

6. On 8/3/2019, Verde received an inbound cancellation transaction response from the utility with the effective date of 8/29/2019.
7. On 8/29/2019, the electric service terminated with Verde.
8. On 10/30/2019, Verde received PUCO Complaint No. 00555720.

Outcome:

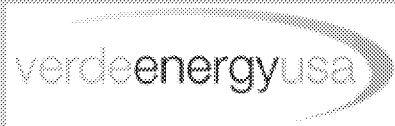
After careful review of the TPV completed on 10/2/2016, [REDACTED] authorized the electric service to Verde without any objections. For this reason, Verde agrees the enrollment is valid. However, because Verde has no record of notifying Ms. [REDACTED] of her contract expiration, we agree to process a cost analysis to the utility rate for the service dates of 10/30/2017 (*date rate transitioned to variable rate*) until 8/29/2019 (*date of termination*). As such, upon completion of the cost analysis, Verde will gladly provide a copy of the calculations to Staff.

In as much, in an effort to properly adjust the customer, we ask that you assist with providing the appropriate "Price to Compare" rates. As you may be aware, we are unable to process this request until the PTC has been received.

Nonetheless, Verde is currently working to retrieve the sales call associated with this enrollment. Upon retrieval, Verde will gladly provide a copy to Staff. Lastly, as it stands, the electric service terminated on 8/29/2019 with the termination date being 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,



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

bwilliams@verdeenergy.com

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

Sent: Wednesday, October 30, 2019 10:40 AM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00555720 [ref:_00Dt0GzXt_500t0O0Bpg:ref]



**Public Utilities
Commission**

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

CASE ID: 00555720

CUSTOMER: [REDACTED]

SERVICE ADDRESS: [REDACTED], Columbus, Ohio 43223

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

This customer has contacted the PUCO regarding their enrollment with your company. She said she switched to your company because she was let to believe that her bill would be lower, but the rate steadily increased.

Please review the account and advise:

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

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

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

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

Sincerely,

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._500t0O0Bpg.ref

Message

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
on behalf of PUCO Consumer Call Center <contactthepuco@puc.state.oh.us> [contactthepuco@puc.state.oh.us]
Sent: 11/25/2019 1:42:40 PM
To: customerconcerns@sparkenergy.com
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00559202 [ref:_00Dt0GzXt._500t0O3jbB:ref]



**PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum**

CASE ID: 00559202

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], West Chester, Ohio 45069

SERVICE ADDRESS: [REDACTED], West Chester, Ohio 45069

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

I am unable to play [REDACTED] Call II.zip. Please send this in a different format.

Sincerely,

Leah Lehman - Harris

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 11/22/2019 4:15 PM

To: contactthepuco@puco.ohio.gov

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00559202 [ref:_00Dt0GzXt._500t0O3jbB:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00559202.

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

[REDACTED] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") with claims of being enrolled to Verde without his authorization.

Investigative Results:

- On 3/21/2017, [REDACTED] authorized the electric and gas service to Starion Energy ("Starion"). The electric service enrolled onto the Starion Secure plan which offers a 12-month fixed rate of 6.29 cents/kwh with an Account Management Fee of \$0.24 per day. The gas service enrolled onto the Starion Simple Monthly Variable rate plan which includes an Account Management Fee of \$0.24 per day and the rate of \$0.3677/CCF for the first billing cycles. *(TPV & Sales Call Attached)*
 - On the same day, Starion generated and mailed the Welcome Letters. *(Letters Attached)*
- On 4/11/2017, the electric and gas service became active with Starion.
- On 1/31/2018, Starion generated and mailed the Contract Expiration Notice for the electric service. *(Notice Attached)*
- On 10/30/2018, Starion generated and mailed the Customer Reassignment Letters to advise Mr. [REDACTED] of the transition of his electric and gas service to Verde on approximately 12/5/2018. The letters inform the customer to contact Starion no later than 12/4/2018 with any questions about the transition. *(Reassignment Letters Attached)*
- On 12/12/2018, due to no objections, Verde submitted an enrollment request transaction to the utility for the gas service.
- On 12/13/2018, Verde received an inbound enrollment accept transaction from the utility for the gas service.
- On 12/18/2018, due to no objections, Verde submitted an enrollment request transaction to the utility for the electric service.
- On 12/20/2018, Verde received an inbound enrollment accept transaction from the utility for the electric service.
- On 1/11/2019, the electric and gas service became active with Verde.
- On 11/4/2019, Mr. [REDACTED] contacted Verde requesting to cancel because he is paying a high rate. The Verde agent submitted cancellation transactions to the utility for the electric and gas service.
- On 11/5/2019, Verde received an inbound cancellation response from the utility for the electric service with the effective date of 12/9/2019.

- On 11/8/2019, Verde received an inbound cancellation response from the utility for the gas service with the effective date of 12/10/2019.
- On 11/12/2019, Verde received PUCO Complaint No. 00559202.

Outcome:

After careful review of the Starion sales call, Verde agrees the enrollment to Starion should be deemed as a "No Sale". For this reason, Verde agrees to process a cost analysis to the utility rate for the electric service periods of 4/11/2017 (*Starion inception date*) to 1/10/2019 (*Starion termination date*) and from 1/11/2019 (*Verde inception date*) to 12/9/2019 (*Verde scheduled termination date*). In addition, the gas service will be adjusted to the utility rate for the service periods of 4/11/2017 (*Starion inception date*) to 1/10/2019 (*Starion termination date*) and from 1/11/2019 (*Verde inception date*) to 12/10/2019 (*Verde scheduled termination date*).

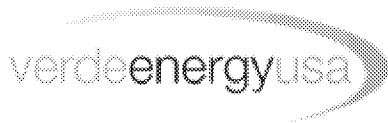
As such, please be advised, the cost analysis will not be completed until the account terminates and final bills. Upon completion of the cost analysis, Verde will gladly provide a copy of the calculations to Staff. To reiterate, a cost analysis will not be completed until the account terminates and final bills.

In as much, in an effort to properly adjust the customer, we ask that you assist with providing the appropriate "Price to Compare" rates. As you may be aware, we are unable to process this request until the PTC has been received.

Lastly, as it stands, the electric service is set to terminate on 12/9/2019 and the gas service is set to terminate on 12/10/2019.

Please let me know if you have any additional concerns.

Kindest Regards,



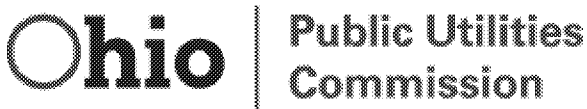
Brandi Williams | Regulatory Specialist
12140 Wickchester Ln, Ste 100 | Houston, TX 77079
Tel: 281-833-4103
bwilliams@verdeenergy.com

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

Sent: Tuesday, November 12, 2019 7:03 AM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00559202 [ref:_00Dt0GzXt._500t003jbB:ref]



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

CASE ID: 00559202

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] West Chester, Ohio 45069

SERVICE ADDRESS: [REDACTED] West Chester, Ohio 45069

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

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

Mr. [REDACTED] states that he was enrolled in Verde without his authorization.

Please review the account and advise:

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

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

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

Sincerely,

Leah Lehman - Harris

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._500t0O3jbB:ref

Message

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
on behalf of PUCO Consumer Call Center <contactthepuco@puc.state.oh.us> [contactthepuco@puc.state.oh.us]
Sent: 11/22/2019 5:23:35 PM
To: customerconcerns@sparkenergy.com
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00556902 [ref:_00Dt0GzXt._500t0O1HFZ:ref]

Good afternoon,

Unfortunately AEP was only able to provide the information back to October 2016. Staff reviewed the information and requests that Verde use the average calculations from 2017. Please let me know if you have any questions.

Thanks,

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

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

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 11/21/2019 2:00 PM
To: contactthepuco@puco.ohio.gov
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00556902 [ref:_00Dt0GzXt._500t0O1HFZ:ref]

Good Afternoon,

Thank you for your reply. Can you please advise which rate the staff would like us to use for complete the rerate for the usage between 03/09/2015 - 10/05/2016?

Thank you for your continued help.

Edwin Quinonez

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Thursday, November 21, 2019 12:05 PM
To: Customer Concerns <customerconcerns@sparkenergy.com>

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00556902 [ref:_00Dt0GzXt._500t0O1HFZ:ref]

Good afternoon,

Unfortunately the company has been unable to provide that information.

Maureen Harbolt

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 11/21/2019 12:28 PM

To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00556902 [ref:_00Dt0GzXt._500t0O1HFZ:ref]

Good Afternoon,

Thank you for providing the requested data; however it seems that we are still in need for the PTC for the dates between 03/09/2015 - 10/05/2016. Can you please provide the PTC rates for these dates.

Best Regards,

Edwin Quinonez

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

Sent: Thursday, November 14, 2019 7:14 AM

To: Customer Concerns <customerconcerns@sparkenergy.com>

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00556902 [ref:_00Dt0GzXt._500t0O1HFZ:ref]

Good morning,

Attached is the PTC comparison from AEP Ohio. Please let me know if you have any questions.

Maureen Harbolt

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

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 11/11/2019 3:28 PM

To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00556902 [ref:_00Dt0GzXt._500t0O1HFZ:ref]

Good Afternoon,

We wanted to follow up on this request .

Best Regards,

Edwin Quinonez

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

Sent: Friday, November 8, 2019 9:41 AM

To: Customer Concerns <customerconcerns@sparkenergy.com>

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00556902 [ref:_00Dt0GzXt._500t0O1HFZ:ref]

Thank you for the information provided a PTC comparison has been sent to the EDU, and will be provided as soon as I receive it.

Thanks,

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

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 11/6/2019 10:08 AM

To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00556902 [ref:_00Dt0GzXt._500t0O1HFZ:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00556902.

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

[REDACTED] has filed a complaint with the Public Utility Commission of Ohio ("PAPUC") because he states that he was not aware of his account with Verde and that he has been trying to cancel over a year.

Please see responses for your inquiries:

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

1.

1.

1.

1. On 02/23/2015, [REDACTED] authorized the electric account to CenStar Energy ("CenStar") via Outbound Telemarketer associated with Level2Direct.
2. On 09/06/2018, the account became active with Verde due to brand consolidation.

2. **If the enrollment was for a fixed, variable, or variable with an introductory rate product?**

1.

2.

2.

1. The electric account was enrolled into a 24 month fixed rate of \$0.0799 cents/kWh with a \$25.00 Early Termination Fee.

3. **What was the customer billed per kWh for all service periods during which the customer was enrolled?**

1.

3.

3.

1. Mr. [REDACTED] was billed in kWh.

4. **The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility?**

1.

4.

4.

1. CenStar submitted an enrollment request to the utility and the utility provided a flow start date of 03/09/2015

5. **Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility?**

1.

5.

5.

1. Verde submitted a request to cancel the electric account to the utility on 11/05/2019 and the utility has yet to effectuate a service cancellation date.

6. **Are there any early termination fees associated with this enrollment? If so, will the fees be waived and if not, why?**

1.

6.

6.

1. There are not Early Termination Fees associated with this enrollment.

Attached you will find copies of all enrollment materials to include (as applicable):

1. **The sales script and/or sales call used to market this customer.**

- 1.
- 1.
- 1.
- 2.
- 1.
- 2.
- 2.
- 3.
- 1.
- 3.
- 3.
- 4.
- 1.
- 4.
- 4.
- 5.
- 1.
- 5.
- 5.
- 6.
- 1.
- 6.
- 6.
- 7.
- 1.
- 7.

1. Due to the longevity of this account, Verde no longer possesses the sales call that was conducted on 02/23/2015 for the CenStar enrollment.

The signed agreement for service.

1. Not Applicable

The Terms and Conditions of Service.

1. Due to the longevity of this account, Verde no longer possesses the Welcome Letter that was sent for this CenStar enrollment; however, attached you will find the Assignment letter that was sent to the customer on 06/26/2018.

The signed Acknowledgement form.

1. See question 2.

The Welcome Letter mailed to the customer.

1. See question 3

The Third Party Verification recording for this enrollment.

1. Attached

The contract expiration notices mailed to the customer.

7.

1. Due to the longevity of this account, Verde no longer possesses the Contract Expiration Notice that was sent for the CenStar account.

Outcome:

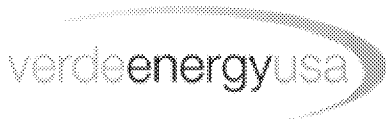
Please be aware that due to the longevity of this account, Verde no longer possesses the initial sales call, Welcome Letter or Contract Expiration Notice for the CenStar account. As such, Verde will process a cost analysis for the service period between 03/09/2015 (CenStar's inception) until the account fully terminates with Verde. If a credit is deemed due, please be aware that it will first be applied to the account's ledger and any roll over credit will be refunded within 45 business days following the termination date via USPS.

In as much, to expedite the request, Verde asks the staff to please provide the "Price to Compare" rates for the dates in question that can be found in Mr. [REDACTED] monthly invoices.

Lastly, please be aware that Verde has no record of any cancellation request prior to receiving PUCO Complaint No. 0055690; however, Verde submitted a request to cancel the electric account to the local utility on 11/05/2019 and the utility has yet to effectuate the request.

Kindest Regards,

Edwin Quinonez



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

equinonez@verdeenergy.com

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From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Friday, November 1, 2019 3:01 PM
To: Regulatory <regulatory@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00556902 [ref: _00Dt0GzXt._500t0OIHFZ:ref]



Initial Submission of a Consumer Complaint

Provider of Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00556902

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Portsmouth, Ohio 45662

SERVICE ADDRESS: [REDACTED] 45662 & garage with second address [REDACTED] Portsmouth, Ohio 45662

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED] & [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

This customer has contacted the PUCO regarding their enrollment with your company. The customer states he is not aware of how the account was enrolled and has been trying to cancel for over a year.

Please review the account and advise:

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

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

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

Sincerely,

Maureen Harbolt

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

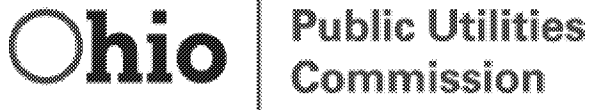
www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0O1HFZ:ref

Message

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
on behalf of PUCO Consumer Call Center <contactthepuco@puc.state.oh.us> [contactthepuco@puc.state.oh.us]
Sent: 11/12/2019 6:03:47 PM
To: customerconcerns@sparkenergy.com
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00540883 [ref: _00Dt0GzXt._500t0MHUHC:ref]



PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00540883
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Akron, Ohio 44301
SERVICE ADDRESS: [REDACTED] Akron, Ohio 44301
AIQ: Verde Energy USA Ohio LLC
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:

Have you verified if the customer is due a credit?

Sincerely,

Leah Lehman - Harris

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

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

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 9/16/2019 4:59 PM

To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00540883 [ref:_00Dt0GzXt._500t0MHUHC:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00540883.

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

[REDACTED] has filed a complaint with the Public Utility Commission of Ohio ("PUCO") on behalf of [REDACTED] because she states that she agreed to the enrollment because she was told that the rate would be \$0.525 per MCF, but her bill states that she was charged \$5.25 per MCF. She states that she spoke with Verde but her questions were not answered. She states that she was never sent a contract and wants to cancel with no Early Termination.

Please see responses below:

1. **When, how, and by whom the enrollment was completed?**
 1. On 11/20/2018, [REDACTED] authorized the gas account to Verde via Outbound Telemarketer associated with Hound Energy, LLC.
2. **If the enrollment was for a fixed, variable, or variable with an introductory rate product.**
 1. The account was enrolled into a 12 month fixed rate of \$0.5250 cents/CCF.
3. **What was the customer billed per CCF/MCF/kWh for all service periods during which the customer was enrolled?**
 1. Per the attached TPV, the customer was quoted in CCF; however, he was billed in CCF with the utility.
4. **The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.**
 1. On 11/21/2018, Verde submitted an enrollment request to the utility.
 2. On 01/08/2019, the gas account became active with Verde.
5. **Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.**
 1. On 09/11/2019, Verde submitted a request to cancel the gas account to the local utility and the utility responded with a termination date of 10/09/2019.
6. **Are there any early termination fees associated with this enrollment? If so, will the fees be waived and if not, why?**
 1. There are no early termination fees associated with this enrollment.

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

1. **The sales script and/or sales call used to market this customer.**

1. Attached.
2. **The signed agreement for service.**
 1. Not Applicable.
3. **The Terms and Conditions of Service.**
 1. Attached.
4. **The signed Acknowledgement form.**
 1. See question 2.
5. **The Welcome Letter mailed to the customer.**
 1. See question 3.
6. **The Third Party Verification recording for this enrollment.**
 1. Attached.
7. **The contract expiration notices mailed to the customer.**
 1. Not Applicable.

Outcome:

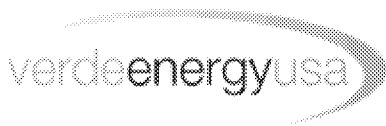
We'd like to confirm that after review of the attached TPV completed on 11/20/2018, Verde has determined that it is not in compliance with O.A.C Rule: 4901:1-29-06(E)(1)(f)(ii). As such, Verde will process a cost analysis for the service period between 01/08/2019 to 10/09/2019. If a credit is deemed due, please understand that it will first be applied to the account's ledger and any roll over credit will be refunded within 45 business days following the termination date.

Lastly, as it stands, Ms. [REDACTED]'s gas account has a pending termination date of 10/09/2019, a date determined solely by the utility's billing cycle 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

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From: Customer Concerns <customerconcerns@sparkenergy.com>
Sent: Friday, September 13, 2019 2:05 PM
To: 'PUCO Consumer Call Center' <contactthepuco@puc.state.oh.us>

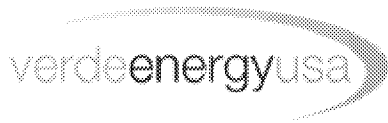
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00540883 [
ref:_00Dt0GzXt._500t0MHUHC:ref]

Good Afternoon,

Attached you will find the TPV for PUCO Complaint No. 00540883. Please be aware that Verde will provide a final response to PUCO Complaint No. 00540883 by 09/24/2019.

Best Regards,

Edwin Quinonez



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

equinonez@verdeenergy.com

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

Sent: Wednesday, September 11, 2019 11:29 AM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00540883 [
ref:_00Dt0GzXt._500t0MHUHC:ref]



Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00540883

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Akron, Ohio 44301

SERVICE ADDRESS: [REDACTED], Akron, Ohio 44301

AIQ: Verde Energy USA Ohio LLC

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

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

Ms. [REDACTED] states that she enrolled their account with Verde last fall. She states that she agreed to the enrollment because she was told that the rate would be \$0.525 per MCF, but her bill states that she was charged \$5.25 per MCF. She states that she spoke with the company, but her questions were not answered. She states that she was never sent a

contract. She requested to cancel the service, but she was told there may be an early termination fee (ETF). She would like the ETF waived.

Please review the account and advise:

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

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

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

Sincerely,

Leah Lehman

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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._500t0MHUHC:ref

Message

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
on behalf of PUCO Consumer Call Center <contactthepuco@puc.state.oh.us> [contactthepuco@puc.state.oh.us]
Sent: 11/12/2019 2:42:53 PM
To: customerconcerns@sparkenergy.com
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00556995 [ref:_00Dt0GzXt._500t0O1O5A:ref]



**PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum**

CASE ID: 00556995

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Columbus, Ohio 43235

SERVICE ADDRESS: [REDACTED] Columbus, Ohio 43235

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:

Can you please provide me with an update?

Sincerely,

Samantha Boerstler

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 11/6/2019 10:25 AM

To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00556995 [ref:_00Dt0GzXt._500t0O1O5A:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00556995.

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

[REDACTED] has filed a complaint with the Public Utility Commission of Ohio ("PUC") because she stated that Verde has been contacting her many times. She states that each time she receives the call, she requests to be placed on the internal "Do Not Solicit" list but she continues to receive calls.

Investigative Results:

1. On 02/28/2019, [REDACTED] authorized the electric enrollment to Verde via Outbound Telemarketer associated with PG Consulting, LLC into a 12 month fixed rate of 0.0925 cents/kWh. *(TPV Attached)*
2. On 03/05/2019, Verde was in receipt of an enrollment rescission from the utility.
3. On 03/06/2019, Verde generated and sent a Welcome Letter. *(Letter Attached)*
4. On 11/04/2019, Verde was in receipt of PUCO Complaint No.00556995.

Outcome:

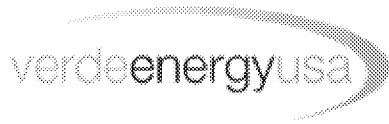
We'd like to confirm that per the attached TPV completed on 02/28/2019, [REDACTED] willingly and knowingly authorized the enrollment to Verde without any objections; however, please be aware that Verde was in receipt of a rescission request on 03/05/2019 from the utility and the account did not become active. In as much, we understand that the TPV was not in compliance with O.A.C rule: 4901:1-21-06(D)(2)(a)(vii). As such, we have forwarded this to our Director of Marketing and he has since confirmed that it was corrected with our vendors.

Please be aware that we are currently working with PG Consulting to retrieve the sales call that was conducted on 02/28/2019. As such, I will provide an update by 11/11/2019.

Lastly, please be aware that we have added Ms. [REDACTED]' phone number [REDACTED] to our internal "Do Not Call" list to stop any further solicitations.

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

Kindest Regards,



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

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: Monday, November 4, 2019 8:29 AM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00556995 [ref:_00Dt0GzXt._500t00105A:ref]



Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00556995

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Columbus, Ohio 43235

SERVICE ADDRESS: [REDACTED] Columbus, Ohio 43235

AIQ: Verde Energy USA Ohio LLC

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 morning,

Ms. [REDACTED] contacted the PUCO regarding contacts by your company. She stated your company has been contacting her many times. Each time she receives the call she requests to be placed on your companies internal do not solicit list but she continues to receive calls.

Can she be placed on your internal do not solicit list?

Has this been requested by the customer before?

If so, why was it not done?

I would greatly appreciate any additional information you can provide regarding this situation.

Sincerely,

Samantha Boerstler

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

ref:_00Dt0GzXt._500t0O1O5A:ref

Message

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
on behalf of PUCO Consumer Call Center <contactthepuco@puc.state.oh.us> [contactthepuco@puc.state.oh.us]
Sent: 7/29/2019 7:28:47 PM
To: customerconcerns@sparkenergy.com
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00525131 [ref:_00Dt0GzXt._500t0KmU27:ref]

Brandi,

Thank you for the information provided. I have requested the PTC from the utility and will provide that information when available.

Sincerely,

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

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

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 7/25/2019 3:54 PM
To: contactthepuco@puc.ohio.gov
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00525131 [ref:_00Dt0GzXt._500t0KmU27:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00525131.

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

[REDACTED] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") because she contacted Verde in January to cancel service and Verde is still the supplier.

Investigative Results:

- On 1/2/2019, [REDACTED] authorized the electric and gas service with door-to-door agent, Adriana Roman-Rosa with third party vendor, Energy Group Consultants, LLC. As a result, the electric service enrolled onto Verde's Price Lock 12 plan, which offers a 12-month fixed rate of 9.29 cents/kWh with \$0 Monthly Service Fee ("MSF") and \$0 Early Termination Fee ("ETF"). The gas service enrolled onto Verde's Price Lock 12 plan, which offers a 12-month fixed rate of 67.5 cents/CCF with \$0 MSF and \$0 ETF. *(TPV Attached)*
- On 1/3/2019, Verde submitted enrollment transactions to the utility.
 - On the same day, Verde received an inbound enrollment response from the utility for the electric service.
- On 1/4/2019, Verde received an inbound enrollment response from the utility for the gas service.
- On 1/9/2019, Verde generated and mailed the Welcome Letters. *(Letters Attached)*
- On 1/16/2019, the gas service became active with Verde.

- On 1/24/2019, [REDACTED] (fiancé) contacted Verde to cancel the service with Verde. The Verde agent submitted cancellation transactions to the utilities.
- On 1/25/2019, Verde received an inbound termination response from the utility for the gas service.
- On 2/9/2019, the electric service became active with Verde.
- On 2/15/2019, the gas service terminated with Verde.
- On 7/5/2019, Verde received an inbound termination transaction from the utility for the electric service with the effective date of 8/7/2019.
- On 7/23/2019, Verde received PUCO Complaint No. 00525131.

Outcome:

As an initial matter, we would like to apologize for any inconvenience this matter may have caused Mr. and Ms. [REDACTED]

After careful review, Verde acknowledges that due to an administrative oversight, the electric service termination transaction did not properly process on 1/24/2019. In addition, Verde acknowledges the TPV completed on 1/2/2019 does not comply with O.A.C. 4901:1-29-06(E) (1) (f) (ii) and O.A.C. 4901:1-29-06(E) (1) (g). Because of this, Verde agrees the enrollment should be deemed as a “No Sale”.

In as much, although the TPV completed on 1/20/2019 does not comply with O.A.C. 4901:1-29-06(E) (1) (f) (ii) and O.A.C. 4901:1-29-06(E) (1) (g), we would like to confirm that Verde’s script has been updated to comply with these rules as of April 2019.

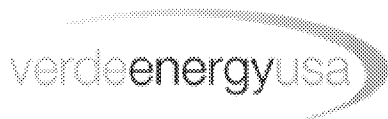
As such, in an effort to resolve this matter, Verde agrees to process a cost analysis to the utility rate for the electric charges billed from 2/9/2019 (*date of inception*) until 8/7/2019 (*date of termination*) and for the gas charges billed from 1/16/2019 (*date of inception*) until 2/15/2015 (*date of termination*). Please be advised, the cost analysis for the electric service will not be completed until the account terminates, bills and final payment is received. Upon completion of the cost analysis, Verde will gladly provide a copy of the calculations to Staff.

Respectfully, in an effort to properly adjust the customer, we ask that you assist with providing the appropriate “Price to Compare” rates. As you may be aware, we are unable to process this request until the PTC has been received.

As it stands, the gas service terminated on 2/15/2019 and the electric service is set to terminate on 8/7/2019 without penalty. Lastly, please understand, the termination dates are solely determined by the utility and not Verde.

Please let me know if you have any additional question concerning 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: Tuesday, July 23, 2019 9:23 AM
To: Regulatory <regulatory@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00525131 [ref:_00Dt0GzXt._500t0KmU27:ref]



Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00525131

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Sandusky, Ohio 44870

SERVICE ADDRESS: [REDACTED] Sandusky, Ohio 44870

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

This customer has contacted the PUCO regarding their cancellation with your company. The customer states she cancelled services in January of 2019, but Verde is still showing as the supplier.

Please review the account and advise:

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

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

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

Sincerely,

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._500t0KmU27:ref

Message

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
on behalf of PUCO Consumer Call Center <contactthepuco@puc.state.oh.us> [contactthepuco@puc.state.oh.us]
Sent: 7/26/2019 6:19:44 PM
To: customerconcerns@sparkenergy.com
CC: contactthepuco@puco.ohio.gov
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00504206 [ref:_00Dt0GzXt._500t0IgYre:ref]

Hello,

Please provide the cost analysis.

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

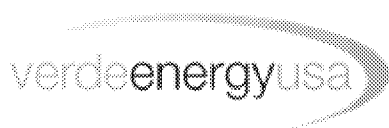
From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 6/5/2019 5:45 PM
To: contactthepuco@puco.ohio.gov
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00504206 [ref:_00Dt0GzXt._500t0IgYre:ref]

Good Afternoon,

Thank you for bringing Mr. [REDACTED] concerns to our attention and for allowing us to address them. Additionally, we also thank you for providing Price to Compare.

As such, Verde agrees the enrollment should be deemed as a "No Sale". For this reason, Verde will process a cost analysis to the utility rate for the electric service period of 5/25/2019 (date of inception) until 6/25/2019 (date of termination). Upon termination, the cost analysis will be completed and 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: Wednesday, June 05, 2019 4:33 PM
To: Customer Concerns <customerconcerns@sparkenergy.com>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00504206 [ref:_00Dt0GzXt._500t0IgYre:ref]

The person on the TPV is not the customer. The person on the TPV has a very deep voice and the customer does not. Please re-rate the customer to the utility rate that is the current PRC of 5.23 cents per kwh instead of the Verde rate of 8.99 cents per kwh.

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

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 5/31/2019 2:43 PM
To: contactthepuco@puc.ohio.gov
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00504206 [ref:_00Dt0GzXt._500t0IgYre:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00504206.

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

[REDACTED] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") claiming to have never signed anything or agreed to enroll service with Verde. Mr. [REDACTED] alleges that Verde enrolled him without his consent.

Investigative Results:

- On 4/20/2019, [REDACTED] authorized his electric and gas service with outbound telemarketer, Rennette McCoy with third party vendor, New Wave Power, LLC. As a result, the electric service enrolled onto Verde's Price Lock 12 plan, which offers a 12-month fixed rate of 8.99 cents/kWh with \$0 Monthly Service Fee ("MSF") and \$0 Early Termination Fee ("ETF"). The gas service enrolled onto Verde's Price Lock 12 plan, which offers a 12-month fixed rate of 64.9 cents/CCF with \$0 MSF and \$0 ETF. *(TPV Attached)*
- On 4/21/2019, Verde submitted an enrollment request transaction to the utility for the electric service.
- On 4/22/2019, Verde submitted an enrollment request transaction to the utility for the gas service.
 - On the same day, Verde received an inbound enrollment response from the utility for the electric service with the effective start date of 5/25/2019.
- On 4/23/2019, Verde received an inbound pending enrollment response from the utility for the gas service.
- On 4/29/2019, Verde generated and mailed the Welcome Letters. *(Letters Attached)*
 - On the same day, Mr. [REDACTED] contacted Verde claiming to have not authorized the enrollment with Verde and requested to cancel account number [REDACTED] (gas service). The Verde agent submitted a cancellation transaction to the utility.

- On 5/14/2019, Mr. [REDACTED] contacted Verde because he received Welcome Letters from Verde and would like to cancel the electric and gas enrollments. Mr. [REDACTED] claims he did not agree to enroll service with Verde and has enrolled with another supplier on a lower rate. The Verde agent submitted cancellation transactions to the utility.
- On 5/15/2019, Verde received an inbound drop reject response from the utility for the electric service due to "A13 DROP NOT ALLOWED UNTIL AFTER 05/25/2019".
- On 5/16/2019, Verde received an enrollment reject transaction from the utility for the gas service, which successfully rescinded the enrollment with Verde.
- On 5/20/2019, Verde received PUCO Complaint No. 00504206.
- On 5/22/2019, Verde contacted Mr. [REDACTED] to instruct him to contact the local utility to rescind the electric enrollment. Mr. [REDACTED] claimed to have not completed an enrollment with Verde and accepted the telephone number of 1 (800) 633-4766 for the local utility. Verde explained a TPV was completed on 4/20/2019 with an outbound telemarketer with the same telephone number used to file PUCO Complaint No. 00504206. Mr. [REDACTED] stated the TPV process was faulty and requested to have his telephone number placed onto our "Do Not Contact" list.
- On 5/23/2019, Mr. [REDACTED] contacted Verde to check the status of his enrollment cancellation requests. Mr. [REDACTED] stated that he contacted the utility who explained that the rescission period for the electric enrollment expired and that he may be billed for at least one billing period. The Verde agent confirmed the gas enrollment rescinded successfully and explained that per the utility a drop transaction for the electric enrollment would have to be submitted after 5/25/2019, which Mr. [REDACTED] understood.
- On 5/28/2019, Mr. [REDACTED] contacted Verde to cancel the electric account. The Verde agent submitted a cancellation transaction to the utility.
- On 5/29/2019, Verde received an inbound termination transaction from the utility with the effective date of 6/25/2019.

Outcome:

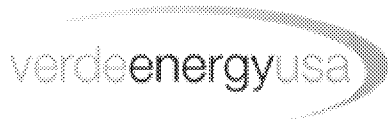
After careful review, Verde would like to confirm per the attached TPV completed on 4/20/2019, [REDACTED] willingly and knowingly authorized the electric and gas enrollment with Verde without any objections. However, because Verde acknowledges the TPV does not comply with O.A.C. 4901:1-29-06(E) (1) (f) (ii), Verde agrees the enrollment should be deemed as a "No Sale". For this reason, Verde will process a cost analysis to the utility rate for the electric service period of 5/25/2019 (*date of inception*) until 6/25/2019 (*date of termination*).

As such, Verde has forwarded this occurrence to our Compliance Manager - Vendor Quality Assurance to assist with retrieving the Sales Call. Additionally, Verde has added Mr. [REDACTED]'s telephone number of [REDACTED] onto our "Do Not Contact" list and service address of [REDACTED] onto our "Do Not Solicit" list.

As it stands, Mr. [REDACTED]'s gas service enrollment rescinded without penalty and will not become active with Verde. Lastly, the electric service is set to terminate on 6/25/2019 with the termination date being solely determined by the utility and not the utility.

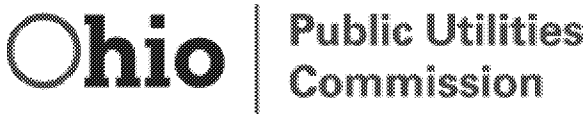
Please let me know if you have any additional questions regarding this matter.

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: Monday, May 20, 2019 8:40 AM
To: Regulatory <regulatory@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00504206 [ref:_00Dt0GzXt._500t0IgYre:ref]



Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00504206

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Warren, Ohio 44483

SERVICE ADDRESS: [REDACTED], Warren, Ohio 44483

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 stated that he never signed anything or agreed to anything. Caller states he called Verde for a quote and general information. Verde states Verde enrolled him without his consent

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, sales call 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)

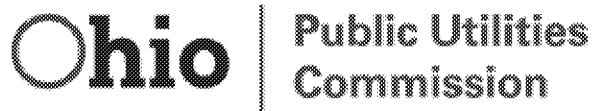
www.PUCO.ohio.gov

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._500t0IgYre:ref

Message

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
on behalf of PUCO Consumer Call Center <contactthepuco@puc.state.oh.us> [contactthepuco@puc.state.oh.us]
Sent: 7/24/2019 12:01:58 PM
To: customerconcerns@sparkenergy.com
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00522738 [ref:_00Dt0GzXt._500t0KFLhG:ref]



**PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum**

CASE ID: 00522738

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Bolivar, Ohio 44512

SERVICE ADDRESS: [REDACTED] Bolivar, Ohio 44612

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:

AEP's PTC is below:

5/4/2019	6/4/2019	940	0.052
6/5/2019	7/5/2019	966	0.052

Sincerely,

Leah Lehman

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

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

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 7/22/2019 4:27 PM

To: contactthepuco@puco.ohio.gov

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00522738 [ref: _00Dt0GzXt._500t0KFLhG:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00522738.

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

[REDACTED] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") inquiring about his enrollment to Verde.

Investigative Results:

- On 4/17/2019, [REDACTED] authorized the electric and gas enrollment with telesales agent, Jay Carter with third party vendor, New Wave Power, LLC. As a result, the electric service enrolled onto Verde's 6-month fixed rate of 8.99 cents/kWh with \$0 Monthly Service Fee ("MSF") and \$0 Early Termination Fee ("ETF"). The gas service enrolled onto Verde's Price Lock 12 plan, which offers a 12-month fixed rate of 72.5 cents/CCF with \$0 MSF and \$0 ETF. (TPV Attached)
- On 4/18/2019, Verde submitted enrollment transactions to the utility.
 - On the same day, Verde received an inbound enrollment reject response from the utility for the gas service.
 - On the same day, Verde received an inbound enrollment response from the utility for the electric service.

- On 4/24/2019, Verde generated and mailed the electric Welcome Letter. (*Letter Attached*)
- On 5/3/2019, the electric service became active with Verde.
- On 6/10/2019, Mr. [REDACTED] contacted Verde to cancel the electric service due to receiving a high bill. The Verde agent offered Mr. [REDACTED] a lower fixed rate which the customer declined and submitted a cancellation transaction to the utility.
 - On the same day, Verde received an inbound termination response from the utility.
- On 7/5/2019, the electric service terminated with Verde.
- On 7/12/2019, Verde received PUCO Complaint No. 00522738.

Outcome:

Verde would like to confirm per the attached TPV completed on 4/17/2019, [REDACTED] willingly and knowingly authorized the electric and gas service to Verde without any objections. However, because Verde has no record of the Sales Call, we agree the enrollment should be deemed as a “No Sale”. Additionally, Verde acknowledges discrepancies between the rate plans enrolled in comparison to the rate plan listed on the attached Welcome Letter. For these reasons, Verde agrees to process a cost analysis to the utility rate for the electric service. Please be advised, the cost analysis will not be completed until the account terminates, bills and final payment is received. Upon completion of the cost analysis, Verde will gladly provide a copy of the calculations to Staff. To reiterate, a cost analysis will not be completed until the account terminates, bills and final payment is received.

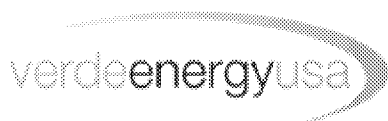
Moreover, in an effort to properly adjust the customer, we ask that you assist with providing the appropriate Price to Compare (“PTC”) rates. As you may be aware, we are unable to process this request until the PTC has been received.

Additionally please be advised that attached are two (2) separate TPV's of which the sales agent completed for each commodity. In as much, Verde is no longer actively doing business with this vendor or its agents.

As it stands, the gas service enrollment rejected by the utility and did not become active with Verde. Lastly, the electric service terminated on 7/5/2019 with the termination date being solely determined by the utility.

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

Kindest Regards,



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, July 12, 2019 1:55 PM
To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00522738 [
ref: _00Dt0GzXt._500t0KFLhG:ref]



Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00522738

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Bolivar, Ohio 44512

SERVICE ADDRESS: [REDACTED] Bolivar, Ohio
44612

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

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

Please review the account and advise:

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

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

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

Sincerely,

Leah Lehman

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0KFLhG:ref

Message

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
on behalf of PUCO Consumer Call Center <contactthepuco@puc.state.oh.us> [contactthepuco@puc.state.oh.us]
Sent: 7/17/2019 7:06:03 PM
To: customerconcerns@sparkenergy.com
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00519198 [ref:_00Dt0GzXt._500t0KEDcB:ref]



PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00519198
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED], Manchester, Ohio 45144
SERVICE ADDRESS: [REDACTED] Manchester, Ohio 45144
AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER: [REDACTED]
NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE: The PTC is below.

CRES	FROM DATE	TO DATE	KWH	AEPOH PTC	CRES_CHG	CHARGE
VERENGY	10/30/2018	11/29/2018	1247 \$	0.054 \$	99.64	ENERGY CHARGE: 12.47
VERENGY	11/30/2018	12/31/2018	1509 \$	0.054 \$	120.57	ENERGY CHARGE: 15.09
VERENGY	1/1/2019	2/1/2019	1889 \$	0.054 \$	150.93	ENERGY CHARGE: 18.89
VERENGY	2/2/2019	3/1/2019	1703 \$	0.054 \$	136.07	ENERGY CHARGE: 17.03
VERENGY	3/2/2019	4/1/2019	1551 \$	0.054 \$	123.92	ENERGY CHARGE: 15.51
VERENGY	4/2/2019	5/1/2019	476 \$	0.054 \$	38.03	ENERGY CHARGE: 4.76
VERENGY	5/2/2019	5/31/2019	509 \$	0.054 \$	40.67	ENERGY CHARGE: 5.09

Sincerely,

Leah Lehman
Public Utilities Commission of Ohio

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

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 7/16/2019 6:30 PM

To: contactthepuco@puco.ohio.gov

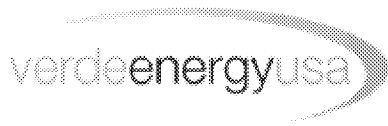
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00519198 []

Good Afternoon,

Thank you for brining Ms. [REDACTED]'s concerns to our attention and for allowing us to address them.

As such, because Verde did not comply with O.A.C. 4901:1-21-06(D)(2)(b)(i), a cost analysis will be processed for the service dates of 10/29/2018 (*date of inception*) until 5/31/2019 (*date of termination*). In as much, in an effort to properly adjust the customer, we ask that you assist with providing the appropriate "Price to Compare" rates. As you may be aware, we are unable to process this request until the PTC has been received. Upon completion of the cost analysis, Verde will gladly provide a copy of the calculations to Staff.

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, July 16, 2019 12:07 PM
To: Customer Concerns <customerconcerns@sparkenergy.com>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00519198 []



**PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum**

CASE ID: 00519198
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED], Manchester, Ohio 45144
SERVICE ADDRESS: [REDACTED], Manchester, Ohio 45144
AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER: [REDACTED]
NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

The welcome letter with terms and conditions was not mailed to the customer until November 2, 2018. The TPV was completed on October 12, 2018. This violates O.A.C. 4901:1-21-06(D)(2)(b)(i). Please rerate the customer's charges to the utility company's price to compare.

Sincerely,

Leah Lehman

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

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

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 7/15/2019 4:59 PM

To: contactthepuco@puco.ohio.gov

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00519198 []

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00519198.

Thank you for bringing [REDACTED]'s 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 that her rate with Verde increased without notification.

Investigative Results:

- On 10/12/2018, [REDACTED] authorized the electric service with Verde outbound telemarketer. As a result, the electric service enrolled onto Verde's Guaranteed Renewable 12 plan, which offers a 12 month fixed rate of 7.99 cents/kWh with \$0 Monthly Service Fee and \$0 Early Termination Fee. (*Sales Call and TPV Attached*)
- On 10/16/2018, Verde submitted an enrollment transaction to the utility.
- On 10/18/2018, Verde received an inbound enrollment response with the effective date of 10/29/2018.
- On 10/29/2018, the electric service became active with Verde.
- On 11/2/2018, Verde generated and mailed the Welcome Letter. (*Letter Attached*)

- On 4/29/2019, Verde received an inbound termination transaction from the utility with the effective date of 5/30/2019.
- On 5/30/2019, the electric service terminated with Verde.
- On 7/1/2019, Ms. [REDACTED] contacted Verde to cancel the electric service. The Verde agent explained that the electric service terminated on 5/30/2019.
- - On the same day, Verde received PUCO Complaint No. 00519198.

Outcome:

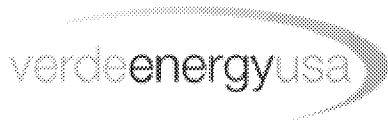
After careful review, Verde would like to confirm per the attached TPV completed on 10/12/2018, [REDACTED] willingly and knowingly authorized the enrollment to Verde without any objections. For this matter, Verde agrees the enrollment is valid.

As such, Verde confirms that Ms. [REDACTED] was properly billed on the agreed upon fixed rate of 7.99 cent/kWh for all charges billed during her time of service with Verde. For this reason, Verde agrees the enrollment and all charges billed for the household's consumption are valid with no credits or adjustments warranted.

Lastly, as it stands, the electric service terminated with Verde on 5/30/2019 with the termination date solely determined by the utility and not Verde.

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

Kindest Regards,



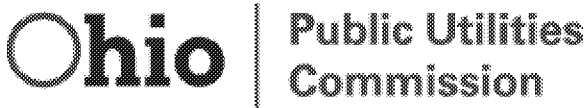
Brandi Williams | Regulatory Specialist
12140 Wickchester Ln, Ste 100 | Houston, TX 77079
Tel: 281-833-4103
bwilliams@verdeenergy.com

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

Sent: Monday, July 01, 2019 1:29 PM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00519198 []



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

CASE ID: 00519198

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Manchester, Ohio 45144

SERVICE ADDRESS: [REDACTED], Manchester, Ohio 45144

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

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

Ms. [REDACTED] states that her rate with Verde increased without notification.

Please review the account and advise:

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

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

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

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

Sincerely,

Leah Lehman

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

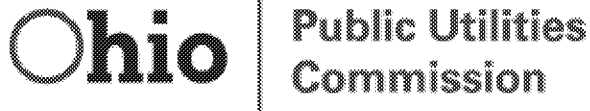
www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0KEDcB:ref

Message

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
on behalf of PUCO Consumer Call Center <contactthepuco@puc.state.oh.us> [contactthepuco@puc.state.oh.us]
Sent: 7/11/2019 12:51:52 PM
To: customerconcerns@sparkenergy.com
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00266208 [ref:_00Dt0GzXt._500t0GL2NA:ref]



**PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum**

CASE ID: 00266208
CUSTOMER: [REDACTED]
SERVICE ADDRESS: [REDACTED], Girard, Ohio 44420
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: Thanks for the previous response. However, I am confused. According to the e-mail I received on 5/8/19, it states that a cost analysis was done and was attached. It was from 2/28/19 to 3/27/19 and the refund of \$99.90 was to be sent within 21 days via USPS mail. Also, in this same response it stated that a cost analysis would be done from 2/28/19 to 5/29/19. Was a cost analysis done from 3/27/19 to 5/29/19? If so, please provide the amount that is to be refunded and how the refund was determined. So from what I understand from the e-mail I received on 6/17/19 the refund of \$99.90 was not sent within 21 days to the customer as stated in the e-mail from 5/8/19, correct? If so, what is the total amount that is being sent to the customer after the cost analysis has been completed? How and when will the check be sent to the customer? Thank you.

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

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

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 6/17/2019 8:57 AM

To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00266208 []

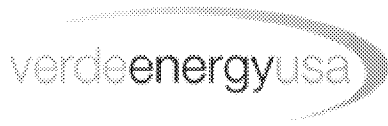
Good Morning,

Thank you for allowing me to address your concerns.

Please be aware that because this is a "Bill Ready" account, Verde must wait at least 45 days from the last invoice to receive payment from the utility. In the meantime, the payment has been applied to the balance on the account. If a payment is received from the utility, Verde will issue out a refund for any roll over credit. In as much, the credit was applied to the account to cover the remaining balance.

Please let me know if you have further concerns.

Best Regards,

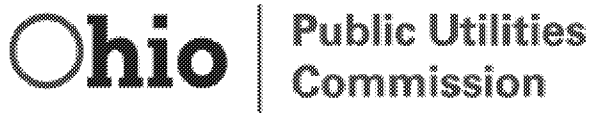


Edwin Quinonez | Regulatory Specialist
12140 Wickchester Ln, Ste 100 | Houston, TX 77079

equinonez@verdeenergy.com

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From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Monday, June 17, 2019 6:48 AM
To: Customer Concerns <customerconcerns@sparkenergy.com>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00266208 []



**PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum**

CASE ID: 00266208
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED], Girard, Ohio 44420
SERVICE ADDRESS: [REDACTED], Girard, Ohio 44420
AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER: [REDACTED]
NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE: The customer has called back and states they have not received the refund check. According to the response received on 5/8/19 it would be issued within 21 days. Customer has not received check. Why has it not been sent and when will it be sent? Thank you.

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

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

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

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 5/8/2019 7:54 PM
To: contactthepuco@puco.ohio.gov
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00266208 []

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00266208.

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

[REDACTED] has filed a complaint with the Public Utility Commission of Ohio ("PUCO") disputing her electric enrollment with Verde Energy.

Investigative Results:

- On 2/14/2019, [REDACTED] authorized an electric enrollment to Verde via Outbound Telemarketer agent associated with North American Venture Capital LLC into a 12 month fixed rate of \$0.0929 cents. *(TPV Attached)*
- On 2/22/2019, Verde generated and sent a Welcome Letter. *(Letter Attached)*
- On 2/28/2019, the electric account became active with Verde.
- On 4/22/2019, Ms. [REDACTED]'s son [REDACTED] contacted Verde regarding his mother's enrollment. He was advised we would return his call within 24-48 hours to review the TPV.
- On 4/23/2019, Verde contacted the number used to enroll the services [REDACTED], which is [REDACTED]'s number, on the call Ms. [REDACTED] and her son were able to listen to the recording and advised the enrollment was valid. On this same call, the agent advised Ms. [REDACTED] that upon review of her invoice from service period (2/28/2019-3/7/2019), she was charged at the incorrect rate of 0.1599 cents/kWh. She was told we will be adjusting her rate back to 0.0929 cents/kWh and will be completing a cost-analysis on her invoice.
-
-
- On this same day Mr. [REDACTED] contacted Verde regarding the cancellation of the electric account, he was given the time frame and provided the cancellation tracking number.
- On 4/25/2019, Verde was in receipt of PUCO Complaint No. 00266208.

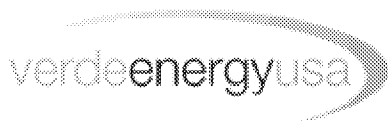
Outcome:

We'd like to confirm that per the attached TPV completed on 02/14/2019, [REDACTED] authorized the electric account to Verde without any objections; however, after review, Verde has determined that the TPV is not in compliance with the following O.A. C rule: O.A.C. 4901:1-21-06(D)(2)(a)(vii). For this reason, Verde will process a cost analysis from 02/28/2019 (Inception) to 5/29/2019 (Termination). I have attached the cost analysis and ask that you allow up to 21 business days for Ms. [REDACTED] to receive a check via USPS mail.

Lastly, please be aware that Ms. [REDACTED]'s electric account has a pending termination date of 5/29/2019, a date solely determined by the utility and not Verde.

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

Kindest Regards,

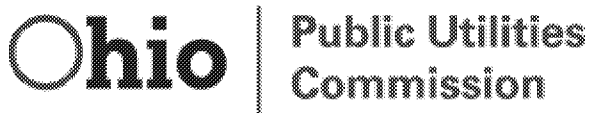


Edwin Quinonez | Regulatory Specialist
12140 Wickchester Ln, Ste 100 | Houston, TX 77079

equinonez@verdeenergy.com

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From: Andrea Smith <contactthepuco@puc.state.oh.us>
Sent: Thursday, April 25, 2019 9:55 AM
To: Regulatory <regulatory@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00266208 []



Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00266208

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Girard, Ohio 44420

SERVICE ADDRESS: [REDACTED], Girard, Ohio 44420

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE: Mr. [REDACTED] contacted us on behalf of his mother, [REDACTED]. He states his mother switched to the company and the bill has doubled. He states his mother is elderly and was deceived. The rate went from 4.9 cents per kWh to 15.29 cents per kWh. He would like the company to re-rate to the rate before switching.

1. Do you have record of customer?
2. If so, when and how was the customer signed up?
3. Please provide copy of signed contract, TPV and sales call.
4. Do you have record of customers son calling about the account?
5. If so, when and what was explained to the customer?
6. Was the account cancelled?
7. Any additional information you could provide would be greatly appreciated.

Sincerely,

Andrea Smith

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0GL2NA:ref

Message

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
on behalf of PUCO Consumer Call Center <contactthepuco@puc.state.oh.us> [contactthepuco@puc.state.oh.us]
Sent: 7/8/2019 1:27:13 PM
To: customerconcerns@sparkenergy.com
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00515974 [ref:_00Dt0GzXt._500t0KD4to:ref]

Please forward your calculations for this customer's credit.

Cindi

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

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 6/26/2019 11:10 AM
To: contactthepuco@puco.ohio.gov
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00515974 []

Good Morning Ms. Mack,

Thank you for always allowing me to address your additional concerns.

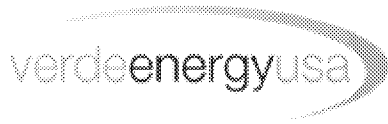
Please be aware that on bullet point dated 01/23/2019 Verde indicated that this account was enrolled via Outbound Telemarketer associated with CJ Consulting. Please be aware that Verde understands that the enrollment should have not been resubmitted after the first reject received. For this reason, we have taken the proper training measures to ensure that this does not happen again.

Lastly, please be advised that any credit due to Ms. [REDACTED] will first be applied to the account ledger and any roll over credit will be refunded within 45 days of last invoice.

Please do not hesitate to let me know if you have any further concerns.

Best Regards,

-Edwin



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

equinonez@verdeenergy.com

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From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Wednesday, June 26, 2019 9:38 AM
To: Customer Concerns <customerconcerns@sparkenergy.com>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00515974 []

Good morning!

I have reviewed the company's written response and the TPV. Please be advised that the TPV is not in compliance with O.A.C. 4901:1-21-06(D)(2)(a)(vi)(g) requires the monthly service fees to be disclosed to the customer. Additionally, you did not identify this as a direct solicitation or telephonic, but either way, once the enrollment was rejected the first time, the company should have not made numerous other attempts to enroll the account.

Please forward a spreadsheet with your calculations for a reimbursement to the customer. Please include the monthly service fees, billing dates, usage, rate charged and the PTC rate.

Cindi Mack

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

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 6/21/2019 4:50 PM
To: contactthepuco@puco.ohio.gov
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00515974 []

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00515974.

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

██████████ has filed a complaint with the Public Utility Commission of Ohio (“PUCO”) regarding her enrollment with Verde.

Investigative Results:

- On 01/23/2019, a person by the name of ██████████ authorized the electric enrollment to Verde via Outbound Telemarketer associated with CJ Consulting into a 12 month fixed rate of \$0.0859 cents/kWh along with a \$5.95 Monthly Service Fee (“MSF”). *(TPV Attached)*
- On 01/24/2019, Verde was in receipt of an enrollment reject transaction due to “Not First In”.
- On 03/14/2019, Verde resubmitted an enrollment transaction to the utility.
 - On this date, Verde was in receipt of enrollment transaction to the utility due to “Not First In”
- On 03/15/2019, Verde resubmitted an enrollment transaction to the utility.
- On 04/01/2019, Verde was in receipt of an enrollment reject transaction due to “Not First In”.
- On 05/01/2019, Verde resubmitted an enrollment transaction to the utility.
- On 05/02/2019, Verde was in receipt of an enrollment acceptance response with an effective date of 05/24/2019.
- On 05/08/2019, Verde generated and sent a Welcome Letter. *(Letter Attached)*
- On 05/24/2019, the electric account became active with Verde.
- On 06/20/2019, Verde was in receipt of PUCO Complaint No. 00515974.
- On 06/21/2019, Verde submitted a cancellation request to the utility.

Outcome:

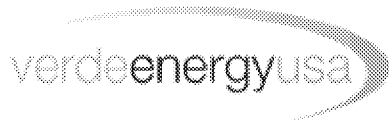
We’d like to confirm that per the attached TPV completed on 01/23/2019, ██████████ willingly and knowingly authorized the electric enrollment to Verde without any objections. The phone number that was used to complete the enrollment is the same number that was used to file PUCO Complaint No. 00515974. As such, Verde has deemed the enrollment valid; however after review of the TPV it was determined that it was not in compliance with the following O.A.C rule 4901:1-21-06(D)(2)(a)(vii). Additionally, Verde agrees that the enrollment should have not been resubmitted after the first rejection received from the utility. For these reasons, Verde will be performing a cost analysis for the service period between 05/24/2019 (Inception) to the termination dates provided by the utility. In as much, if a credit is deemed due, Ms. ██████████ will be refunded accordingly.

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

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

Kindest Regards,

Edwin Quinonez



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

equinonez@verdeenergy.com

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From: Rhonda Schiller <contactthepuco@puc.state.oh.us>
Sent: Thursday, June 20, 2019 3:56 PM
To: Regulatory <regulatory@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00515974 []



Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00515974

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]
[REDACTED] Franklin Furnace, Ohio 45629

SERVICE ADDRESS: [REDACTED]
[REDACTED] Franklin Furnace, Ohio 45629

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

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

Please review the account and advise:

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

3. What was the customer billed per CCF/MCF/kWh for all service periods during which the customer was enrolled?
4. The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.
5. Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.
6. Are there any early termination fees associated with this enrollment? If so, will the fees be waived and if not, why?

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

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

Sincerely,

Rhonda Schiller

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Supervisor

(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._500t0KD4to:ref

Message

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
on behalf of PUCO Consumer Call Center <contactthepuco@puc.state.oh.us> [contactthepuco@puc.state.oh.us]
Sent: 7/2/2019 6:51:02 PM
To: customerconcerns@sparkenergy.com
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00512362 [ref:_00Dt0GzXt._500t0J2bTe:ref]

Good afternoon.

Please advise if the re-rate analysis for this customer has been completed. If not, please provide an expected response date.

Thank you.

Sincerely,

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

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

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

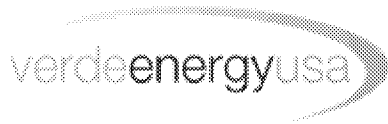
From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 6/25/2019 4:25 PM
To: contactthepuco@puco.ohio.gov
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00512362 []

Good Afternoon Christina,

The attached invoices will be forwarded to the proper department and a copy of the calculations will be provided upon completion.

I appreciate your assistance.

Thank you,



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, June 25, 2019 2:27 PM
To: Customer Concerns <customerconcerns@sparkenergy.com>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00512362 []

Good afternoon Brandi!

I'm not sure how I missed those two invoices but here they are. The P2C for January 2019 was \$0.0473. For February 2019 it was \$0.0487.

Thanks!

Sincerely,

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

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

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

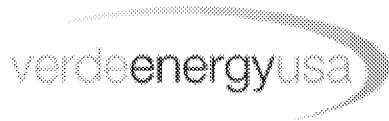
From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 6/25/2019 1:21 PM
To: contactthepuco@puco.ohio.gov
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00512362 []

Good Afternoon,

Verde has submitted the provided invoices to the proper department to complete the calculations for the cost analysis in process for PUCO Complaint No. 00512362. However, we were not able to locate the PTC for January 2019 and February 2019. Is it possible to retrieve those rates? If not, will you allow Verde to use the PTC from the previous year or prior month?

Please review and let me know if you have any additional questions.

Kindest Regards,



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

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Monday, June 24, 2019 1:13 PM
To: Customer Concerns <customerconcerns@sparkenergy.com>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00512362 []

Good afternoon.

Please find attached ten copies of this customer's billing statements from November 2016 forward. Only ten billing statements can be attached per e-mail so this will be the first of three batches.

Thank you.

Sincerely,

Christina Cassady

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

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 6/14/2019 2:31 PM

To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00512362 []

Good afternoon Ms. Cassady,

In an effort to properly adjust Ms. [REDACTED] account, we ask that she provide a copy of her utility bills which reflect the appropriate "Price to Compare" rate for the time frame of 10/11/2016 – 8/10/2018 with CenStar and from 9/11/2018 – 6/11/2019 with Verde. Should the customer not want to provide the invoice(s), we can move forward with processing a cost analysis back to the utility rate available on the utility website. If no objection is received within the next 7 days, we will move forward with the cost analysis based on the available rate on the utility's website.

Kind regards,

Xiomara Mendoza

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

Sent: Friday, June 14, 2019 8:34 AM

To: Customer Concerns <customerconcerns@sparkenergy.com>

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00512362 []

Good morning.

Thank you for the prompt response. Please send a final response once the calculations are completed.

Thank you again.

Sincerely,

Christina Cassady

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

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

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 6/13/2019 6:10 PM

To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00512362 []

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint NO. 00512362.

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

[REDACTED] has filed a complaint on behalf of his fiancé [REDACTED] with the Public Utilities Commission of Ohio ("PUCO") disputing the enrollment with Verde.

Investigative Results:

- On 9/2/2016, [REDACTED] enrolled the electric and gas account with CenStar Energy ("CenStar") with door-to-door agent Corey Distel with Watts Marketing. (*TPV Attached*)
- On 10/11/2016, the electric and the gas accounts became active with CenStar.
- On 9/1/2017, CenStar generated and sent the Contract Expiration Notices for both electric and gas accounts. (*Letters Attached*)
- On 10/11/2017, the fixed-rate for the electric and the gas accounts terminated.
- On 6/26/2018, CenStar generated and sent the gas and electric Customer Assignment Notices advising Ms. [REDACTED] of the transition to Verde. (*Letters Attached*)
- On 9/11/2018, the electric account became active with Verde.
- On 12/11/2018, the gas account became active with Verde.
- On 5/6/2019, Mr. [REDACTED] called in disputing the enrollment with Verde. The Verde agent informed him of the acquisition from CenStar to Verde. Mr. [REDACTED] requested the electric account to be canceled. The agent was able to submit the cancellation transaction to the utility for the electric account.
- On 6/11/2019, the electric account terminated with Verde.

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-
- On this same day, Verde received PUCO Complaint NO. 00512362.
- On 6/12/2019, the gas account terminated with Verde.

Outcome:

We would like to confirm that, per the attached TPV completed on 09/02/2016, [REDACTED] willingly and knowingly authorized the electric and gas enrollments to CenStar with no objections. However, upon review of the TPV, it was determined that due to matters that have since been corrected, it did not comply with the Ohio Administrative Codes. For this reason, CenStar and Verde will properly adjust the electric and the gas accounts back to the local utility's rate.

The electric account will be adjusted from 10/11/2016 – 8/10/2018 with CenStar and from 9/11/2018 – 6/11/2019 with Verde. The gas account will be adjusted from 10/11/2016 – 8/10/2018 with CenStar and from 12/11/2018 – 6/12/2019 with Verde. Once the final bills generate, the cost-analysis will be completed and if a refund is deemed as due, Ms. [REDACTED] will be refunded accordingly.

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

Kindest Regards,

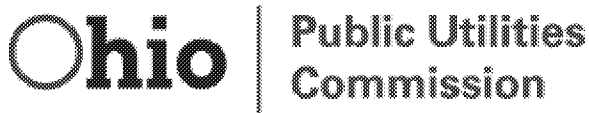
Xiomara Mendoza

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

Sent: Tuesday, June 11, 2019 9:58 AM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00512362 []



Initial Submission of a Consumer Complaint

Provider of Natural Gas and Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00512362

CUSTOMER: [REDACTED]

SERVICE ADDRESS: [REDACTED], Franklin, Ohio 45005

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

This customer has contacted the PUCO to dispute the enrollment of his natural gas and electric accounts with Verde Energy.

Please review the account and advise:

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

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

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

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

Thank you.

Sincerely,

Christina Cassady

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0J2bTe:ref

Message

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
on behalf of PUCO Consumer Call Center <contactthepuco@puc.state.oh.us> [contactthepuco@puc.state.oh.us]
Sent: 7/1/2019 4:40:41 PM
To: customerconcerns@sparkenergy.com
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00266229 [ref:_00Dt0GzXt._500t0GL2tq:ref]

Good afternoon,

On June 11, Edwin advised Rhonda Schiller that within 48 hours Verde would be contacting DP&L and confirm that the customer no longer owes \$2,082.64 on their account. Mr. [REDACTED] informed me today, July 1, that their account does not show this amount being credited.

Please contact DP&L today and confirm that the customer does not owe the \$2,082.64 so that the credit can be applied. Additionally, please advise when will the check for \$1,114.73 be sent to the customer.

Please respond by close of business today.

Regards,
Cindi

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

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 6/7/2019 3:10 PM
To: contactthepuco@puco.ohio.gov
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00266229 []

Good Afternoon Ms. Schiller,

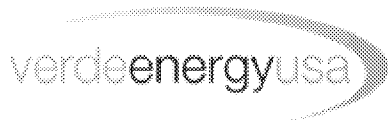
Thank you for always allowing me to address your additional concerns.

Please be aware that this account closed with Verde on 05/17/2019; however, there is still a period of 45 days from the invoice generation date of 05/21/2019 where they utility may still send us payment. If a payment is not received from the utility by 07/05/2019, then the credit will be applied to the Verde balance and any roll over credit will be sent to Mr. [REDACTED].

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

Best Regards,

Edwin Quinonez



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

equinonez@verdeenergy.com

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From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Friday, June 07, 2019 1:21 PM
To: Customer Concerns <customerconcerns@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00266229 []



**PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum**

CASE ID: 00266229
COMPANY:
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED], Xenia, Ohio 45385
SERVICE ADDRESS: [REDACTED], Xenia, Ohio 45385
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: When will check be mailed?

Please confirm the check of \$2,082.64 will be mailed directly to DP & L
? On what date? This is of an Urgent Nature for this customer.

Sincerely,

Rhonda Schiller
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Supervisor
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 6/6/2019 5:31 PM

To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00266229 []

Good Afternoon Ms. Mack,

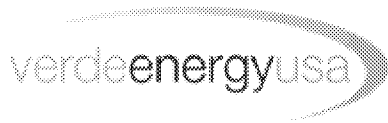
Thank you for allowing me to address your additional concerns.

Attached you will find the cost analysis for PUCO Complaint No. 00266229. Please be aware that although the cost analysis indicates a refund amount of \$3,197.37 this may not be the total amount sent to the customer. Currently, Mr. [REDACTED] account reflects a balance of \$2,082.64. Please be aware that any credit due will be applied to the balance on the account and any roll over credit will be refunded within 21 business days.

Please let me know if you have any additional concerns that may arise.

Best Regards,

Edwin Quinonez



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

equinonez@verdeenergy.com

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From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Friday, May 31, 2019 1:00 PM
To: Customer Concerns <customerconcerns@sparkenergy.com>; Regulatory <regulatory@sparkenergy.com>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00266229 []

Good afternoon,

I'm circling back around on this case. After reviewing the TPV and the documents you provided, I did find a few non-compliant issues.

The customer enrolled the account on June 7, 2017. You are required to send the customer within one business day a written contract. Your company did not send this until June 13, four business days later. Additionally, the TPV did not provide the customer with a confirmation number. This too is a violation of the O.A.C.

In your response from May 3 you stated that due to other noncompliance issues brought to your attention, Verde would process a re-rate from the time of inception, July 18, 2017 to the termination date of May 17, 2019.

Please forward your spreadsheet with the billing cycles, usage, the rate billed and the PTC rate for each billing cycle. Please confirm the amount that the customer will be reimbursed, how the customer will be receiving the reimbursement and when.

Thank you!
Cindi

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

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 5/3/2019 7:33 PM
To: contactthepuco@puco.ohio.gov
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00266229 []

To Whom This May Concern:

This is Verde Energy USA (“Verde”) response to PUCO Complaint No. 00266229.

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

[REDACTED] has filed a complaint with the Public Utility Commission of Ohio (“PUCO”) because he states that he enrolled his service 2 years ago; however, he was under the impression that it would revert back to the utility when it expired.

Investigative Results:

- On 06/07/2017, [REDACTED] authorized the electric enrollment to Verde into a 12 month fixed rate of \$0.0749 cents/kWh. *(TPV Attached)*
- On 06/13/2017, Verde generated and sent a Welcome Letter. *(Letter Attached)*
- On 07/18/2017, the electric account became active with Verde.
- On 11/15/2018, the account defaulted into a month to month variable rate.
- On 04/25/2019, Verde was in receipt of PUCO Complaint No. 00266229.

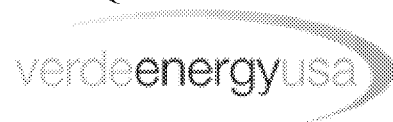
Outcome:

We’d like to confirm that per the attached TPV completed on 06/07/2017 and terms sent on 06/13/2017, Mr. [REDACTED] was properly notified that the electric account would be enrolled into a 12 month fixed rate and would renew into a month to month rate thereafter. However, please be aware that because Verde no longer possesses the Sales Call that was conducted on 06/07/2017. Additionally, it was determined that a Contract Expiration Notice was not sent before the fixed rate expired. As such, Verde will process a cost analysis for the service period between 07/18/2017 *(Inception)* to 05/17/2019 *(Termination)*. If a credit is deemed due, Mr. [REDACTED] will be refunded accordingly.

Lastly, please be aware that Mr. [REDACTED] electric account has a pending termination date of 05/17/2019, a date solely determined by the utility and not Verde.

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

Kindest Regards,
Edwin Quinonez

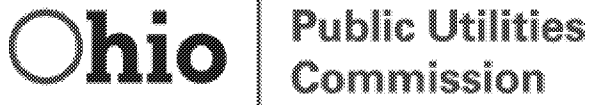


Edwin Quinonez | Regulatory Specialist
12140 Wickchester Ln, Ste 100 | Houston, TX 77079

equinonez@verdeenergy.com

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

From: Cindi Mack <contactthepuco@puc.state.oh.us>
Sent: Thursday, April 25, 2019 3:10 PM
To: Regulatory <regulatory@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00266229 []



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

CASE ID: 00266229

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED], Xenia, Ohio 45385

SERVICE ADDRESS: [REDACTED], Xenia, Ohio 45385

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]
NIQ:

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

DESCRIPTION OF ISSUE:

Good afternoon,

Mr. [REDACTED] spoke to staff regarding an enrollment dispute. He said that about two years ago he enrolled his account, but was to drop off in one year and revert back to his utility. It was his understanding that he did not have to do anything. He said that your company is charging him \$0.19 per kWh verses the utility, \$0.045.

When and how was his account acquired?

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

Please forward

- all signed documents
- the TPV
- the welcome letter
- terms and conditions

When did his account begin billing with the company?

Did the company receive a drop request? If so, when is the final bill date?

If this was originally a fixed rate enrollment, when did the fixed rate expire?

When did the company send the customer notification that the fixed rate was due to expire?

- please forward a copy of the notification for review.

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

Sincerely,

Cindi Mack

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Lead Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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._500t0GL2tq:ref

Message

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
on behalf of PUCO Consumer Call Center <contactthepuco@puc.state.oh.us> [contactthepuco@puc.state.oh.us]
Sent: 4/30/2019 4:09:09 PM
To: customerconcerns@sparkenergy.com
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255307 [ref:_00Dt0GzXt._500t0FMNwo:ref]

I'm wanting to close this case however, I need you to verify if the customer received their reimbursement. Did you send the customer a check? If so, when and for how much? If not, how are you going to apply the credit, when and how much?

Thanks!
Cindi

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

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 4/2/2019 10:26 AM
To: contactthepuco@puc.ohio.gov; customerconcerns@sparkenergy.com
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255307 [ref:_00Dt0GzXt._500t0FMNwo:ref]

Good morning,

We apologize for the misunderstanding. The date the account was enrolled with Verde was 11/21/2018 and not 1/21/2019.

Thank you,

Xiomara Mendoza

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Tuesday, April 02, 2019 9:04 AM
To: Customer Concerns <customerconcerns@sparkenergy.com>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255307 [ref:_00Dt0GzXt._500t0FMNwo:ref]

Good morning!

I've been reviewing this case and your responses. I wanted to circle back around about the enrollment dates.

You said the customer enrolled on Jan 21, 2019, but the welcome letter was sent on Nov 30, 2018 and the electric account became active on Dec 19, 2018. How could this be correct if the enrollment took place on Jan 21, 2019. Please clarify the dates.

Thanks,
Cindi

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 3/11/2019 5:17 PM

To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255307 [ref:_00Dt0GzXt._500t0FMNwo:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00255307.

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

[REDACTED] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") because she states that the agent who contacted her from Verde misled her and told her that the rate of \$0.0929 cents/kWh would include the Illuminating Company Distribution fee; and therefore, would be a huge savings for her. However, this is not the case and Verde's rate is in addition to the utility's rate. Ms. [REDACTED] wants the account terminated and for the invoices to be adjusted back to the utility's rate.

Investigative Results:

- On 1/21/2019, [REDACTED] enrolled the electric account with Verde via Outbound Telemarketing agent, Dany Golden with Hound Energy, LLC. (*Sales Call and TPV Attached*)
- On 11/30/2018, Verde generated and sent the Welcome Letter. (*Letter Attached*)
- On 12/19/2018, the electric account became active with Verde.
- On 2/5/2019, Ms. [REDACTED] contacted Verde requesting to cancel the services stating that the agent misled her. The agent submitted the cancellation request to the utility.
- - On this same day, the utility accepted the cancellation request with the termination date of 2/21/2019.
- On 3/7/2019, Verde received PUCO Complaint No. 00255307.

Outcome:

Verde would like to confirm that per the attached TPV, Ms. [REDACTED] enrolled the electric account with Verde. Upon review of the Sales Call, Ms. [REDACTED] asked the representative if Verde's rate would replace 'NOPEC' in which the agent responded, "yes, we will replace NOPEC and instead of them, you will have Verde." but, the agent did make it clear to Ms. [REDACTED] that her local utility, Cleveland Illuminating, would continue to read and service her meter.

However, upon review of the TPV, due to matters that have already been corrected, the TPV was not in compliance with O.A.C. 4901:1-21-06(D)(2)(a)(viii) and O.A.C. 4901:1-29-06(E)(1)(h)(ii) so, the enrollment has been deemed as a "No Sale". For this reason, Verde has submitted a request to adjust the account from 12/19/2018 (*Date of Inception*) to

2/20/2019 (*Date of Termination*) back to the rate of the utility's. Once the cost-analysis calculations are completed, if a refund is deemed as due, Ms. [REDACTED] will be refunded accordingly.

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

Kindest Regards,

Xiomara Mendoza

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

Sent: Thursday, March 07, 2019 12:18 PM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255307 [ref:_00Dt0GzXt._500t0FMNwo:ref]



Public Utilities
Commission

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00255307

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Chardon, Ohio 44024

SERVICE ADDRESS: [REDACTED], Chardon, Ohio 44024

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

An individual from the Verde Energy Sales team contacted me in November to switch transmission providers. That person indicated that the 0.0929000 price per kwh included the Illuminating Company Distribution fee; and therefore, would be a huge savings for me. This information was a complete and out right lie. I now know the Verde Energy Fee is IN ADDITION to the The Illuminating Company fee. Please remove Verde Energy from the list of providers in Ohio and do not let that firm offer services. I also request a refund in my monthly electric bill to compensate for the increase in my monthly bill until I can restore my original provider.

Good morning!

The above email was received from Ms. [REDACTED] regarding deceptive and misleading marketing. Review and advise.

When and how was the account acquired?

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

Please forward all signed documentation by the customer.

Please forward a copy of the TPV and terms and conditions for review.

Did you hear from the customer regarding this matter? If so, when and what was discussed?

Did the company process a cancellation? If so, when?

When did the customer begin billing under the contracted rate?

If there is any other information that I should know, it would be greatly

appreciated.

Sincerely,

Cindi Mack

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Lead Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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

ref:_00Dt0GzXt._500t0FMNwo:ref

Message

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
on behalf of PUCO Consumer Call Center <contactthepuco@puc.state.oh.us> [contactthepuco@puc.state.oh.us]
Sent: 4/29/2019 11:40:44 AM
To: customerconcerns@sparkenergy.com
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261483 [ref: _00Dt0GzXt._500t0GHxmV: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: 00261483

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED],
Garfield Heights, Ohio 44105

SERVICE ADDRESS: [REDACTED], Garfield Heights, Ohio 44105

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:

An initial complaint was sent to you on April 23. Please review the customer's concerns and respond within three business days.

Sincerely,

Samantha Boerstler

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

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

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
Sent: 4/23/2019 7:31 AM
To: customerconcerns@sparkenergy.com

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261483 [ref:_00Dt0GzXt._500t0GHxmV:ref]

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00261483

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Garfield Heights, Ohio 44105

SERVICE ADDRESS: [REDACTED], Garfield Heights, Ohio 44105

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ:

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

DESCRIPTION OF ISSUE:

Can you please provide me with a update on the re-rate?

Sincerely,

Samantha Boerstler

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 4/15/2019 12:31 PM

To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261483 [ref:_00Dt0GzXt._500t0GHxmV:ref]

Good morning,

Thank you for your inquiry. Please be advised that the calculations are still being reviewed by the appropriate department, however; an update will be provided by 4/22/2019.

Best regards,

April Lusk

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

Sent: Monday, April 15, 2019 8:17 AM

To: Customer Concerns <customerconcerns@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261483 [ref:_00Dt0GzXt._500t0GHxmV:ref]

**PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum**

CASE ID: 00261483

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Garfield Heights, Ohio 44105

SERVICE ADDRESS: [REDACTED], Garfield Heights, Ohio 44105

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ:

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

DESCRIPTION OF ISSUE:

Can you please provide me with a update on the re-rate?

Sincerely,

Samantha Boerstler

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

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

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 4/11/2019 6:24 PM
To: contactthepuco@puco.ohio.gov
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261483 [ref:_00Dt0GzXt._500t0GHxmV:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00261483.

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

[REDACTED] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") disputing the enrollment to Verde.

Investigative Results:

- On 2/26/2019, [REDACTED] authorized her electric and gas accounts to Verde via Joe Martian (agent ID: 9005) an outbound telemarketer associated with Third Party Vendor PG Consulting. Ms. [REDACTED] enrolled the electric account onto Verde's Price Lock 12, which includes the fixed rate of \$0.0929 cents/kWh for 12 months, with a \$0 Monthly Service Fee ("MSF") as well as a \$0 Early Termination Fee ("ETF"). She enrolled the gas account onto Verde's Price Lock 12, which includes the fixed rate of \$0.6490 cents/CCF for 12 months, with a \$0 MSF and a \$01 ETF. *(Sales Call and TPVs Attached)*
- On 2/27/2019, Verde received an inbound enrollment acceptance with a date of 3/12/2019 for the electric account.
- On 2/28/2019, Verde received an inbound pending enrollment transaction from the utility for the gas account with a date of 3/13/2019.
- On 3/6/2019, the Welcome Letters for both accounts were sent to the mailing address on file. *(Letters Attached)*
- On 3/12/2019, the electric account became active.

- On 3/14/2019, Verde received an inbound enrollment acceptance from the utility for the gas account with a date of 3/1/2019.
- On 3/20/2019, Verde received an inbound pending cancellation transaction from the utility for the gas account.
- On 3/28/2019, Verde received an inbound cancellation transaction from the utility with a date of 4/9/2019 for the electric account.
- On 3/29/2019, Verde received PUCO Complaint No. 00261483.
- On 4/4/2019, the gas account terminated.
- On 4/5/2019, Verde received an inbound cancellation acceptance from the utility for the gas account with a date of 4/4/2019.
- On 4/9/2019, the electric account terminated.

Outcome:

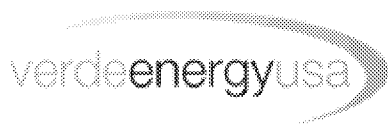
We'd like to confirm that Ms. [REDACTED] authorized her electric and gas accounts to Verde via an outbound telemarketer on 2/26/2019 with no objections. However, because the electric TPV is not in compliance with Rule **O.A.C.4901:1-21-06(D)(2)(a)(vii)** and the gas account TPV is not in compliance with Rules **O.A.C.4901:1-29-06(E)(1)(g)** and **O.A.C.4901:1-29-06(E)(1)(h)(ii)**; Verde will process a cost analysis for the service period from 3/12/2019-4/9/2019 for the electric account and for the service period from 3/1/2019-4/4/2019 for the gas account. If a refund is due, Ms. [REDACTED] will be refunded accordingly.

Lastly, Ms. [REDACTED]'s electric account terminated on 4/9/2019 and the gas account terminated on 4/4/2019. Please be advised that both termination dates were determined solely by the utility and not Verde.

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

Kindest Regards,

Louise Bourgeois



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

lbourgeois@verdeenergy.com

From: PUCO Consumer Call Center [<mailto:contactthepuco@puc.state.oh.us>]
Sent: Thursday, April 11, 2019 12:50 PM
To: Regulatory
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261483 [ref:_00Dt0GzXt._500t0GHxmV:ref]

PUBLIC UTILITIES COMMISSION OF OHIO
Third Request for Information
Please Respond Within 48 Hours

CASE ID: 00261483
COMPANY:
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED], Garfield Heights, Ohio 44105
SERVICE ADDRESS: [REDACTED], Garfield Heights, Ohio 44105
AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER: [REDACTED]
NIQ:

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

DESCRIPTION OF ISSUE:

An initial complaint was sent to you on 3/29/19. A second request for information was sent on 4/5/19. Please refer to the details contained in the original submission of the complaint and respond within 48 hours.
Sincerely,

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

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

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
Sent: 4/5/2019 9:05 AM
To: regulatory@sparkenergy.com

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261483 [ref:_00Dt0GzXt._500t0GHxmV: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: 00261483

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED],

Garfield Heights, Ohio 44105

SERVICE ADDRESS: [REDACTED], Garfield Heights, Ohio 44105

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:

An initial complaint was sent to you on 3/29/19. Please review the customer's concerns and respond within three business days.

Sincerely,

Samantha Boerstler

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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

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

Sent: 3/29/2019 8:07 AM

To: regulatory@sparkenergy.com

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261483 [ref:_00Dt0GzXt._500t0GHxmV:ref]



Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00261483

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Garfield Heights, Ohio 44105

SERVICE ADDRESS: [REDACTED], Garfield Heights, Ohio 44105

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

[REDACTED]

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

DESCRIPTION OF ISSUE:

Good morning,

Ms. [REDACTED] contacted the PUCO regarding an enrollment with your company. She stated she never authorized your company to become her supplier.

Please provide the following:
If a sales call, the recording.
If a door to door sale, a signed contract.
A copy of the TPV.
A copy of the contract and terms and conditions.
A copy of the renewal letter sent.

I would greatly appreciate any additional information you can provide regarding this situation.

Sincerely,

Samantha Boerstler

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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._500t0GHxmV:ref

Message

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
on behalf of PUCO Consumer Call Center <contactthepuco@puc.state.oh.us> [contactthepuco@puc.state.oh.us]
Sent: 4/24/2019 6:40:16 PM
To: customerconcerns@sparkenergy.com
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261022 [ref:_00Dt0GzXt._500t0GHidY:ref]

Good afternoon.

Before the PUCO can close its investigation into this consumer's complaint, Verde Energy will need to provide the amount of the rerate to be issued to this customer as well as the manner in which the resulting refund will be made.

Please forward this information if available or provide an estimated date that the rerate will be completed.

Thank you.

Sincerely,

Christina Cassady

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

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

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

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 4/8/2019 7:46 PM
To: contactthepuco@puco.ohio.gov
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261022 [ref:_00Dt0GzXt._500t0GHidY:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00261022.

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

██████████ has filed a complaint with the Public Utilities Commission of Ohio (“PUCO”) disputing the enrollment to Verde.

Investigative Results:

- On 10/3/2017, ██████████ authorized her electric and gas accounts to Verde via Tristine Carrillo an outbound telemarketer associated with Transparent BPO. Ms. ██████████ enrolled the electric account onto Verde’s 100% Green plan, which includes the fixed rate of \$0.0699 cents for 12 months, with a \$0 Monthly Service Fee (“MSF”) as well as a \$0 Early Termination Fee (“ETF”) for the first 12 billing cycles and then would auto renew to a month to month variable rate plan. She enrolled the gas account onto Verde’s 100% Green plan, which includes the fixed rate of \$0.4999 cents/CCF, with a \$0 MSF and a \$0 ETF for the first 12 billing cycles and then would auto renew to a month to month variable rate plan. *(Sales Call and TPV Attached)*
- On 10/24/2017, both accounts became active.
- On 12/26/2018, both accounts auto renewed to month to month variable rate plans.
- On 2/28/2019, Verde received an inbound cancellation transaction from the utility for both accounts with a date of 3/26/2019.
- On 3/26/2019, Verde received PUCO Complaint No. 00261022.
 - Both accounts were terminated.

Outcome:

We’d like to confirm that Ms. ██████████ authorized her electric and gas accounts to Verde via an outbound telemarketer associated with Transparent BPO on 10/3/2017 with no objections. For this reason, the enrollment to Verde is valid; however because Verde did not properly notify Ms. ██████████ that her account would auto renew to a monthly variable rate plans, Verde will perform a cost analysis and forward to you once completed for the service periods from 12/26/2018-3/25/2019. If a refund is due, Ms. ██████████ will be refunded accordingly.

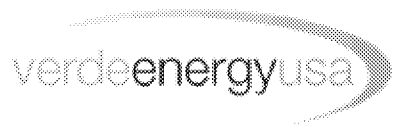
In regards to the Welcome Letter, we are still attempting to locate this document and will provided once received.

Lastly, Ms. ██████████ electric and gas account both terminated on 3/26/2019; which were 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,

Louise Bourgeois



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

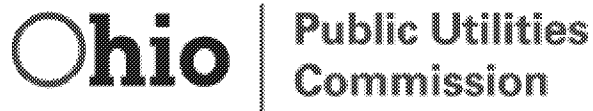
lbourgeois@verdeenergy.com

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

Sent: Tuesday, March 26, 2019 3:26 PM

To: Regulatory

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261022 [ref:_00Dt0GzXt._500t0GHidY:ref]



Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00261022

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Cincinnati, Ohio 45213

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45213

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ:

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

DESCRIPTION OF ISSUE:

Good afternoon.

According to this customer, she has not authorized any enrollments of her Duke account with Verde Energy. She states she now has a bill of almost \$700 with Duke because of the charges billed by Verde Energy.

Please review this issue and advise if Verde Energy has any record of an enrollment for this customer and/or service address. If so, please advise:

1. When, how, and by whom the enrollment was completed.
2. What the service start date was as provided by the EDU.
3. If notification to drop the enrollment has been received from the

consumer or the EDU.

Additionally, please provide copies of all enrollment materials, including:

1. The Third Party Verification recording
2. The sales script or recorded sales call
3. The signed agreement for service
4. The Welcome Letter
5. The terms and conditions of supply
6. The supplier transfer letter (if applicable).

Thank you.

Sincerely,

Christina Cassady

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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

ref:_00Dt0GzXt._500t0GHidY:ref

Message

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
on behalf of PUCO Consumer Call Center <contactthepuco@puc.state.oh.us> [contactthepuco@puc.state.oh.us]
Sent: 4/24/2019 1:24:09 PM
To: customerconcerns@sparkenergy.com
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257020 [ref:_00Dt0GzXt._500t0FN8g9:ref]
Attachments: [REDACTED] DPLBill Copies00257020_pdf.html

Good morning Edwin,

I have reviewed your response. I am attaching bill copies, so the re-rate can be corrected to reflect the customer's price to compare. Please provide the corrected refund amount, including the calculations.

Thank you,

Shawn Thompson

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

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 4/12/2019 4:59 PM
To: contactthepuco@puco.ohio.gov
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257020 [ref:_00Dt0GzXt._500t0FN8g9:ref]

Good Afternoon Ms. Thompson,

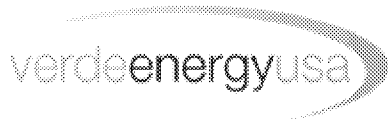
Allow me to express my gratitude for your patience while I resolve this matter.

Attached you will find the cost analysis for PUCO Complaint No. 00257020. Please be aware that Mr. [REDACTED] should receive a check in the mail in the amount of \$2,657.34. I kindly ask that you allow 21 business days for Ms. [REDACTED] to receive the payment via USPS.

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

Best Regards,

Edwin Quinonez



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

equinonez@verdeenergy.com

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From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Friday, March 29, 2019 9:23 AM
To: Customer Concerns <customerconcerns@sparkenergy.com>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257020 [ref: _00Dt0GzXt._500t0FN8g9:ref]

Good morning Edwin,

- * Has the customer's service flow date ended/final billed?
- * If yes, have you completed the cost analysis?
- * If no, please provide the detailed calculation on how you determined the refund amount (if applicable).

Thanks,

Shawn Thompson

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

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 3/20/2019 6:22 PM
To: contactthepuco@puco.ohio.gov
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257020 [ref: _00Dt0GzXt._500t0FN8g9:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00257020.

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

[REDACTED] has filed a complaint with the Public Utility Commission of Ohio (“PUCO”) because he stated that he has been overcharged by Verde.

Investigative Results:

- On 05/26/2017, [REDACTED] self-enrolled the electric account to Verde via the website into a 6 month fixed rate of \$0.0599 cents/kWh.
- On 06/23/2017, the electric account became active with Verde.
- On 12/19/2017, the electric account defaulted into a month to month rate.
- On 02/20/2019, Mr. [REDACTED] contacted Verde due to a high invoice. At this time, it was explained that the account defaulted into a month to month variable rate.
- On 03/05/2019, Mr. [REDACTED] contacted Verde due to a high invoice, at this time, the supervisor offered a renewal option along with a \$175.00 credit; however Mr. [REDACTED] declined the offer.
- On 03/11/2019, the electric account became inactive With Verde.
- On 03/12/2019, Verde was in response to PUCO Complaint No. 00257020.
 - On this date, the electric account became active.

Outcome:

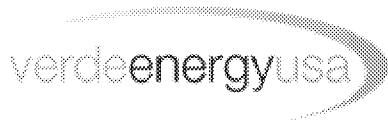
We’d like to confirm that Verde’s records reflect that Mr. [REDACTED] self-enrolled via the website into a 6 month fixed rate of \$0.0599 cents/kWh; however, a Contract Expiration Notice was not sent before the contract expired. As such, Verde will process a cost analysis for the service period between 12/19/2017 (*Date Contract Expired*) to 03/11/2019 (*Termination*). If a credit is deemed due, Mr. [REDACTED] will be refunded accordingly.

Lastly, as it stands, Mr. [REDACTED]’s electric account terminated with Verde on 03/11/2019, a date solely determined by the utility and not Verde.

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

Kindest Regards,

Edwin Quinonez



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

equinonez@verdeenergy.com

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From: Customer Concerns <customerconcerns@sparkenergy.com>

Sent: Tuesday, March 12, 2019 11:00 AM

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

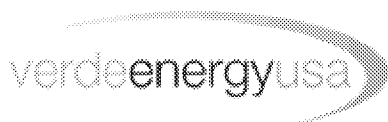
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257020 [ref:_00Dt0GzXt._500t0FN8g9:ref]

Good Morning Ms. Thompson,

Please be aware that Verde is in receipt of CASE ID: 00257020. It appears that this enrollment was completed via website. As such, Verde will provide a final response by 03/20/2019.

Best Regards,

Edwin Quinonez



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

equinonez@verdeenergy.com

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

Sent: Thursday, March 07, 2019 1:16 PM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257020 [ref: _00Dt0GzXt._500t0FN8g9:ref]



Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00257020

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Sugarcreek Township, Ohio 45385

SERVICE ADDRESS: [REDACTED] Sugarcreek Township,
Ohio 45439

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

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

DESCRIPTION OF ISSUE:

Good afternoon,

Below is the email from the customer.

Trying to work on an Verde Energy over charge from .06 to .19 cents per KWH. This ends up being \$1,848.00 overcharge so far.

*** Do you show a contact from the customer concerning his rate/contract?

*** Please provide the sales call or signed contract, tpv, welcome letter and terms.

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

Sincerely,

Shawn Thompson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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._500t0FN8g9:ref

Message

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
on behalf of PUCO Consumer Call Center <contactthepuco@puc.state.oh.us> [contactthepuco@puc.state.oh.us]
Sent: 4/22/2019 8:39:17 PM
To: customerconcerns@sparkenergy.com
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00263428 [ref:_00Dt0GzXt._500t0GJLec:ref]

Good afternoon Mr. Quinonez.

Thank you for the prompt response received April 10, 2019. However, before closing the PUCO's investigation into this issue, I will need Verde to provide details of the rerate to be issued to this consumer. This includes the rate per MCF for the adjustment and if the adjustment will be issued to DEO or as a refund check to the customer.

Sincerely,

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

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

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

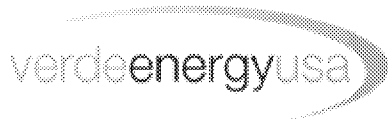
From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 4/11/2019 4:34 PM
To: contactthepuco@puco.ohio.gov
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00263428 [ref:_00Dt0GzXt._500t0GJLec:ref]

Good Afternoon Ms. Cassady,

I have submitted all the required information over to our billing department. I will provide an update by 04/17/2019.

Best Regards,

Edwin Quinonez



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

equinonez@verdeenergy.com

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From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Thursday, April 11, 2019 8:55 AM
To: Customer Concerns <customerconcerns@sparkenergy.com>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00263428 [ref:_00Dt0GzXt._500t0GJLec:ref]

Good morning Mr. Quinonez.

Thank you for the prompt response received April 10, 2019. However, before closing the PUCO's investigation into this issue, I will need Verde to provide details of the rerate to be issued to this consumer. This includes the rate per MCF for the adjustment and if the adjustment will be issued to DEO or as a refund check to the customer.

Please advise if 5 business days will be sufficient to calculate the re-rate. If not, please provide an estimated date for the completion of the re-rate.

Thank you again.

Sincerely,

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

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

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 4/10/2019 7:21 PM

To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00263428 [ref:_00Dt0GzXt._500t0GJLec:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PAPUC Complaint No. 00263428.

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

[REDACTED] has filed a complaint with the Public Utility Commission of Ohio ("PUCO") because he states that he did not authorize an enrollment with Verde.

Investigative Results:

- On 01/16/2019, [REDACTED] authorized the gas enrollment to Verde via Outbound Telemarketer representative associate with Hi Tech into a 12 month fixed rate of \$0.625 cents/CCF. *(TPV Attached)*
- On 01/25/2019, Verde generated and sent a Welcome Letter. *(Letter Attached)*
- On 02/04/2019, the gas account became active with Verde.
- On 03/13/2019, Mr. [REDACTED] contacted Verde and requested to cancel his gas account.
- On 04/06/2019, the gas account became inactive with Verde.
- On 04/09/2019, Verde was in receipt of PUCO Complaint No. 00263428.

Outcome:

We'd like to confirm that per the attached TPV completed on 01/16/2019, [REDACTED] authorized the electric account to Verde without any objections; however, upon review, it was determined that the TPV was not in compliance with O.A.C. Rule: 4901:1-29-06(E) (1) (g). As such, Verde will perform a cost analysis for the

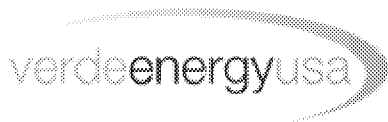
service period between 02/04/2019 (Inception) to 04/06/2019 (*Termination*). If a credit is deemed due, Mr. [REDACTED] will be refunded accordingly.

Lastly, as it stands, Mr. [REDACTED] gas account terminated with Verde on 04/06/2019, a date solely determined by the utility and not Verde.

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

Kindest Regards,

Edwin Quinonez



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

equinonez@verdeenergy.com

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

Sent: Tuesday, April 09, 2019 12:32 PM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00263428 [ref: _00Dt0GzXt._500t0GJLec:ref]



Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00263428

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Wapakoneta, Ohio 45895

SERVICE ADDRESS: [REDACTED] Wapakoneta, Ohio 45895

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

This customer has contacted the PUCO regarding their enrollment with your company. According to Mr. [REDACTED], he did not provide authorization to enroll his DEO account with Verde.

Please review the account and advise:

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

3. What was the customer billed per CCF/MCF/kWh for all service periods during which the customer was enrolled?
4. The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.
5. Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.
6. Are there any early termination fees associated with this enrollment? If so, will the fees be waived and if not, why?

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

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

Sincerely,

Christina Cassady

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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._500t0GJLec:ref

Message

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
on behalf of PUCO Consumer Call Center <contactthepuco@puc.state.oh.us> [contactthepuco@puc.state.oh.us]
Sent: 4/19/2019 5:07:28 PM
To: 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
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]'s 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>
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):

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

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ref:_00Dt0GzXt._500t0GHj0D:ref

Message

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
on behalf of PUCO Consumer Call Center <contactthepuco@puc.state.oh.us> [contactthepuco@puc.state.oh.us]
Sent: 4/18/2019 2:30:12 PM
To: customerconcerns@sparkenergy.com
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259501 [ref:_00Dt0GzXt._500t0FnVYX:ref]

After reviewing the sales call, Verde needs to re-rate the entire time the customer was with your company. The CEI rate has never been more than \$0.0749 and in May 2017, it was \$0.0507. In May 2017, DEO had a rate of \$3.14 and the one month it reached as high as \$4.781 was in December 2018 when the customer was no longer in contract with you and that is the highest their rate has ever been in the past 36 months. Your rate was \$4.78 for the duration of the contract.

During the sales call, the agent told the customer that Verde works along side the utility to save customer's money, which is not true. The customer was not even aware of what she was doing and indicated that more than one time during the sales call. If she did know what she was doing, she would not have agreed to a higher rate. She also said her parents pay her bills and she just pays them back. She was not even sure who Verde was and indicated that as well...even in the middle of the sales call. Since she said her parents pay her bills, I can only assume she is young and obviously has no knowledge of how the Choice program works. Again, please re-rate the customer's bill to match her utility rate. You can find the DEO rate on the online historical rate chart of the Apples to Apples and if you need me to get the rates from CEI from May 2017 to the final billing, I will do that as well. Also, I am not clear on how the rate was fixed for 12 months, but it went variable well over the 12 month period. Please explain.

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

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 4/2/2019 6:58 PM
To: contactthepuco@puco.ohio.gov
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259501 [ref:_00Dt0GzXt._500t0FnVYX:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00259501.

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

[REDACTED] has filed a complaint with the Public Utility Commission of Ohio ("PUCO") because she states that she never received any notification of her contract expiration.

Investigative Results:

- On 05/11/2017, [REDACTED] authorized the electric and gas enrollment to Verde via Outbound Telemarketer associated with Transparent BPO LLC.
 - The electric account was enrolled into a 12 month fixed rate of \$0.0749 cents/kWh.
 - The gas account was enrolled into a 12 month fixed rate of \$0.4781/MCF.
- On 05/12/2017, Verde generated and sent a Welcome Letter for the electric and gas account.
- On 06/20/2017, the electric account became active with Verde.
- On 07/05/2017, the gas account became active with Verde.
- On 11/15/2018, the electric account defaulted into a month to month variable rate.
- On 01/08/2019, the gas account defaulted into a month to month variable rate.
- On 03/22/2019, Verde was in receipt of PUCO Complaint No. 00259501.

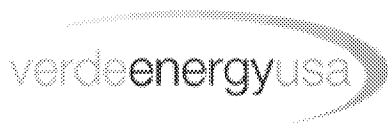
Outcome:

We'd like to confirm that Verde's records reflect that [REDACTED] authorized the electric and gas enrollment to Verde without objections; however, Verde confirms that Contract Expiration Notices were not sent before the contract expired. As such, Verde will process a cost analysis for the service period between 01/07/2019 (*Contract Expiration*) to 03/09/2018 (*Termination*) for the gas account and 11/15/2018 (*Contract Expiration*) to 03/15/2018 (*Termination*) for the electric account. If a credit is deemed due, Mr. [REDACTED] will be refunded accordingly.

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

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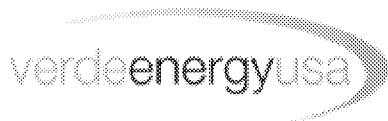
From: Customer Concerns <customerconcerns@sparkenergy.com>
Sent: Tuesday, March 26, 2019 5:20 PM
To: 'PUCO Consumer Call Center' <contactthepuco@puc.state.oh.us>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259501 [ref:_00Dt0GzXt._500t0FnVYX:ref]

Good Afternoon,

Per O.A.C. 4901:1-21-06(D)(1)(h)(v), attached you will find draft TPV for PUCO Complaint No. 00259501. Please be aware that Verde will provide a final response to PUCO Complaint No. 00259501.

Best Regards,

Edwin Quinonez



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

equinonez@verdeenergy.com

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From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Thursday, March 21, 2019 2:24 PM
To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259501 [
ref: _00Dt0GzXt._500t0FnVYX:ref]



Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00259501

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Cleveland, Ohio 44105

SERVICE ADDRESS: [REDACTED], Cleveland, Ohio 44105

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Caller signed up with Verde in August of 2017 and she was promised a gift card that she never received.

She noticed an increase on the Feb. 2019. Jan 2019- bill increased by \$50 and they did not think anything of it and the Feb 2019 bill was \$238 from Verde. She found out that she was on a variable rate and she never received a renewal notice.

When she spoke to a supervisor, she was offered a \$50 gift card to renew the contract. When she declined the renewal offer, she was advised that there was nothing they could do, but offer her a new contract.

PUCO Question(s):

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

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._500t0FnVYX:ref

Message

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
on behalf of PUCO Consumer Call Center <contactthepuco@puc.state.oh.us> [contactthepuco@puc.state.oh.us]
Sent: 4/18/2019 1:05:29 PM
To: customerconcerns@sparkenergy.com
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261704 [ref:_00Dt0GzXt._500t0GIBuS:ref]

Good morning Louise,

I have confirmed with Ohio Edison that the customer will not be have flow service with Verde. OE was able to rescind the switch.

Shawn Thompson

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

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 4/11/2019 6:02 PM
To: contactthepuco@puco.ohio.gov
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261704 [ref:_00Dt0GzXt._500t0GIBuS:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00261704.

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

[REDACTED] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") disputing the enrollment to Verde.

Investigative Results:

- On 3/11/2019, [REDACTED] authorized his electric and gas accounts to Verde via Henry Peterson an outbound telemarketer associated with Third Party Vendor New Wave, LLC. Mr. [REDACTED] enrolled the electric account onto Verde's Price Lock 12, which includes the fixed rate of \$0.0899 cents/kWh for 12 months, with a \$0 Monthly Service Fee ("MSF") as well as a \$0 Early Termination Fee ("ETF"). He enrolled the gas account onto Verde's Price Lock 12, which includes the fixed rate of \$0.6490 cents/CCF for 12 months, with a \$0 MSF and a \$0 ETF. *(Sales Call and TPV Attached)*
- On 3/12/2019, Verde received an inbound pending enrollment for the gas account with a date of 4/4/2019.

- Verde received an inbound enrollment acceptance with a date of 4/19/2019 for the electric account.
- Verde received an inbound enrollment rejection transaction from the utility for the gas account stating *"invalid marketer code"*.
- On 3/14/2019, Mr. [REDACTED] contacted Verde because he stated the representative he spoke with told him that he would receive a \$30 discount every month on his electric and gas accounts. Mr. [REDACTED] stated that he spoke to several different people and that the representative gave a different name each time. Mr. [REDACTED] requested to cancel his electric and gas accounts. The agent submitted two outbound cancellation request to the utility for the electric and gas account.
 - Verde received an inbound cancellation rejection transaction from the utility stating *"drop not allowed until after 4/19/2019"* for the electric account.
 - Verde received an inbound cancellation rejection transaction from the utility stating *"customer not enrolled with supplier"*.
- On 3/20/2019, the Welcome Letters for both accounts were sent to the mailing address on file. (*Letter Attached*)
- On 3/29/2019, Mr. [REDACTED] contacted Verde because he thought he'd cancelled his accounts with Verde but received a letter confirming the enrollments. The agent advised Mr. [REDACTED] that she submitted another cancellation request for both accounts.
- On 4/1/2019, Verde received PUCO Complaint No. 00261704.
 - Verde received an inbound cancellation rejection transaction from the utility stating *"drop not allowed until after 4/19/2019"* for the electric account.
 - Verde received an inbound cancellation rejection transaction from the utility stating *"customer not enrolled with supplier"*.

Outcome:

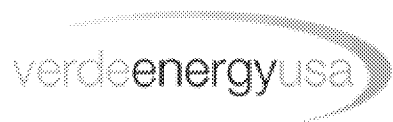
We'd like to confirm that Ms. [REDACTED] authorized her electric and gas accounts to Verde via an outbound telemarketer on 2/26/2019 with no objections. However, because the electric TPV is not in compliance with Rule **O.A.C.4901:1-21-06(D)(2)(a)(vii)** and the gas account TPV is not in compliance with Rules **O.A.C.4901:1-29-06(E)(1)(g)** and **O.A.C.4901:1-29-06(E)(1)(h)(ii)**; the enrollments have been deemed as a "No Sale".

Additionally, the gas account will not be assessed any charges as it did not become active with Verde. In regards to the electric account Verde cannot terminate this account before 4/19/2019, so we would suggest Mr. [REDACTED] to contact his utility to rescind the enrollment.

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

Kindest Regards,

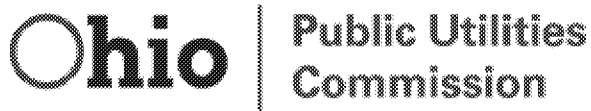
Louise Bourgeois



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

lbourgeois@verdeenergy.com

From: Shawn Thompson [mailto:contactthepuco@puc.state.oh.us]
Sent: Monday, April 01, 2019 10:51 AM
To: Regulatory
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00261704 [ref:_00Dt0GzXt._500t0GIBuS:ref]



Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00261704

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Springfield, Ohio 45505

SERVICE ADDRESS: [REDACTED], Springfield, Ohio 45505

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Good morning,

Caller states that he never agreed to sign up with Verde, as their plan was higher than his utility. He is upset because he just received a welcome letter from Verde. He wants this cancelled.

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

*** Please provide how you obtained the authorization to enroll the customer.

*** Please provide the sales call or signed contract, tpv, welcome letter and terms.

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

Sincerely,

Shawn Thompson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0GIBuS:ref

Message

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
on behalf of PUCO Consumer Call Center <contactthepuco@puc.state.oh.us> [contactthepuco@puc.state.oh.us]
Sent: 4/17/2019 1:40:31 PM
To: customerconcerns@sparkenergy.com
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00263431 [ref:_00Dt0GzXt._500t0GJLgE:ref]

Good morning.

Thank you for the response dated April 15, 2019. However, the PUCO will not be closing the investigation into Ms. [REDACTED]'s complaint until confirmation of the rerate amount to be issued has been provided the the PUCO.

Thank you again.

Sincerely,

Christina Cassady

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

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

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

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 4/15/2019 3:52 PM
To: contactthepuco@puco.ohio.gov
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00263431 [ref:_00Dt0GzXt._500t0GJLgE:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00263431.

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

██████████ has filed a complaint with the Public Utility Commission of Ohio (“PUCO”) because she states that she was misled into switching her service to Verde. She goes on to state that as a result of being with Verde her billing has increased.

Investigative Results:

- On 02/15/2019, ██████████ authorized the electric account to Verde via Outbound Telemarketer representative associated with KAA Energy Inc. into a 12 month fixed rate of \$0.0925 cents/kWh.
- On 02/22/2019, Verde generated and sent a Welcome Letter. (*Letter Attached*)
- On 03/06/2019, the electric account became active with Verde.
- On 04/09/2019, ██████████ contacted Verde and requested to cancel the electric account. At this time Verde submitted a request to cancel the electric account.
- On 04/10/2019, Verde was in receipt of PUCO Complaint No. 00263431.

Outcome:

We’d like to confirm that per the attached TPV completed on 02/15/2019, ██████████ authorized the electric enrollment to Verde without any objections; however, Verde has determined that the TPV is not in compliance with O.A.C. 4901:1-29-06(E)(1)(g). As such, Verde will perform a cost analysis for the service period between 03/06/2019 to 05/07/2019. If a credit is deemed due, Ms. ██████████ will be refunded accordingly.

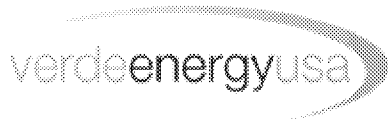
Please be aware that we are currently working with our vendors to retrieve the sales call for Ms. ██████████. As such, Verde will provide an update to the PUCO by 04/18/2019.

Lastly, as it stands, Ms. ██████████’s account has a pending termination date of 05/07/2019, a date solely determined by the utility and not Verde.

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

Kindest Regards,

Edwin Quinonez



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

equinonez@verdeenergy.com

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From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Wednesday, April 10, 2019 8:11 AM
To: Regulatory <regulatory@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00263431 [ref:_00Dt0GzXt._500t0GJLgE:ref]



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

CASE ID: 00263431

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Nashport, Ohio 43830

SERVICE ADDRESS: [REDACTED] Nashport, Ohio 43830

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

This customer has contacted the PUCO regarding their enrollment with your company. According to Ms. [REDACTED], throughout the sales call and TPV, she was told she was enrolling in a low rate electric generation product with the EDU AEP Ohio. As a result of the enrollment, her monthly EDU billing has increased from an average of \$100 to \$300.

Please review the account and advise:

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

2. If the enrollment was for a fixed, variable, or variable with an introductory rate product.
3. What was the customer billed per CCF/MCF/kWh for all service periods during which the customer was enrolled?
4. The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.
5. Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.
6. Are there any early termination fees associated with this enrollment? If so, will the fees be waived and if not, why?
7. If any adjustments to the billed charges will be issued. If so, please provide the amount of the adjustment to be issued. If not, please advise why not adjustment will be issued.

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

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

Thank you.

Sincerely,

Christina Cassady

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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

ref:_00Dt0GzXt._500t0GJLgE:ref

Message

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
on behalf of PUCO Consumer Call Center <contactthepuco@puc.state.oh.us> [contactthepuco@puc.state.oh.us]
Sent: 4/17/2019 1:00:46 PM
To: customerconcerns@sparkenergy.com
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00263507 [ref:_00Dt0GzXt._500t0GJNzL:ref]

Good morning.

Thank you for the prompt response dated April 12, 2019. However, the PUCO's investigation into this customer's issue will not be closed until confirmation of the refund amount to be issued to Mrs. [REDACTED] is received.

Sincerely,

Christina Cassady

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

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

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

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 4/12/2019 5:35 PM
To: contactthepuco@puco.ohio.gov
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00263507 [ref:_00Dt0GzXt._500t0GJNzL:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00263507.

Thank you for bringing [REDACTED]'s 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 that she was not quoted the rate in CCF in either the Sales Call nor the TPV and that she was promised savings.

Please review the account and advise:

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

- On 2/21/2019, [REDACTED] enrolled the electric and gas account with Verde via outbound telemarketing agent, Mike Morrison with KAA Energy.
2. If the enrollment was for a fixed, variable, or variable with an introductory rate product.
 - The electric account was enrolled onto a 12-month plan, which offered the fixed-rate of \$0.0929 cents/kWh.
 - The gas account was enrolled onto a 12-month plan, which offered the fixed-rate of \$0.699 cents/CCF.
 3. What was the customer billed per CCF/MCF/kWh for all service periods during which the customer was enrolled?
 - The customer was billed CCF for the gas service and kWh for the electric service.
 4. The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.
 - The electric account became active on 3/13/2019.
 - The gas account became active on 3/6/2019.
 5. Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.
 - On 4/9/2019, Verde submitted a cancellation request for the gas account and it was accepted to terminate on 5/7/2019.
 - On 4/9/2019, Verde submitted a cancellation request for the electric account and it was accepted to terminate on 5/10/2019.
 6. Are there any early termination fees associated with this enrollment? If so, will the fees be waived and if not, why?
 - No early termination fees.

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

1. The sales script and/or sales call used to market this customer.
 - Sales Call Attached.
2. The Terms and Conditions of Service.
 - Welcome Letter for Gas and Electric accounts attached.
3. The Third Party Verification recording for this enrollment.
 - TPV Attached.

Outcome:

Verde would like to confirm that per the attached TPV, Ms. [REDACTED] enrolled the electric and gas account with Verde. However, upon review of the Sales Call, it was determined that the sales agent quoted Ms. [REDACTED] the rate of

\$69.9 cents/Therm, which was incorrect. Additionally, due to various discrepancies in the TPV that have since been addressed that are not in compliance with the Ohio Administrative Codes, the enrollment was also deemed as a "No Sale".

As such, Verde will properly adjust the account from inception to the final date of service for both the Electric and Gas accounts. At this time, both accounts are scheduled to terminate on 5/7/2019 and 5/10/2019, once the final invoices generate for both accounts, Verde will complete cost-analysis calculation to that of the utility's rate. If a refund is deemed as due, Ms. [REDACTED] will be refunded accordingly.

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

Kindest Regards,

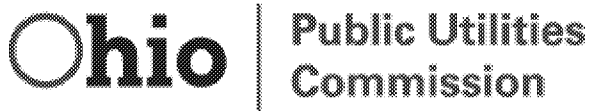
Xiomara Mendoza

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

Sent: Wednesday, April 10, 2019 8:21 AM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00263507 [ref:_00Dt0GzXt._500t0GJNzL:ref]



Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00263507

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Sandusky, Ohio 44870

SERVICE ADDRESS: [REDACTED], Sandusky, Ohio 44870

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

This customer has contacted the PUCO regarding their enrollment with your company. According to Mrs. [REDACTED] she was not quoted the rate per CCF to be billed during either the sales call or the TPV. Additionally, she states she was promised a savings on the electric generation charges.

Please review the account and advise:

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

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

1. The sales script and/or sales call used to market this

customer.

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

Thank you.

Sincerely,

Christina Cassady

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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

ref:_00Dt0GzXt._500t0GJNzL:ref

Message

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
on behalf of PUCO Consumer Call Center <contactthepuco@puc.state.oh.us> [contactthepuco@puc.state.oh.us]
Sent: 4/16/2019 2:28:12 PM
To: 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

----- 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:

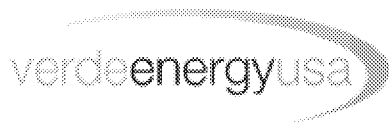
After careful review, due to unforeseen circumstances, Verde unfortunately, does not have the complete sales call completed on 12/29/2018, which resulted in the enrollment of Mr. [REDACTED]' electric service. Because of this, Verde agrees to process a cost analysis to the utility rate for the charges 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,



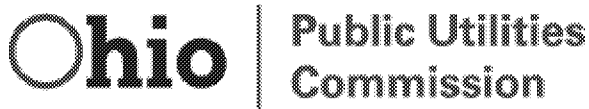
Brandi Williams | Regulatory Specialist
12140 Wickchester Ln, Ste 100 | Houston, TX 77079
Tel: 281-833-4103
bwilliams@verdeenergy.com

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

Message

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
on behalf of PUCO Consumer Call Center <contactthepuco@puc.state.oh.us> [contactthepuco@puc.state.oh.us]
Sent: 4/16/2019 12:27:17 PM
To: customerconcerns@sparkenergy.com
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00263030 [ref:_00Dt0GzXt._500t0GJ0G3:ref]

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00263030
COMPANY:
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED], Cincinnati, Ohio 45231
SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45231
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:

Do to not being able to provide the sales call would your company be willing to re-rate the customer?
If so, please provide me with the amount and also a break down of the re-rate.

I would greatly appreciate any additional information you can provide regarding this situation.

Sincerely,

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

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

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 4/15/2019 10:55 AM
To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00263030 [ref:_00Dt0GzXt._500t0GJ0G3:ref]

Good morning,

Thank you for your patience concerning this matter. Unfortunately, due to circumstances unforeseen the sales call is unavailable.

Best regards,

April Lusk

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Monday, April 15, 2019 7:03 AM
To: Customer Concerns <customerconcerns@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00263030 [ref:_00Dt0GzXt._500t0GJ0G3:ref]

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00263030
COMPANY:
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Cincinnati, Ohio 45231
SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45231
AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER:
NIQ:

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

DESCRIPTION OF ISSUE:
Please provide me with a copy of the sales call.

Sincerely,

Samantha Boerstler

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

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 4/10/2019 4:21 PM

To: contactthepuco@puco.ohio.gov

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00263030 [ref:_00Dt0GzXt._500t0GJ0G3:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00263030.

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

[REDACTED] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") disputing the enrollment to Verde.

Investigative Results:

- On 6/28/2017, [REDACTED] authorized her and her husband [REDACTED]'s electric account to Starion Energy ("Starion") via an outbound telemarketing sales channel. Ms. [REDACTED] enrolled onto Starion's Simple plan, which includes the rate of \$0.0599 cents/kWh for the first billing cycle, thereafter the rate will be a variable with no cap and can change each month based on Starion's Variable Price Methodology and an account management fee of \$0.24 cents per day applies each month. *(TPV Attached)*
 - The Welcome Letter was sent to the address on file. *(Letter Attached)*
- On 7/28/2017, the Starion account became active.

- On 10/30/2018, The Customer Assignment Letter was sent to Mrs. [REDACTED] advising her that her Starion account would be assigned to Verde approximately on 12/5/2018. The letter also stated that if Mrs. [REDACTED] had any objections or questions regarding the assignment to contact Starion by 12/4/2018. *(Letter Attached)*
- On 12/19/2018, due to no objections Mrs. [REDACTED]'s Starion account was assigned to Verde.
- On 1/28/2019, the Starion account terminated.
- On 1/29/2019, the Verde account became active.
- On 4/5/2019, Mrs. [REDACTED] contacted Verde and requested to cancel her account. The agent submitted an outbound cancellation request to the utility.
- On 4/8/2019, Verde received an inbound cancellation confirmation with a date of 4/28/2019.
 - Verde received PUCO Complaint No. 00263030.

Outcome:

We'd like to confirm that per the attached Assignment Letter, Mrs. [REDACTED]'s account was assigned to Verde from Starion on 12/19/2018. Additionally, Starion's records do not reflect any correspondences from Mr. or Mrs. [REDACTED] disputing the enrollment to Starion. For this reason, the enrollment to Verde is valid and does not warrant any credits or adjustments. Mrs. [REDACTED] is responsible for the charges assessed to her account as it is for her household's consumption. Additionally, please note that unfortunately, we are unable to obtain the sales call for the Starion enrollment.

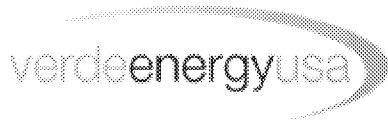
However, fortunately, the customer is not disputing the enrollment to Starion and only the transition to Verde.

Lastly, Mrs. [REDACTED]'s account is pending a termination date of 4/28/2019; which is determined solely by the utility and not Verde.

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

Kindest Regards,

Louise
Bourgeois



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

lbourgeois@verdeenergy.com

From: PUCO Consumer Call Center [<mailto:contactthepuco@puc.state.oh.us>]
Sent: Monday, April 08, 2019 11:02 AM
To: Regulatory
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00263030 [ref:_00Dt0GzXt._500t0GJ0G3:ref]



Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00263030

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Cincinnati, Ohio 45231

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45231

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ: [REDACTED]

***Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status

update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)***

DESCRIPTION OF ISSUE:

Good afternoon,

Ms. [REDACTED] contacted the PUCO regarding your company being her supplier. She does not recall enrolling and does not believe your company should be billing her.

Please provide the following:

If a sales call, the recording.

If a door to door sale, a signed contract.

A copy of the TPV.

A copy of the contract and terms and conditions.

A copy of the renewal letter sent.

I would greatly appreciate any additional information you can provide regarding this situation.

Sincerely,

Samantha Boerstler

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0GJ0G3:ref

This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

5/4/2020 5:07:21 PM

in

Case No(s). 11-5886-EL-CRS, 13-2164-GA-CRS

Summary: Exhibit Exhibit B Part 1 by The Office of The Ohio Consumers' Counsel
electronically filed by Mrs. Tracy J Greene on behalf of Healey, Christopher