

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: 4/15/2019 1:49:37 PM
To: customerconcerns@sparkenergy.com
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257677 [ref:_00Dt0GzXt._500t0FNSnU:ref]

Good morning!

Please advise the names of the distribution companies that Mr. [REDACTED] is with for both the electric and the gas.

Thank you,
Cindi

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

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 4/3/2019 11:21 AM
To: contactthepuco@puco.ohio.gov
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257677 [ref:_00Dt0GzXt._500t0FNSnU:ref]

Good morning,

We are in response to PUCO Complaint No. 00257677.

Per our initial response sent on 3/19/2019, we indicated that the TPV was not in compliance with certain Ohio Administrative Codes and listed two of them. Thank you for providing the additional out of compliance codes in the TPV, they have all been noted and forwarded to Verde's Compliance Manager-Vendor & Quality Assurance to have the scripts properly updated.

We also indicated that because the TPV was not in compliance, Mr. [REDACTED]'s electric and gas accounts would both be properly adjusted from inception until the final date of service back to the utility's rate.

Attached you will find the Cost-Analysis calculations completed for the Electric account for service period of 2/5/2019 – 3/5/2019 for \$29.09 back to the utility's rate. The adjustment was applied on the account to reflect on Mr. [REDACTED]'s upcoming invoice. At this time, Verde is awaiting for the final invoice for service period of 3/5/2019 – 4/3/2019 to generated so that we may complete the adjustment.

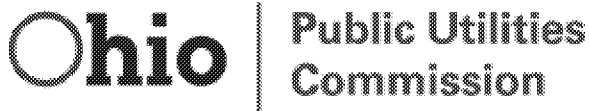
Lastly, attached is the cost-analysis calculations completed for the Gas account for the service period 1/25/2019 – 2/28/2019 for \$64.72 back to the utility's rate. An additional request was submitted to have the amount of \$64.72 issued to Mr. [REDACTED] in form of a refund check and he can expect to receive it within 21 business days from today.

We hope that all the concerns have been addressed. Please advise if there is anything else we may assist you with.

Kind regards,

Xiomara Mendoza

From: Cindi Mack <contactthepuco@puc.state.oh.us>
Sent: Tuesday, April 02, 2019 4:37 PM
To: Regulatory <regulatory@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257677 [ref:_00Dt0GzXt._500t0FNSnU:ref]



PUBLIC UTILITIES COMMISSION OF OHIO

Third Request for Information

for Electric and Gas

Please Respond Within 48 Hours

CASE ID: 00257677

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], South Euclid, Ohio 44121

SERVICE ADDRESS: [REDACTED], South Euclid, Ohio 44121

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:

A follow up was sent to you on March 23. A second request for follow up information was sent on March 29. Please refer to the details contained in the original submission of the complaint and respond within 48 hours.

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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may be publicly available to anyone who requests it.

ref:_00Dt0GzXt._500t0FNSnU: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: 5/31/2019 2:15:32 PM
To: customerconcerns@sparkenergy.com
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00501913 [ref: _00Dt0GzXt._500t0lftxX:ref]



PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00501913
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED], Cleveland, Ohio 44104
SERVICE ADDRESS: [REDACTED], Cleveland, Ohio 44104
AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER: [REDACTED]
NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Good morning,

Can you advise if there is any follow up regarding the customers re-rate?

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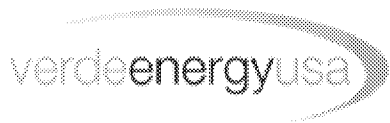
----- Original Message -----

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 5/23/2019 11:55 AM
To: contactthepuco@puco.ohio.gov
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00501913 [ref:_00Dt0GzXt._500t0IftxX:ref]

Good Morning,

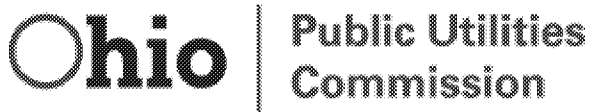
We truly appreciate you for providing the gas rates to complete the cost analysis for Ms. [REDACTED]'s gas account. Verde will gladly provide an update on the status of the gas refund and will provide the electric account cost analysis upon completion.

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: Thursday, May 23, 2019 7:53 AM
To: Customer Concerns <customerconcerns@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00501913 [ref:_00Dt0GzXt._500t0IftxX:ref]



PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00501913

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Cleveland, Ohio 44104

SERVICE ADDRESS: [REDACTED], Cleveland, Ohio 44104

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:

Thank you for the information provided and the re-rates provided to the customer. Below is the gas calculations, please let me know if you have any questions. Please provide the update for the electric once calculated.

	Usage	SCO		Verde		Difference
Feb	8.8	\$ 3.02	\$ 26.58	\$ 6.49	\$ 57.11	\$ (30.54)
March	6.9	\$ 2.93	\$ 20.18	\$ 6.49	\$ 44.78	\$ (24.60)
April	3.4	\$ 2.95	\$ 10.03	\$ 6.49	\$ 22.07	\$ (12.04)
					\$ (67.17)	

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 5/20/2019 5:31 PM

To: contactthepuco@puco.ohio.gov

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00501913 [ref:_00Dt0GzXt._500t0IftxX:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00501913.

Thank you for bringing [REDACTED] concern to our attention and for allowing us the opportunity to address it. [REDACTED] has filed a complaint with the Public Utilities Commission of Ohio ("PUCO") inquiring about her enrollment to Verde.

Investigative Results:

- On 2/6/2019, [REDACTED] authorized the electric and gas service with door-to-door sales agent, Donnie Woods, with the 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 a \$0 Monthly Service Fee ("MSF") and \$0 Early Termination Fee ("ETF"). The gas service enrolled onto Verde's Price Lock 12 plan with a 12-month fixed rate of 64.9 cents/CCF with a \$0 MSF and \$0 ETF. (TPV Attached)

- On 2/7/2019, Verde submitted an enrollment transaction to the utility for the electric and gas service.
 - On the same day, Verde received an inbound electric enrollment response from the utility with the effective date of 3/19/2019.
- On 2/8/2019, Verde received an inbound gas enrollment response from the utility with the effective date of 2/15/2019.
- On 2/13/2019, Verde generated and mailed the Welcome Letters. (*Letter Attached*)
- On 2/15/2019, the gas service became active with Verde.
- On 3/19/2019, the electric service became active with Verde.
- On 3/21/2019, Verde received an inbound termination transaction for the gas service from the utility with the effective date of 4/18/2019.
- On 4/18/2019, the gas service terminated with Verde.
- On 5/7/2019, Verde received an inbound termination transaction for the electric service from the utility with the effective date of 6/17/2019.
- On 5/8/2019, Verde received PUCO Complaint No. 00501913.

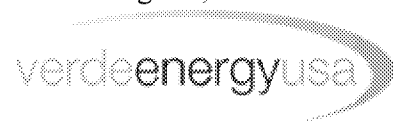
Outcome:

Verde would like to confirm per the attached TPV completed on 2/16/2019, [REDACTED] authorized her electric and gas service to Verde without any objections. However, after careful review, Verde agrees the TPV 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). Consequently, Verde agrees to process a cost analysis to the utility rate for the service period of 2/15/2019 (*date of inception*) until 4/18/2019 (*date of termination*) for the gas service. In addition, Verde agrees to process a cost analysis for the service period of 3/19/2019 (*date of inception*) until 6/17/2019 (*date of termination*) for the electric service.

In as much, in an effort to efficiently and accurately complete the cost analysis for Ms. [REDACTED]'s gas service, please provide DEO's Price To Compare for the service period of 2/15/2019 (date of inception) until 4/18/2019 (date of termination). Moreover, please be advised, the cost analysis for the electric service will not be processed until the account terminates on 6/17/2019. Upon completion of the cost analysis, Verde will gladly provide a copy of the calculations. As it stands, the gas service terminated on 4/18/2019 and the electric service is set to terminate on 6/17/2019. Lastly, please understand, the termination dates are 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,



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, May 08, 2019 8:30 AM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00501913 [
 ref:_00Dt0GzXt._500t0lftxX:ref]



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

CASE ID: 00501913

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Cleveland, Ohio 44104

SERVICE ADDRESS: [REDACTED], Cleveland, Ohio 44104

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,

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._500t0IftxX: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: 5/31/2019 12:25:52 PM
To: customerconcerns@sparkenergy.com
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00264791 [ref:_00Dt0GzXt._500t0GKD0g:ref]
Attachments: [REDACTED]-3yrPTC00264791.xlsx

Good morning Brandi,

Please refer to the attachment for the price to compare, along with the information below. However, AEP is not able to provide the price to compare for December 2015 (due to record retention timeline). Are you able to use the price to compare for the service period after December 2015 (January 2016). Please provide the amount of the refund after the re-rate and the timeline for the customer to receive the check.

Jan 2016 PTC .059
Feb 2016 PTC .059
Mar 2016 PTC .063
May 2019 PTC .054 final service period

Thank you,

Shawn Thompson

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

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 4/29/2019 6:47 PM
To: contactthepuco@puco.ohio.gov
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00264791 [ref:_00Dt0GzXt._500t0GKD0g:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00264791.

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 agreed to enroll with Verde.

Investigative Results:

- On 12/7/2015, [REDACTED] authorized the electric service with a third party telesales agent. As a result, the electric service enrolled onto Verde's 100% Green 12-month rate of 6.99 cents/kWh with \$0 Monthly Service Fee and \$0 Early Termination Fee.
- On 12/8/2015, Verde submitted an enrollment request transaction to the utility.
 - On the same day, Verde received an inbound enrollment response from the utility.
 - On the same day, Verde generated and mailed the Welcome Letter. *(Letter Attached)*

- On 12/23/2015, the electric service became active with Verde.
- On 4/16/2019, Verde received an inbound termination transaction from the utility with the effective date of 5/23/2019.
- On 4/17/2019, Verde received PUCO Complaint No. 00264791.

Outcome:

Verde would like to confirm, [REDACTED] authorized the electric service to Verde on 12/7/2015. After careful review, per the attached Welcome Letter mailed to the service address used to file PUCO Complaint No. 00264791, Verde agrees Mr. [REDACTED] was properly notified of the enrollment to Verde and properly informed of the Terms and Conditions of the contract.

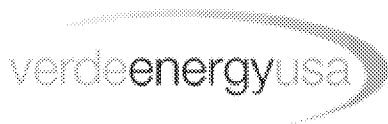
In addition, Verde's charges have been reflected on Mr. [REDACTED]'s utility invoice for approximately (3 ½) years without any objections, which further confirms Mr. [REDACTED] was properly notified each month of the service with Verde. However, because Verde no longer has record of the TPV, signed agreement or has record of any contract expiration notices mailed to the customer, Verde deems the enrollment as a "No Sale. Consequently, Verde agrees to process a cost analysis to the utility rate from 12/23/2015 (*date of inception*) until 5/23/2019 (*date of termination*). Please keep in mind, Verde will not process the cost analysis until the final invoice has generated. Upon completion of the cost analysis, a copy of the calculations will be provided.

Additionally, because we take complaints of this nature seriously, Verde has forwarded this occurrence to our Compliance Manager - Vendor Quality Assurance for further review and to assist in retrieving the Sales Call associated with this incident.

Lastly, as it stands, the electric service is set to terminate on 5/23/2019, 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: Shawn Thompson <contactthepuco@puc.state.oh.us>
Sent: Wednesday, April 17, 2019 1:18 PM
To: Regulatory <regulatory@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00264791 [ref:_00Dt0GzXt._500t0GKD0g:ref]



Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00264791

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Barton, Ohio 43905

SERVICE ADDRESS: [REDACTED], Barton, Ohio 43905

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:

Good afternoon,

Caller states that he has been with Verde since 2015 and he never noticed until now. He states that he never agreed to sign up with Verde.

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,

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._500t0GKD0g: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: 5/22/2019 1:31:28 PM
To: customerconcerns@sparkenergy.com
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00501989 [ref:_00Dt0GzXt._500t0IfxD0:ref]

Good morning,

Can you provide me with the specifics of the re-rate analysis and the refund amount once that can be determined?

Thank you,

Alfred

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

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 5/21/2019 5:21 PM
To: contactthepuco@puco.ohio.gov
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00501989 [ref:_00Dt0GzXt._500t0IfxD0:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00501989.

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

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

Investigative Results:

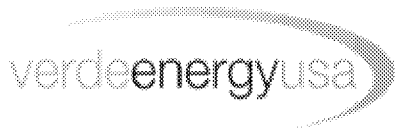
- On 8/17/2016, [REDACTED] authorized the electric service with an outbound telemarketer with third party vendor, SSK. As a result, the electric service enrolled onto Verde's 12-month 100% Renewable Fixed Rate plan, which offered a fixed rate of 5.49 cents/kWh with \$0 Monthly Service Fee and \$0 Early Termination Fee. (TPV Attached)
- On 8/19/2016, Verde submitted an enrollment transaction to the utility.
- On 8/20/2016, Verde received an inbound enrollment response with the effective date of 9/28/2016.
- On 9/28/2016, the electric service became active with Verde.
- On 3/26/2019, [REDACTED] contacted Verde to cancel the electric service due to a high rate. The Verde agent offered to renew the electric service onto a lower fixed rate in which Ms. [REDACTED] declined. The Verde agent submitted a termination transaction to the utility.
- On 3/27/2019, Verde received an inbound termination response from the utility with the effective date of 4/26/2019.
- On 4/26/2019, the electric service terminated with Verde.
- On 5/8/2019, Verde received PUCO Complaint No. 00501989.

Outcome:

After careful review, Verde would like to confirm per the attached TPV completed on 8/17/2016, Ms. [REDACTED] willingly and knowingly authorized the enrollment to Verde without any objections. However, because Verde has no record of the terms and conditions or the renewal notifications, a cost analysis will be processed for the service dates of 9/28/2016 (*date of inception*) until 4/26/2019 (*date of termination*). Upon completion of the cost analysis, Verde will gladly provide a copy of the calculations.

Lastly, as it stands, the electric service terminated on 4/26/2019.

Kindest Regards,



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

From: Alfred Thompson <contactthepuco@puc.state.oh.us>
Sent: Wednesday, May 08, 2019 2:31 PM
To: Regulatory <regulatory@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00501989 [ref:_00Dt0GzXt._500t0IfxD0:ref]



Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00501989

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Waynesville, Ohio 45068

SERVICE ADDRESS: [REDACTED], Waynesville, Ohio 45068

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,

Customer noticed that bill was much higher than ever before and that the supplier's rate was the cause of the increase. Ms. [REDACTED] is questioning what plan she enrolled in and how it became this high?

Please respond after reviewing:

1. Can you provide a copy of the third party verification and proof of customer enrollment?
2. What are the terms and conditions of the plan for which customer was enrolled?
3. Before customer's rate changed, how and when were they notified?
4. Did customer call in to cancel service? Was service cancelled, without penalty?
5. Can you provide customer with a re-rated adjusted bill that is consistent with utility's price to compare or the original plan rate?

Any additional information that you can provide would be appreciated. Thank you.

Sincerely,

Alfred 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._500t0IfxD0: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: 5/20/2019 6:46:08 PM
To: customerconcerns@sparkenergy.com
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00266054 [ref:_00Dt0GzXt._500t0GKwYv:ref]



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

CASE ID: 00266054
COMPANY: [REDACTED]
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED], Sandusky, Ohio 44870
SERVICE ADDRESS: [REDACTED], Sandusky, Ohio 44870
AIQ: Censtar Energy Corp

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

DESCRIPTION OF ISSUE:

Thank you for the information provided. Please provide an update when the account has been dropped and the amount of the refund and when the customer should expect to received it.

Sincerely,

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

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

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 5/9/2019 3:07 PM

To: contactthepuco@puco.ohio.gov

Subject: RE: EXTERNAL PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00266054 [ref:_00Dt0GzXt._500t0GKwYv:ref]

Good afternoon,

Attached you will find the cost-analysis calculations for [REDACTED] electric account with CenStar Energy. The adjustment was from 8/23/2017 – 8/23/2018 back to the local utility's rate for \$930.23. An additional request was submitted to have this amount issued in form of a refund check.

Lastly, per the email response sent on 4/26/2019, we stated that no cancellation transaction had been received or submitted on the electric account with Verde. We also asked to confirm if the customer would like to remain active with Verde and due to no response, the account remained active. As such, the adjustment for the Verde account has not been completed.

Today, Verde submitted a cancellation transaction to the utility on Mr. [REDACTED]'s electric account and will monitor the account for acceptance. Once it terminates, we will follow up with the PUCO and advise of the adjustment.

Thank you,

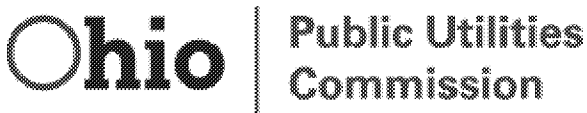
Xiomara Mendoza

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

Sent: Thursday, May 09, 2019 1:21 PM

To: Customer Concerns <customerconcerns@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00266054 [ref:_00Dt0GzXt._500t0GKwYv:ref]



PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00266054

COMPANY: [REDACTED]

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Sandusky, Ohio 44870

SERVICE ADDRESS: [REDACTED], Sandusky, Ohio 44870

AIQ: Censtar Energy Corp

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

DESCRIPTION OF ISSUE:

Good afternoon,

Is there update for this case regarding the refund and cancellation of service?

Sincerely,

Maureen Harbolt

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 4/26/2019 6:41 PM

To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00266054 [ref:_00Dt0GzXt._500t0GKwYv:ref]

To Whom This May Concern:

This is CenStar Energy Corp. ("CenStar") response to PUCO Complaint No. 00266054.

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

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

Investigative Results:

- On 7/17/2017, [REDACTED] enrolled the electric account with CenStar via Outbound Telemarketing agent, Kori Harris with Total Marketing Concepts. (Sales Call and TPV Attached)
- On 8/23/2017, the electric account became active with CenStar.
- On 6/26/2018, CenStar generated and sent the Customer Assignment Notice advising Mr. [REDACTED] that the account would be transitioned to Verde Energy ("Verde"). (Letter Attached)
- On 7/9/2018, CenStar generated and sent the Contract Expiration Notice. (Letter Attached)
- On 08/23/2018, the account terminated with CenStar and it transitioned to Verde.
- On 4/24/2019, CenStar received PUCO Complaint No. 00266054.

Outcome:

CenStar would like to confirm that per the attached Sales Call and TPV, that Mr. [REDACTED] willingly and knowingly authorized the enrollment with CenStar. Additionally, per the attached Customer Assignment Notice, he was transitioned to Verde, as such; the account is no longer active with CenStar.

However, upon review of the TPV and due to matters that have since been addressed, the script was not in compliance with various Ohio Administrative Codes, for this reason, we have deemed the enrollment as a "No Sale". As such, a proper adjustment will be completed from inception to the termination date with CenStar and Verde. Once the cost-analysis calculations are completed and if a refund is deemed as due, Mr. [REDACTED] will be refunded accordingly.

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

Best regards,

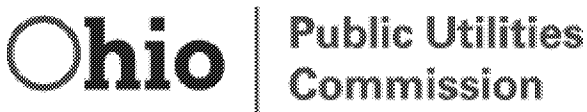
Xiomara Mendoza

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

Sent: Wednesday, April 24, 2019 10:01 AM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00266054 [ref:_00Dt0GzXt._500t0GKwYv:ref]



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

CASE ID: 00266054

COMPANY: [REDACTED]

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Sandusky, Ohio 44870

SERVICE ADDRESS: [REDACTED], Sandusky, Ohio 44870

AIQ: Censtar Energy Corp

SERVICE ACCOUNT NUMBER: n/a

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

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

Please review the account and advise:

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

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

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

Sincerely,

Maureen Harbolt

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

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._500t0GKwYv: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: 5/16/2019 7:23:37 PM
To: customerconcerns@sparkenergy.com
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00266122 [ref:_00Dt0GzXt._500t0GL05N:ref]
Attachments: [REDACTED] P2C Book1.xlsx

Good afternoon.

Please find attached a copy of Ms. [REDACTED]'s Price to Compare and usage information provided by the EDU for all periods the customer was enrolled with CenStar. Please perform the refund analysis and report the amount of the refund to be issued as well as the manner in which the refund will be issued.

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: 5/13/2019 10:16 AM
To: contactthepuco@puco.ohio.gov
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00266122 [ref:_00Dt0GzXt._500t0GL05N:ref]

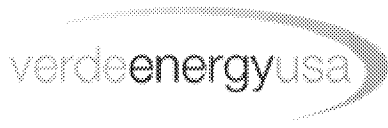
Good Morning,

As stated in my initial response:

'In as much, Ms. [REDACTED]'s gas service is still active with Verde and has recently renewed onto Verde's Clean Choice 24 plan. Consequently, because the TPV completed on 11/22/2016 has been deemed as a "No Sale", Verde agrees to process a cost analysis to the utility rate for the service period from 12/10/2016 (date of inception) until 4/25/2019 (date of contract renewal).'

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, May 13, 2019 8:44 AM
To: Customer Concerns <customerconcerns@sparkenergy.com>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00266122 [ref: _00Dt0GzXt._500t0GL05N:ref]

Good morning.

I've reviewed the final response for this customer's complaint and issued a request to the EDU for the Price to Compare numbers for this account from December 2016 through March 2019. Once I have that information I will forward it to Verde for the cost analysis.

However, please explain why no cost adjustment will be completed for the natural gas side of the enrollment unless the customer contacts Verde to cancel her April 24, 2019 re-enrollment with Verde Energy.

Further, as Verde admits in its response that the April 24, 2019 re-enrollment was not in compliance with the Ohio Administrative Code, Verde Energy should make every attempt possible to reach out to this customer and notify her of the mistake and provide her the option to cancel the re-enrollment.

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: 5/7/2019 5:55 PM

To: contactthepuco@puco.ohio.gov

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00266122 [ref:_00Dt0GzXt._500t0GL05N:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00266122.

Thank you for bringing Donna [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 not known when her account enrolled with Verde.

Investigative Results:

- On 11/22/2016, [REDACTED] authorized her electric service to CenStar Energy Corp. ("CenStar") and gas service to Spark Energy ("Spark") with door-to-door sales agent, April Monk with third party vendor, Energy Group Consultants LLC. As a result, the electric service enrolled onto CenStar's 3 month fixed rate of 7.4 cents/kWh with \$0 Monthly Service Fee ("MSF") and \$0 Early Termination Fee ("ETF"). The gas service enrolled onto Spark's Preferred 12 Advantage plan at the rate of \$4.49/MCF with \$0 MSF and \$100 ETF. *(TPV Attached)*
- On 11/23/2016, Spark submitted an enrollment transaction to the utility for the gas service.
 - - On the same day, CenStar submitted an enrollment transaction to the utility for the electric service.
 - On the same day, CenStar received an inbound enrollment response from the utility with the effective date of 12/7/2016.
- On 11/29/2016, CenStar generated and mailed the electric Welcome Letter. *(Letter Attached)*
 - - On the same day, Spark received an inbound enrollment response from the utility with the effective date of 12/10/2016.
- On 11/30/2016, Spark generated and mailed the gas Welcome Letter. *(Letter Attached)*

- On 12/6/2016, the electric service became active with CenStar.
- On 12/10/2016, the gas service became active with Spark.
- On 2/6/2017, CenStar generated and mailed the Contract Expiration Notice. (*Notice Attached*)
- On 3/8/2017, due to no response, the electric rate transitioned to the variable month-to-month rate.
- On 4/9/2018, the gas rate transitioned to the variable month-to-month rate.
- On 6/26/2018, CenStar generated and mailed a Customer Assignment Letter to Ms. [REDACTED] advising of the transition of the electric service to Verde. (*Assignment Letter Attached*)
- - On the same day, Spark generated and mailed a Customer Assignment Letter to Ms. [REDACTED] advising of the transition of the gas service to Verde. (*Assignment Letter Attached*)
- On 7/9/2018, due to no objection, the gas service became active with Verde.
- On 8/1/2018, CenStar received an inbound termination transaction for the electric service from the utility with the effective date of 9/5/2018.
- On 8/2/2018, CenStar received a reinstatement transaction from the utility for the electric service.
- On 4/24/2019, Ms. [REDACTED] contacted Verde to inquire how her gas service became active with Verde. The Verde agent explained the transition from Spark to Verde and offered to renew the gas rate to a lower fixed rate. Ms. [REDACTED] stated that she would call back.
- - On the same day, Ms. [REDACTED] contacted Verde to inquire about a lower gas service rate. The Verde agent explained that it could take 1-2 billing cycles for the new rate to become effective and Ms. [REDACTED] stated that she would shop around for lower rates.
 - On the same day, Ms. [REDACTED] contacted Verde to inquire about renewal rates. As a result, the gas service renewed onto Verde's Clean Choice 24 plan, which offers a 24-month rate of 48.9 cents/ccf with \$0 MSF and \$0 ETF. (*Renewal Confirmation Notice Attached*)
 - On the same day, Verde received PUCO Complaint No. 00266122.

Outcome:

After careful review of the TPV completed on 11/22/2016, due to noticeable discrepancies within the TPV, Verde agrees the enrollment should be deemed as a "No Sale". In addition, Verde acknowledges there is no record of Ms. [REDACTED] receiving a Contract Expiration Notice from Spark prior to the gas rate transitioning to the variable month-to-month rate. Furthermore, Verde has identified the unit of measure quoted for the renewal completed on 4/24/2019 is not in compliance with O.A.C 4901:1-29-06(E) (1) (f) (ii).

As such, because Ms. [REDACTED]'s electric service did not successfully transition to Verde as expected due to brand consolidation; on 2/1/2019, a cancellation transaction was submitted to the utility to allow the electric service to be transitioned to the utility as a supplier. However, as a result of the TPV completed on 11/22/2016 being deemed as a "No Sale", a cost analysis will be processed to the utility rate for the service period from 12/6/2016 (*date of inception*) until 3/16/2019 (*date of termination*). Upon completion of the cost analysis, a copy of the calculations will be provided and if a credit is deemed as due, the customer will be refunded accordingly.

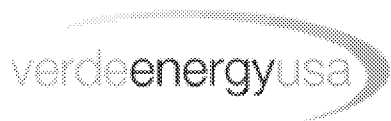
In as much, Ms. [REDACTED]'s gas service is still active with Verde and has recently renewed onto Verde's Clean Choice 24 plan. Consequently, because the TPV completed on 11/22/2016 has been deemed as a "No Sale", Verde agrees to process a cost analysis to the utility rate for the service period from 12/10/2016 (*date of inception*) until 4/25/2019 (*date of contract renewal*).

Moreover, please understand, the gas service cost analysis will not be processed until the account is terminated and a final invoice has been generated. Lastly, upon completion of the cost analysis, a copy of the calculations will be provided and if a credit is deemed as due, the customer will be refunded accordingly.

Lastly, please have Ms. [REDACTED] contact Verde if she wishes to make any changes to her existing gas service.

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: Wednesday, April 24, 2019 4:06 PM
To: Regulatory <regulatory@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00266122 [ref: _00Dt0GzXt._500t0GL05N:ref]



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

CASE ID: 00266122

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Akron, Ohio 44307

SERVICE ADDRESS: [REDACTED], Akron, Ohio 44307

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

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

DESCRIPTION OF ISSUE:

This customer has contacted the PUCO regarding their enrollment with your company. According to Ms. [REDACTED], she does not know when her account was enrolled. Additionally, she states the rates billed for the service are too high.

Please review the account and advise:

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

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

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

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

Sincerely,

Christina Cassady

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0GL05N: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: 5/15/2019 7:22:16 PM
To: customerconcerns@sparkenergy.com
CC: contactthepuco@puco.ohio.gov
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00264663 [ref:_00Dt0GzXt._500t0GK9rG:ref]

The rate from March 8th to April 10th was \$2.95.

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

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 4/25/2019 6:25 PM
To: contactthepuco@puco.ohio.gov
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00264663 [ref:_00Dt0GzXt._500t0GK9rG:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00264663.

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

[REDACTED] has filed a complaint with the Public Utility Commission of Ohio ("PUCO") because she states that she enrolled to Verde; however, she states that she cancelled shortly thereafter and was still billed by Verde.

Investigative Results:

- On 02/14/2019, [REDACTED] authorized the gas enrollment to Verde via door to door representative associated with Energy Group Consultants LLC into a \$0.649 cents/CCF. *(TPV Attached)*
- On 02/25/2019, Verde generated and sent a Welcome Letter. *(Letter Attached)*
- On 03/08/2019, the gas account became inactive with Verde.
- On 03/18/2019, [REDACTED] contacted Verde and requested to cancel her gas account. At this time, Verde submitted a request to the utility to cancel the gas account.

- On 04/10/2019, the gas account became inactive with Verde.
- On 04/21/2019, Verde was in receipt of PUCO Complaint No. 00264663.

Outcome:

We'd like to confirm that per the attached TPV completed on 02/14/2019, [REDACTED] authorized the gas account to Verde; however, upon review of the TPV, Verde was able to determine that it was not in compliance with the following O.A.C rules:

- O.A.C 4901:1-29-06(E)(1)(f)(ii)
- O.A.C. 4901:1-29-06(E)(1)(f)(ii)
- O.A.C 4901:1*-21-06(D)(1)(a)
- O.A.C. 4901:1-21-06(D)(2)(a)(viii)
- O.A.C. 4901:1-29-06(E)(1)(g)
- O.A.C. 4901:1-21-06 (D)(2)(d)

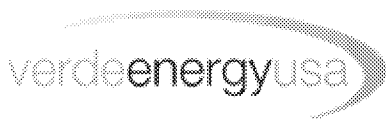
As such, Verde will process a cost analysis for the service period between 03/08/2019 (Inception) to 04/10/2019 (Termination). Please be advised that in an effort not to further delay Ms. [REDACTED]'s resolution we are ask that you provide the utility's rate from 03/08/2019 date to 04/10/2019 date since they are not readily available on the website? In as much, please understand the cost analysis will not be processed until the final invoices and payments are generated and if a credit is deemed as due, the customer will be refunded accordingly.

Lastly, as it stands, Ms. [REDACTED]'s gas account terminated with Verde on 04/10/2019, a date solely determined 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

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

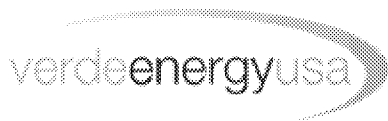
From: Customer Concerns <customerconcerns@sparkenergy.com>
Sent: Wednesday, April 24, 2019 6:58 PM
To: contactthepuco@puco.ohio.gov
Subject: FW: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00264663 [ref:_00Dt0GzXt._500t0GK9rG:ref]

Good Afternoon,

Per O.A.C. 4901:1-29-06(D)(6)(b)(v), attached you will find the TPV for PUCO Complaint No. 00264633. Please note that Verde will provide a final response to PUCO Complaint No. 00264663 by 04/26/2019.

Best Regards,

Edwin Quinonez

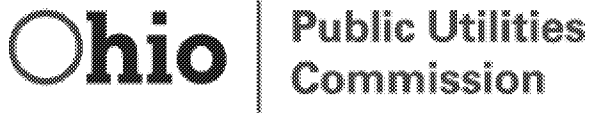


Edwin Quinonez | Regulatory Specialist
12140 Wickchester Ln, Ste 100 | Houston, TX 77079

equinonez@verdeenergy.com

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From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Friday, April 19, 2019 12:53 PM
To: Regulatory <regulatory@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00264663 [ref:_00Dt0GzXt._500t0GK9rG:ref]



Initial Submission of a Consumer Complaint

Marketer of Natural Gas

Please Respond Within 3 Business Days

CASE ID: 00264663

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Niles, Ohio 44446

SERVICE ADDRESS: [REDACTED], Niles, Ohio 44446

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

The customer said a Verde rep came to her home in March and lowered her into signing up. She realized that there was no benefit to switching, so she called and cancelled the same day. However, Verde billed her anyways at rate of 3.69 + tax per Mcf. She wants to be credited for the difference, because she cancelled the same day.

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._500t0GK9rG:ref



Martha Lopez | Manager, Regulatory
12140 Wickchester Ln, Ste 100 | Houston, TX 77079
Tel: 832-217-1909 | Fax: 832-320-2944
martha.lopez@sparkenergy.com | <http://www.sparkenergy.com>

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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: 5/14/2019 6:55:26 PM
To: customerconcerns@sparkenergy.com
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

Good afternoon,

Can you advise when the customers refund was mailed?

Thanks,
Maureen

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

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 4/15/2019 10:46 AM
To: contactthepuco@puc.ohio.gov
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

Good morning,

Thank you for your patience concerning this matter.

Please be advised that the refund in the amount of \$4,098.68 will be sent via Us mail within the next 21 business days.

Best regards,

April Lusk

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Monday, April 15, 2019 8:13 AM
To: April Lusk <alusk@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]



PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00259812

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Cincinnati, Ohio 45239

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45239

AIQ: Verde Energy USA Ohio LLC

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

Good morning,

Please provide a follow up regarding this case?

Sincerely,

Maureen Harbolt

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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

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

Sent: 4/5/2019 10:32 AM

To: alusk@verdeenergy.com

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [
ref:_00Dt0GzXt._500t0FneNJ:ref]



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

CASE ID: 00259812

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Cincinnati, Ohio 45239

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45239

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!

April,

I have attached the spread sheet with the EDU/LDC rate with Verde/Censtar rates. Let me know if you have any questions.

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

From: April Lusk [alusk@verdeenergy.com]

Sent: 3/29/2019 10:49 AM

To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

Thank you so much.

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

Sent: Friday, March 29, 2019 9:43 AM

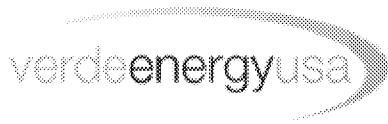
To: April Lusk <alusk@sparkenergy.com>

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

April,

I will work on getting that information to you.

Thank you,
Maureen



April Lusk | Regulatory Specialist
12140 Wickchester Ln, Ste 100 | Houston, TX 77079
Tel: 832-333-7019 | Fax: 832-320-2979
alusk@verdeenergy.com

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

From: April Lusk [alusk@verdeenergy.com]

Sent: 3/29/2019 10:26 AM

To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

We certainly will.

Additionally, because the utility does not have the rates readily available are you able to advise me if you have access to the utility rates for the electric portion for the Duke utility for the service period of 3/10/2016 (*inception with CenStar*) – 9/6/2018 and the gas for the service period of 4/13/2016- 8/31/2018?

Best regards,
April Lusk

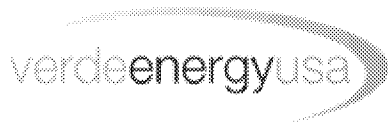
From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Friday, March 29, 2019 9:14 AM
To: Customer Concerns <customerconcerns@sparkenergy.com>

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

April,

Thank you for the information. Please provide the final results of the cost analysis when it has been completed.

Sincerely,
Maureen



April Lusk | Regulatory Specialist
12140 Wickchester Ln, Ste 100 | Houston, TX 77079
Tel: 832-333-7019 | Fax: 832-320-2979
alusk@verdeenergy.com

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 3/28/2019 6:08 PM

To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00259812.

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

██████████ filed a complaint with the Public Utilities Commission of Ohio disputing the enrollment to Verde.

Verde would like to confirm that the gas and the electric accounts originated with CenStar Energy Corp. ("CenStar") and were assigned to Verde via the attached Assignment Letters sent on June 26, 2018. As such, the electric service became active with Verde on 9/7/2018 and is scheduled to terminate on 4/8/2019. The gas service became active with Verde on 9/7/2018 and is scheduled to terminate on 4/9/2019 with the cancellation dates solely determined by the utility and not by Verde.

Additionally, please be advised that unfortunately, Verde no longer has record of the CenStar enrollments for both commodities, however; because of this, once the electric and gas accounts terminate and generate a final bill Verde will process cost analysis' from the inception date with CenStar to the termination dates with Verde.

In as much, because the utility does not make the electric rates readily available, if possible we are requesting the rate per kWh from you for 3/10/2016 (*inception with CenStar*) – 9/6/2018 (*termination date with CenStar*) so that we may start the cost analysis process to that of the utility's. In addition, the gas service's inception date with CenStar is 4/13/2016- 8/31/2018.

Lastly, Verde appreciates the opportunity to address these concerns as well as your patience while we work to provide an amicable resolution.

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

Kindest Regards,

April Lusk

From: Customer Concerns <customerconcerns@sparkenergy.com>

Sent: Thursday, March 28, 2019 3:59 PM

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

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

Good afternoon,

Please be advised that Verde is still in review of this case and will provide an update regarding the enrollment information for ██████████ before close of business on 3/29/2019.

Best regards,

April Lusk

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

Sent: Tuesday, March 26, 2019 6:54 AM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ: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: 00259812

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED],

Cincinnati, Ohio 45239

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45239

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:

An initial complaint was sent to you on 3/20/2019. Please review the customer's concerns and respond within three business days. Also please note this is for both gas and electric.

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

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

Sent: 3/20/2019 3:09 PM

To: regulatory@sparkenergy.com

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]



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

CASE ID: 00259812

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Cincinnati, Ohio 45239

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45239

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 Verde. The customer is not aware of enrolling.

When was this account enrolled, and how?

Please provide copies of:

*The sales call to this customer

*The TPV completed at the time of enrollment or the IP address used by the customer to submit the enrollment request

*Welcome Letter with the Terms and Conditions for service mailed or e-mailed to the customer

*Any signed enrollment agreements

*Renewal letters

Please provide any additional information that may assist in investigation.

Sincerely,

Maureen Harbolt

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FneNJ: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: 5/13/2019 2:43:03 PM
To: customerconcerns@sparkenergy.com
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259289 [ref:_00Dt0GzXt._500t0FnPzV:ref]

Good morning.

The EDU has responded that this customer's Price to Compare number for the period February 20 to April 18, 2019 was \$0.052.

Please confirm the amount of both re-rates and the method of the refund after the final gas supply bill has generated on May 21, 2019.

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: 5/10/2019 5:13 PM
To: contactthepuco@puco.ohio.gov
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259289 [ref:_00Dt0GzXt._500t0FnPzV:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00259289.

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") regarding is enrollment with Verde.

Investigative Results:

- On 01/19/2019, [REDACTED] authorized the electric and gas account to Verde via Outbound Telemarketer representative associated with Hound Energy LLC. *(TPV Attached)*
 - The electric account was enrolled into a 12 month fixed rate of \$0.0929 cents/kWh.
 - The gas account was enrolled into a 12 month fixed rate of \$0.625 cents/CCF.
- On 02/08/2019, Verde generated and sent a Welcome Letter for the electric and gas account. *(Letters Attached)*
- On 02/08/2019, the gas account became active with Verde.
- On 02/20/2019, the electric account became active with Verde.
- On 04/18/2019, the electric account became inactive with Verde due to a “Change of Supplier”.
- On 05/03/2019, Spark was in receipt of PUCO Complaint No. 00259289.
- On 05/07/2019, Mr. [REDACTED] contacted Verde and requested to terminate his gas account. At time, Verde submitted a request to cancel the gas account to the utility.

Outcome:

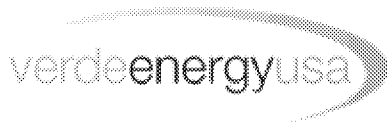
We’d like to confirm that per the attached TPV completed on 01/19/2019, [REDACTED] authorized the electric and gas enrollment to Verde without any objections; however, after careful review of the TPV, Verde determined that it was not in compliance with O.A.C. 4901:1-21-06(D)(2)(a)(vii), 4901:1-29-06(E)(1)(f)(ii) and O.A.C. 4901:1-29-06(E)(1)(g). For this reason, Verde will process a cost analysis for the electric account from 02/20/2019 (Inception) to 04/18/2019 (Termination) and 02/08/2019 (Inception) to 05/21/2019 (Termination). If a credit is deemed due, Mr. [REDACTED] will be refunded accordingly.

Lastly, as it stands, Mr. [REDACTED]’s electric account became inactive with Verde on 04/18/2019 and the gas account has a pending termination date of 05/21/2019. Please be aware that the termination dates are solely determined 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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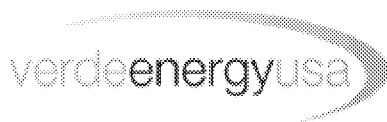
From: Customer Concerns <customerconcerns@sparkenergy.com>
Sent: Wednesday, May 08, 2019 6:24 PM
To: 'PUCO Consumer Call Center' <contactthepuco@puc.state.oh.us>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259289 [ref:_00Dt0GzXt._500t0FnPzV:ref]

Good Afternoon Ms. Cassady,

Per O.A.C. 4901:1-29-06(D)(6)(b)(v) or O.A.C. 4901:1-21-06(D)(1)(h)(v), attached you will find TPV for PUCO Complaint No. 00259289. Please be aware that Verde will provide final response to PUCO Complaint No. 00259289 by 05/13/2019.

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: Friday, May 03, 2019 12:57 PM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259289 [ref: _00Dt0GzXt._500t0FnPzV:ref]



Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00259289

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Brooklyn, Ohio 44144

SERVICE ADDRESS: [REDACTED], Brooklyn, Ohio 44144

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v) or O.A.C. 4901:1-21-06(D)(1)(h)(v)***

DESCRIPTION OF ISSUE:

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

Please review the account and advise:

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._500t0FnPzV: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: 5/9/2019 8:27:43 PM
To: customerconcerns@sparkenergy.com
Subject: RE: [EXTERNAL] RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00260273 [ref: _00Dt0GzXt._500t0Fnt4y:ref]

Good Afternoon,

Please provide the details of the re-rate for both the gas and electric accounts. Were the refunds sent directly to the utilities or were the refunds sent to the customer? What date were they sent?

Sincerely,

Tara Jones

Public Utilities Commission of Ohio

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

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 4/12/2019 11:40 AM
To: contactthepuco@puco.ohio.gov
Subject: [EXTERNAL] RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00260273 [ref: _00Dt0GzXt._500t0Fnt4y:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00260273.

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. Mr. [REDACTED] states that the representative told him he would save money on this electric bill and because the agent called from Ohio Edison he thought Verde was a part of them. Mr. [REDACTED] states that he contacted Verde on 2/25/2019 to cancel and then two weeks later he received a letter about the enrollment. Mr. [REDACTED] wants to know why the cancellation did not go through.

Investigative Results:

- On 2/22/2019, Mr. [REDACTED] authorized his electric and gas accounts to Verde via Jack Summers an outbound telemarketer associated with Third Party Vendor KAA Energy, Inc. Mr. [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"). He enrolled the gas account onto Verde's

Price Lock 12, which includes the fixed rate of \$0.6990 cents/CCF for 12 months, with a \$0 MSF and a \$0 ETF. *(Sales Call and TPV Attached)*

- On 2/25/2019, Verde received an inbound enrollment acceptance with a date of 3/23/2019 for the electric account.
 - Verde received an inbound pending enrollment transaction for the gas account with a date of 3/6/2019.
 - Mr. [REDACTED] contacted Verde and requested to cancel the pending enrollments. The agent submitted two outbound cancellation requests to the utility.
- On 2/27/2019, Verde received an inbound cancellation rejection transaction for the electric account stating “drop not allowed until after 3/23/2019.”
- On 2/28/2019, Verde received an inbound cancellation rejection transaction for the gas account stating “invalid marketer rate code”
- On 3/1/2019, the Welcome Letter for the electric account was sent to the mailing address on file. *(Letter Attached)*
- On 3/6/2019, the Welcome Letter for the gas account was sent to the mailing address on file. *(Letter Attached)*
 - Verde received an inbound enrollment acceptance for the gas account with a date of 3/2/2019.
- On 3/19/2019, Mr. [REDACTED] contacted Verde because he received a Welcome Package from Verde after he requested to cancel. The agent advised Mr. [REDACTED] that the cancellation requests for the electric and gas accounts were rejected by the utility. The agent submitted a request to make sure the cancellation request for the gas account would be submitted and informed him that the electric could not be terminated until after 3/23/2019.
- On 3/20/2019, Verde received an inbound pending cancellation transaction from the utility for the gas account with a date of 4/2/2019.
- On 3/21/2019, Mr. [REDACTED] contacted Verde to confirm that the cancellation requests had been submitted for his gas account. The agent advised Mr. [REDACTED] that the gas account is pending a cancellation date for 4/2/2019.
- On 3/25/2019, Verde received PUCO Complaint No. 00260273.
 - Verde submitted an outbound cancellation request to the utility for the electric account.
 - Verde received an inbound cancellation confirmation with a date of 4/23/2019 for the electric account.

Outcome:

We’d like to confirm that per the attached sales call, Mr. [REDACTED] authorized his electric and gas accounts to Verde via an outbound telemarketer on 2/22/2019 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 electric account for the service period from 3/23/2019-4/23/2019 and the service period from 3/1/2019-4/2/2019 for the gas account. If a refund is due, Mr. [REDACTED] will be refunded accordingly.

As such, Mr. [REDACTED]'s concerns were escalated to the proper department for further review. After review of the claim that the agent used the Ohio Edison number to contact him, the vendor stated that Mr. [REDACTED] was contacted from their number and perhaps when the agent spoke about Ohio Edison during the sales call, there was some miscommunication.

Lastly, Mr. [REDACTED]'s gas account terminated on 4/2/2019 and the electric account is pending a cancellation date of 4/23/2019. Please note that both 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

From: PUCO Consumer Call Center [mailto:contactthepuco@puc.state.oh.us]
Sent: Thursday, March 28, 2019 10:36 AM
To: Regulatory
Subject: [EXTERNAL] RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00260273 [ref:_00Dt0GzXt._500t0Fnt4y:ref]

Hello,

Please provide a copy of the TPV and status update on this matter within 48 hours.

Thank you,
Drake Riley
Consumer Services Division
Public Utilities Commission of Ohio

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

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
Sent: 3/23/2019 1:47 PM
To: regulatory@sparkenergy.com
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00260273 [ref:_00Dt0GzXt._500t0Fnt4y:ref]



Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00260273

CUSTOMER: [REDACTED]

SERVICE ADDRESS: [REDACTED], Mansfield, Ohio 44907

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

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

DESCRIPTION OF ISSUE:

Hello,

Mr. [REDACTED] contacted us regarding his enrollment with Verde. He states he received a call around February 24th from Ohio Edison's number saying that they could save him money on his electric bill. He states he thought Verde was a part of Ohio Edison because that was the number showing on his caller ID. When he realized that Verde was not affiliated with Ohio

Edison he immediately called to cancel his enrollment. He spoke to Natalie on February 25th who gave him the cancellation confirmation # [REDACTED]. Two weeks later he received a letter about the enrollment and received an early termination fee from his current supplier. He feels he was tricked and wants to know why the cancellation didn't go through.

Please review and advise:

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

2. Please address the alleged spoofing of Ohio Edison's number

3. Please confirm that the customer's service has been canceled.

4. Please include any other relevant information.

Sincerely,

Militza Grady

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

(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._500t0Fnt4y: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: 5/9/2019 7:54:18 PM
To: customerconcerns@sparkenergy.com
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00248457 [ref:_00Dt0GzXt._500t0EgGEY:ref]

Good Afternoon,

AEP's price to compare was \$.054 for each her bills covering 10/17/18 through 2/19/19.

Thanks,

Militza Grady
Public Utilities Commission of Ohio
Service Monitoring & Enforcement Department
Public Utilities Administrator

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

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
Sent: 5/9/2019 12:31 PM
To: customerconcerns@sparkenergy.com
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00248457 [ref:_00Dt0GzXt._500t0EgGEY:ref]

Good Afternoon,

The Columbia gas SCO rates are listed below. I have reached out to AEP for the PTC rates for the electric service from 10/17/2017- 2/19/2019. I will update you once I have received them.

CGO's SCO rate \$0.48720 per ccf - Effective January 2, 2019 through January 30, 2019
CGO's SCO rate \$0.41800 per ccf - Effective January 31, 2019 through February 28, 2019
CGO's SCO rate \$0.40850 per ccf - Effective March 1, 2019 through March 31, 2019
CGO's SCO rate per ccf - Effective April 1, 2019 through April 30, 2019
CGO's SCO rate is \$0.37460 per ccf - Effective May 1, 2019 through May 31, 2019

Thanks,

Militza Grady
Public Utilities Commission of Ohio
Service Monitoring & Enforcement Department
Public Utilities Administrator

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

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 5/8/2019 5:22 PM
To: contactthepuco@puco.ohio.gov
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00248457 [ref:_00Dt0GzXt._500t0EgGEY:ref]

Good afternoon,

Please be advised that because the utility's rates are not readily available on the website we are seeking your assistance at obtaining the rates for the electric service from 10/17/2017- 2/19/2019 and for the gas service from 1/16/2019- thru the pending termination date once cancelled. As such, this is in the effort to accurately process Ms. [REDACTED]'s re-rate. If possible, are you able to provide us with the aforementioned rates?

Best regards,

April Lusk

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Thursday, May 02, 2019 3:20 PM
To: Customer Concerns <customerconcerns@sparkenergy.com>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00248457 [ref:_00Dt0GzXt._500t0EgGEY:ref]

Good Afternoon,

As a renewal letter was not sent, I am asking you to re-rate the electric account from the 15.99 per kWh back to the AEP price-to-compare for the months of December, January, and February. For the gas, re-rate the customer for the 81.900 per ccf charged from January thru the drop of the account back to the CGO SCO rate. Please perform the adjustments and advise our office when the rate analysis has been completed and inform our office as to the amount of refund for the customer.

Thanks,

Tara Jones

Public Utilities Commission of Ohio

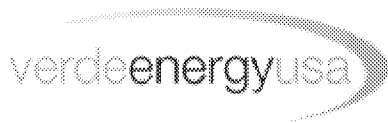
----- Original Message -----

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 4/12/2019 11:44 AM
To: contactthepuco@puco.ohio.gov
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00248457 [ref:_00Dt0GzXt._500t0EgGEY:ref]

Good morning,

As stated on the initial response, Verde does not have records of the Welcome Letter which houses the Terms of Service and unfortunately, a renewal letter was not sent.

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



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

lbourgeois@verdeenergy.com

From: PUCO Consumer Call Center [<mailto:contactthepuco@puc.state.oh.us>]
Sent: Friday, April 12, 2019 7:38 AM
To: Customer Concerns
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00248457 [ref:_00Dt0GzXt._500t0EgGEY:ref]

Please provide the requested documentation by close of business.

Thank you,
Drake Riley

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

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
Sent: 4/8/2019 2:42 PM
To: customerconcerns@sparkenergy.com
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00248457 [ref:_00Dt0GzXt._500t0EgGEY:ref]

Hello,

Please provide an update on this request within 3 days.

Thanks,
Drake Riley

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

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

Sent: 3/29/2019 4:02 PM

To: customerconcerns@sparkenergy.com

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00248457 [ref:_00Dt0GzXt._500t0EgGEY:ref]

Good Afternoon,

In your response, you stated that you do not have a copy of the welcome letter that was sent to the customer. Do you have a copy of the contract, the application, or renewal letter that was sent to the customer?

Sincerely,

Tara Jones

Public Utilities Commission of Ohio

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 2/18/2019 2:06 PM

To: contactthepuco@puco.ohio.gov

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00248457 [ref:_00Dt0GzXt._500t0EgGEY:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00248457.

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 electric rate of \$0.15 cents/kWh.

Investigative Results:

- On 9/2/2017, [REDACTED] authorized her electric and gas account to Verde via a Door to Door sales agent associated with Verde. Ms. [REDACTED] enrolled the electric account onto Verde's 100% Green plan, which includes the fixed rate of \$0.0699 cents/kWh for 12 months with a \$0 Monthly Service Fee ("MSF") and a \$0 Early Termination Fee ("ETF"). She enrolled the gas account onto Verde's 100% Green plan, which includes the fixed rate of \$0.499 cents/CCF for 12 months, with a \$0 MSF and a \$0 ETF.
 - The TPV also states that after the first twelve billing cycles, both the electric and gas accounts would auto renew to a month to month variable rate plan. *(TPV Attached)*
- On 9/20/2017, the gas account became active with Verde.
- On 10/17/2017, the electric account became active with Verde.
- On 9/20/2018, the gas account defaulted to a month to month variable rate.
- On 10/17/2018, the electric account defaulted to a month to month variable rate.

- On 1/18/2019, Ms. [REDACTED] contacted Verde regarding the increased rate on her electric account. The agent offered to renew Ms. [REDACTED]'s account to \$0.0794 cents/kWh for 12 months; however Ms. [REDACTED] declined and requested to cancel the account. Ms. [REDACTED] stated that she would contact the PUC because she felt as if Verde was price gouging. The agent advised Ms. [REDACTED] that her account has been on a month to month variable rate since the contract expired on 10/17/2018.
 - Verde submitted an outbound cancellation request to the utility for the electric account.
- On 1/19/2019, Verde received an inbound cancellation confirmation with a date of 2/19/2019 for the electric account.
- On 2/6/2019, Verde received PUCO Complaint No. 00248457.

Outcome:

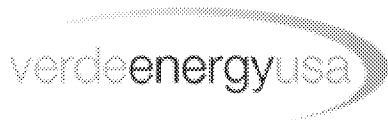
We'd like to confirm that per the attached TPV, Ms. [REDACTED] agreed to enroll with Verde with a door to door sales agent on 9/2/2017. The TPV also states that Ms. [REDACTED]'s electric and gas accounts would default to a month to month variable plan after 12 months with no ETF if the customer does not terminate or reenroll with another provider. Due to unforeseen circumstances, Verde does not have the Welcome Letter for this enrollment.

As it stands, the electric account is pending a termination date of 2/19/2019; which is determined solely by the utility and not Verde. In regards to the gas account, it remains active until Ms. [REDACTED] requests to terminate this account or Verde receives an inbound cancellation transaction from the utility. Neither of these accounts warrants any credits or adjustments. Ms. [REDACTED] is responsible for the charges assessed to her for the electric and gas accounts as it is for her household's consumption.

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: Tara Jones [<mailto:contactthepuco@puc.state.oh.us>]

Sent: Wednesday, February 06, 2019 11:00 AM

To: Regulatory

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00248457 [ref:_00Dt0GzXt._500t0EgGEY:ref]



Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00248457

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Logan, Ohio 43138

SERVICE ADDRESS: [REDACTED], Logan, Ohio 43138

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

This customer contacted our office regarding an electric rate of over .15 per kwh.

Please look into this issue. What type of agreement does this customer have with the company? Please provide a copy of the contract, TPV, and any other information you may have. How did the company arrive at charging this rate? Is this rate in line with the contract on file?

Sincerely,

Tara Jones

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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

ref:_00Dt0GzXt._500t0EgGEY:ref

Message

From: Customer Concerns [customerconcerns@sparkenergy.com]
on behalf of Customer Concerns <customerconcerns@sparkenergy.com> [customerconcerns@sparkenergy.com]
Sent: 3/18/2020 9:32:58 PM
To: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00579790 [ref:_00Dt0GzXt._500t0ROO3M:ref]
Attachments: [REDACTED]-003706950-TICK163454-Verde-Duke E.xlsx

Good Afternoon Ms. Smith,

Attached you will find the cost analysis for PUCO Complaint No. 00579790. We ask that you please allow up to 21 business days for Ms. [REDACTED] to receive a check via USPS.

Please let me know if you have any additional concerns.

Best Regards,

Edwin Quinonez

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Wednesday, March 18, 2020 2:47 PM
To: Customer Concerns <customerconcerns@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00579790 [ref:_00Dt0GzXt._500t0ROO3M:ref]



PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00579790
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: Please provide me an update once the billing department has reviewed the information. Please provide a breakdown of charges, including the original rate used and the PTC and the total amount of refund if one. 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: 3/16/2020 3:45 PM
To: contactthepuco@puco.ohio.gov
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00579790 [ref:_00Dt0GzXt._500t0ROO3M:ref]

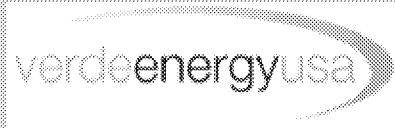
Good Afternoon,

Thank you for providing the PTC rates. Please be aware that we have forwarded this to our billing department. If a credit is deemed due, Ms. [REDACTED] can expect to receive a check in the mail within 21 business days.

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

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

Sent: Monday, March 16, 2020 10:41 AM

To: Customer Concerns <customerconcerns@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00579790 [ref: _00Dt0GzXt_500t0ROO3M:ref]



Public Utilities
Commission

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00579790

COMPANY:

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 was able to get the PTC for the customer's billing. It is below:

6/14/17-8/14/17- 6.14 cents per kWh

9/13/17-6.15

10/12/17- 5.54

11/10/17- 5.10

12/13/17- 4.60

1/15/18- 4.32

2/13/18- 4.45

3/14/18- 4.89

4/13/18- 4.86

5/14/18 5.15

6/13/18- 5.98

7-13/18- 5.91

8/16/18- 5.92

9/13/18- 5.93

10/12/18- 5.28

11/12/18- 4.80

12/13/18- 4.32
1/19/19- 4.13
2/14/19- 4.13
3/15/19- 4.23
4/15//19- 4.83
5/15/19- 5.76
6/14/19- 5.7
7/18/19- 5.68
8/14/19- 5.68
9/13/19- 5.68
10/14/19- 5.51
11/13/18- 4.79
12/13/19- 4.09
1/16/20- 4.09

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: 2/5/2020 12:28 PM

To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00579790 [ref:_00Dt0GzXt._500t0ROO3M:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00579790.

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 he states that last year someone came to his door and they told him he could save money. He told them he wanted to stay with his local utility; however, his account was switched. He goes on to state that his bill is over \$200.00 more this year than the prior.

Below are the answers to your inquiries:

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

1.

1. On 05/04/2017, [REDACTED] authorized the electric & gas account to Starion Energy ("Station") via Outbound Telemarketer.

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

2.

1. The electric account was enrolled into a 12 month fixed rate of \$0.0629 cents/kWh along with a \$0.24.cents/daily fee.
2. The gas account was enrolled into a month to month variable rate along with a \$0.24/daily fee.

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

3.

1. The unit of measurement for the electric account is kWh.
2. The unit of measurement for the gas account is CCF.

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

4.

1. On 05/04/2017, Starion submitted an enrollment transaction to the local utility and the utility provided a flow start date of 06/13/2017

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.

5.

1. On 01/27/2020, Verde submitted a request to cancel the electric account to the local utility and the utility provided a stop flow date of 02/11/2020.

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

6.

1. There are no Early Termination Fees associated to the electric account.

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.

1. Please be aware that we are working with Starion to retrieve the sales call that was conducted on 05/04/2017. As such, an update will be provided by 02/07/2020.

2. **The signed agreement for service.**

2.

1. Not Applicable

3. **The Terms and Conditions of Service.**

3.

1. Attached

4. **The signed Acknowledgement form.**

4.

1. See Question 2

5. **The Welcome Letter mailed to the customer.**

5.

1. See Question 3

6. **The Third Party Verification recording for this enrollment.**

6.

1. Attached

7. **The contract expiration notices mailed to the customer.**

7.

1. Attached

Conclusion:

We'd like to confirm that per the attached TPV completed on 05/04/2017, [REDACTED] willingly and knowingly authorized the electric and gas account to Starion. Additionally, per the attached Assignment Letter sent on 10/30/2018, Mr. [REDACTED] was properly notified that the electric account would be assigned to Verde approximately on 12/05/2018. The letter indicated that if Mr. [REDACTED] had any objections, to contact Starion by 12/04/2018.

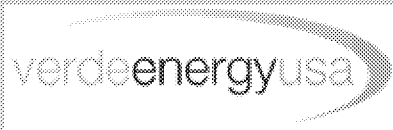
In as much, after careful review of the attached TPV, we have determined that it is not in compliance with the following rules: O.A.C. 4901:1-21-06(D)(2)(a)(viii), O.A.C. 4901:1-29-06(E)(1)(h)(ii). For this reason, Verde will process a cost analysis for the service period between 06/13/2017 (Starion Inception) to 02/11/2020 for the electric account. In attempt to expedite the request, we ask that you please provide the PTC rate that can be located in the customer's monthly invoices.

Lastly, please be aware that the gas account was never assigned to Verde from Starion.

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: Andrea Smith <contactthepuco@puc.state.oh.us>

Sent: Wednesday, January 29, 2020 1:44 PM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00579790 [ref:_00Dt0GzXt_500t0ROO3M: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: 00579790

CUSTOMER: [REDACTED]

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: Mr. [REDACTED] states that last year someone came to his door and they told him he could save money with them. He told them he wanted to stay with Duke. Some how his account was changed and he is is being charged four times the amount of the price to compare. His bill is over \$200.00 more this year than last.

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

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

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Message

From: Customer Concerns [customerconcerns@sparkenergy.com]
on behalf of Customer Concerns <customerconcerns@sparkenergy.com> [customerconcerns@sparkenergy.com]
Sent: 3/18/2020 5:43:51 PM
To: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00591312 [ref:_00Dt0GzXt._500t0SwZhy:ref]
Attachments: [REDACTED]_TPV 10.20.2018.mp3; [REDACTED]_WL 11.9.2018.pdf; [REDACTED]_CEN 10.1.2019.pdf

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00591312.

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 he never received a renewal notice before the contract ended.

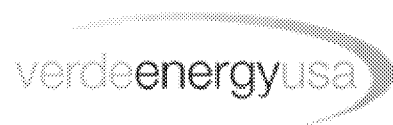
Verde would like to confirm on 10/20/2018, [REDACTED] agreed to enroll his electric service with tele sales agent, Tim Nolan with third party vendor EZ Choice Energy, LLC. As a result, the electric service enrolled onto Verde's Price Lock 12 plan at the 12-month fixed rate of 7.99 cents/kWh with no additional fees. In as much, on 10/21/2018, Verde submitted an enrollment request transaction to the utility which resulted in the electric service becoming active with Verde on 12/1/2018.

See the attached documents. As it stands, Verde is currently working to retrieve the sales call which will be provided upon receipt. In addition, as evidenced by the attached Contract Expiration Notice mailed on 10/1/2019, Mr. [REDACTED] was properly notified that the contracted rate would expire on 11/30/2019. However, because the contract was not renewed, Mr. [REDACTED]'s rate transitioned to the variable month-to-month rate.

Nonetheless, Verde acknowledges discrepancies within the TPV which as of April 2019 have been properly updated and agrees to adjust the charges billed to the utility rate. Lastly, Verde would like to confirm that Mr. [REDACTED]'s electric service is set to terminate on 4/1/2020 without penalty.

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: Thursday, March 5, 2020 12:53 PM
To: Regulatory User <regulatoryuser@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00591312 [ref:_00Dt0GzXt._500t0SwZhy:ref]



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

CASE ID: 00591312

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Greenville, Ohio 45331

SERVICE ADDRESS: [REDACTED], Greenville, Ohio 45331

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:

Mr. [REDACTED] contacted the PUCO regarding the enrollment with your company. He stated he never received a renewal notice before the contract ended.

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.

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._500t0SwZhy:ref

Message

From: Customer Concerns [customerconcerns@sparkenergy.com]
on behalf of Customer Concerns <customerconcerns@sparkenergy.com> [customerconcerns@sparkenergy.com]
Sent: 3/16/2020 1:23:28 PM
To: Alfred Thompson [contactthepuco@puc.state.oh.us]
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00592636 [ref:_00Dt0GzXt._500t0ShQoL:ref]
Attachments: [REDACTED] - TPV.mp3; [REDACTED] - Electric Assignment Letter.pdf; [REDACTED] - Electric Welcome Letter.pdf; [REDACTED] - Gas Assignment Letter.pdf; [REDACTED] - Gas Welcome Letter.pdf

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00592636.

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 Commissions of Ohio ("PUC") because Ms. [REDACTED]'s energy supply service was switched without her approval. She would like Verde cancelled and to be refunded for any amount over what she has paid.

Below are the responses to your inquiries:

1. **How was Ms. [REDACTED]'s enrollment initiated? Telephone, door to door sales, retail store or by internet?**
 - a. On 01/08/2018, Ms. [REDACTED]'s electric and gas enrollments were completed via Outbound Telemarketer into Starion Energy ("Starion").
 - b. On 10/30/2018, Starion mailed out Assignment Letters to Ms. [REDACTED] advising her that the electric and gas accounts would transition to Verde approximately on 12/05/2018. The letter stated that if the customer had any objections to contact Verde by 12/04/2018. (*Letters Attached*)
2. **Can you provide a copy of the sales call, third party verification, signed contract and/or proof of customer enrollment?**
 - a. Attached
3. **What are the terms and conditions of the plan for which she was enrolled?**
 - a. The electric account was enrolled into a month-to-month variable rate along with a \$0.24 cents/Daily Fee.
 - b. The gas account was enrolled into a month-to-month variable rate along with a \$0.24 cent/Daily Fee.
4. **Has customer called in to cancel service? Can you cancel the service without penalty?**
 - a. On 03/20/2020, Ms. [REDACTED] contacted Verde and requested to cancel the electric and gas account with Verde.
 - b. There are no Early Termination Fees associated to this electric and gas account.
5. **Can you provide Ms. [REDACTED] with a re-rated adjusted bill that is consistent with utility's price to compare or the original plan rate?**
 - a. Based on the gathered data, Verde has deemed the electric and gas account as valid with no credits or adjustments warranted.

Conclusion:

We'd like to confirm that per the attached TPV completed on 01/08/2018, [REDACTED] willingly and knowingly authorized the electric and gas account to Starion without any objections. Additionally, per the Assignment Letters sent on 10/30/2018, Ms. [REDACTED] was properly notified that her electric and gas account would be assigned to Verde approximately on 12/05/2018. The letter stated that if the customer had any objections to

contact Verde by 12/04/2018. In as much, Verde has deemed the enrollment as valid with no credits or adjustments warranted.

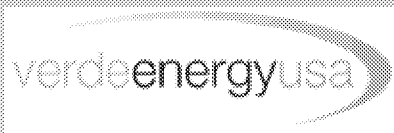
In Addition, Verde is still working with Starion to retrieve the sales call that was conducted on 01/08/2018. As such, Verde will provide an update to the PUCO staff by 03/20/2020.

Lastly, as it stands, Ms. [REDACTED]'s electric account has a pending termination date of 03/19/2020 & the gas account has a pending termination date of 03/20/2020. Please be aware the terminated dates are solely determined 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: Alfred Thompson <contactthepuco@puc.state.oh.us>

Sent: Tuesday, March 10, 2020 2:22 PM

To: Regulatory User <regulatoryuser@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00592636 [ref:_00Dt0GzXt._500t0ShQoL:ref]



**Public Utilities
Commission**

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

CASE ID: 00592636

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Cincinnati, Ohio 45243

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45243

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:

According to Ms. [REDACTED], her energy supply service was switched without her approval. She would like Verde Energy cancelled and to be refunded for any amount over that she has paid.

Please respond after reviewing:

1. How was Ms. [REDACTED]'s enrollment initiated? Telephone, door to door sales, retail store or by internet?
2. Can you provide a copy of the sales call, third party verification, signed contract and/or proof of customer enrollment?
3. What are the terms and conditions of the plan for which she was enrolled?
4. Has customer called in to cancel service? Can you cancel the service without penalty?
5. Can you provide Ms. [REDACTED] with a re-rated adjusted bill that is consistent with utility's price to compare or the original plan rate?

Any additional information that you can provide would be appreciated. Thank you.

Sincerely,

Alfred 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_500t0ShQoL:ref

Message

From: Customer Concerns [customerconcerns@sparkenergy.com]
on behalf of Customer Concerns <customerconcerns@sparkenergy.com> [customerconcerns@sparkenergy.com]
Sent: 3/13/2020 3:55:02 PM
To: Michael Coady [contactthepuco@puc.state.oh.us]
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00590074 [ref:_00Dt0GzXt._500t0SNIRp:ref]
Attachments: [REDACTED]_Starion TPV 10.27.2015.mp3; [REDACTED]_Starion WL 10.27.2015.pdf; [REDACTED]_CEN 11.23.2016.pdf; [REDACTED]_Starion Reassignment Letter 10.30.2018.pdf

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00590074.

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") disputing his enrollment to Verde and for assistance in resolving a billing dispute.

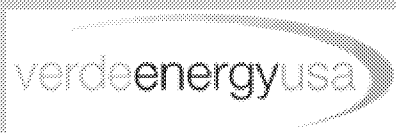
Verde acknowledges per the attached Third Party Verification ("TPV") and Welcome Letter, on 10/27/2015, Mr. [REDACTED] enrolled to Starion Energy ("Starion") onto a 12-month fixed rate of \$0.0599 per kWh with an Account Management Fee ("AMF") of \$0.24 per day and \$100.00 Early Termination Fee ("ETF") with a Starion telemarketer.

In addition, per the attached Contract Expiration Notice which Starion mailed on 11/23/2016, Mr. [REDACTED] was properly notified that the contracted rate would expire on 1/29/2017. Furthermore, because the electric rate was not renewed upon expiring, we acknowledge that on 1/28/2019, Mr. [REDACTED]'s electric service transitioned to Verde onto a variable rate plan. (See Attached Reassignment Letter)

Nonetheless, Verde acknowledges no record of the sales call and agrees to adjust the charges billed to the utility's rate. Lastly, Verde would like to confirm that Mr. [REDACTED]'s electric service terminated on 2/26/2020.

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: Michael Coady <contactthepuco@puc.state.oh.us>
Sent: Tuesday, March 3, 2020 8:36 AM
To: Regulatory User <regulatoryuser@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00590074 [ref:_00Dt0GzXt._500t0SNIRp:ref]



Public Utilities
Commission

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

CASE ID: 00590074

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Williamsburg, Ohio 45176

SERVICE ADDRESS: [REDACTED], Williamsburg, Ohio 45176

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

This customer contacted the PUCO for assistance in resolving a billing dispute he has with the company. He also disputes enrollment with the company.

1. What was the method of enrollment?
2. Please provide all proof of enrollment consistent with the method of enrollment including, but not limited to, copies of any sales calls, copies of any opt-out notices, copies of any welcome letters, copies of any TPVs, I.P. addresses used, e-mail addresses used to enroll, copies of any signed enrollment documents, and the terms and conditions of the enrollment.
3. If this was originally a fixed contract which transitioned to a variable rate after the fixed contract expired, please provide a copy of the notice sent to the customer per O.A.C. 4901:1-21-11(G).

Sincerely,

Michael Coady

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

www.PUCO.ohio.gov

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ref:_00Dt0GzXt_500t0SNIRp:ref

Message

From: Customer Concerns [customerconcerns@sparkenergy.com]
on behalf of Customer Concerns <customerconcerns@sparkenergy.com> [customerconcerns@sparkenergy.com]
Sent: 3/12/2020 1:03:57 PM
To: Cindi Mack [contactthepuco@puc.state.oh.us]
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00591623 [ref: _00Dt0GzXt._500t0Sgj7n:ref]
Attachments: [REDACTED]-Product Change 04.05.19.pdf; [REDACTED]-Product Change 9.6.19.pdf; [REDACTED]-Welcome Letter.pdf; [REDACTED]-TPV.mp3

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00591623.

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") regarding a higher than usual invoice. She states that she is aware that Verde is billing her; however, she is unaware why.

Investigative Results:

- On 02/05/2019, [REDACTED] authorized the electric account to Verde via Outbound Telemarketer associated with CJ Consulting, LLC into a 12-month fixed rate of \$0.0899 cents/kWh. *(TPV Attached)*
- On 02/19/2019, the electric account became active with Verde.
- On 02/20/2019, Verde generated and sent a Welcome Letter. *(Letter Attached)*
- On 04/01/2019, Ms. [REDACTED] contacted Verde due to a high invoice. At this time, Verde offered a new 12-month rate of \$0.0649 cents/kWh and Ms. [REDACTED] agreed.
- On 04/05/2019, Verde generated and sent a Product Change Confirmation Letter. *(Letter Attached)*
- On 08/30/2019, Ms. [REDACTED] contacted Verde due to a high invoice. At this time, Verde offered a new 12-month rate of \$0.0599 cents/kWh.
- On 06/06/2019, Verde generated and sent a Product Change Confirmation Letter. *(Letter Attached)*
- On 03/06/2020, Verde was in receipt of PUCO Complaint No. 00591623.
- On 03/10/2020, Verde submitted a request to cancel the electric account to the local utility.

Outcome:

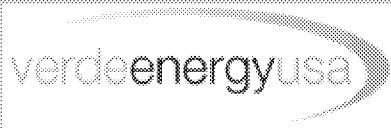
We'd like to confirm that per the attached TPV completed on 02/05/2019, [REDACTED] willingly and knowingly authorized the electric account to Verde without objections. However, after review of the TPV, it was determined that it was not in compliance with the following O.A.C rule; O.A.C. 4901:1-21-06(D)(2)(a)(vii). As such, Verde will process a cost analysis for the electric service between 02/19/19 (Inception) until the account fully terminates. If a credit is deemed due, Ms. [REDACTED] will be refunded accordingly.

Additionally, please be aware that because we are no longer in a business relationship with CJ Consulting, LLC, Verde is unable to retrieve the sales call that was conducted on 02/05/2019.

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

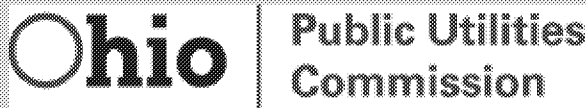
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From: Cindi Mack <contactthepuco@puc.state.oh.us>

Sent: Friday, March 6, 2020 1:55 PM

To: Regulatory User <regulatoryuser@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00591623 [ref:_00Dt0GzXt._500t0Sgj7n:ref]



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

CASE ID: 00591623

CUSTOMER: [REDACTED]

SERVICE ADDRESS: [REDACTED], New Bremen, Ohio 45869

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,

This elderly customer spoke to staff regarding her high than normal bill. She could see that Verde was billing her, but didn't have other specific information.

Please forward:

- all signed documents
- a copy of the Welcome Letter
- T & C's
- TPV

When did the customer's account begin billing with your company?
While the account has been enrolled, what rates have you billed?
Did this customer contact your company regarding this matter?

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

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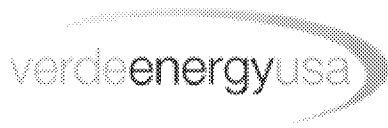
Message

From: Customer Concerns [customerconcerns@sparkenergy.com]
on behalf of Customer Concerns <customerconcerns@sparkenergy.com> [customerconcerns@sparkenergy.com]
Sent: 3/11/2020 4:55:42 PM
To: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00582854 [ref:_00Dt0GzXt._500t0Rmcgz:ref]
Attachments: [REDACTED]_Cost Analysis.pdf

Good Afternoon,

Attached you will find the cost analysis completed for PUCO Complaint No. 00582854. Verde will be issuing a refund check via US Mail to be received within the next 21 business days. Please be advised that the check will be enclosed within a Spark Energy envelope.

Kind 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, March 11, 2020 8:50 AM
To: Customer Concerns <customerconcerns@sparkenergy.com>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00582854 [ref:_00Dt0GzXt._500t0Rmcgz:ref]

Good morning,

Can you advise if there is an update regarding this case?

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 -----

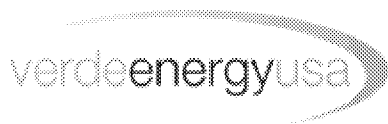
From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 3/3/2020 5:58 PM
To: contactthepuco@puco.ohio.gov

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00582854 [ref:_00Dt0GzXt._500t0Rmcgz:ref]

Good Afternoon,

Thank you for providing the PTC for PUCO Complaint No. 00582854. As such, Verde will gladly provide a copy of the calculations upon completion.

Kind 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 3, 2020 6:52 AM

To: Customer Concerns <customerconcerns@sparkenergy.com>

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00582854 [ref:_00Dt0GzXt._500t0Rmcgz:ref]

Good morning,

Below you will find the price to compare comparison for the customer. Please let me know if you have any questions.

Electric Month	2018 Usage	Utility rate	Amount	Supplier rate	amount
Jan			\$ -		\$ -
Feb			\$ -		\$ -
March			\$ -		\$ -
April			\$ -		\$ -
May			\$ -		\$ -
June			\$ -		\$ -
July			\$ -		\$ -
Aug			\$ -		\$ -
Sept			\$ -		\$ -
Oct			\$ -		\$ -
Nov	699	0.056	\$ 38.92	0.0829	\$ 57.82
Dec	1021	0.051	\$ 52.07	0.0829	\$ 84.64
Total			\$ 90.99		\$ 142.26

2019					
Month	Usage	Utility rate	Amount	Supplier rate	amount
Jan	1376	0.05	\$ 68.80	0.0829	\$ 114.07
Feb	1939	0.048	\$ 94.08	0.0829	\$ 162.40
March	453	0.056	\$ 25.48	0.0829	\$ 37.72
April	263	0.056	\$ 14.73	0.0829	\$ 21.89
May	1151	0.052	\$ 59.83	0.0829	\$ 95.42
June	241	0.053	\$ 12.77	0.0829	\$ 19.98
July	521	0.052	\$ 27.09	0.0829	\$ 43.19
Aug	627	0.052	\$ 32.60	0.0829	\$ 51.98
Sept	481	0.052	\$ 25.01	0.0829	\$ 39.87
Oct	608	0.052	\$ 31.62	0.0829	\$ 50.40
Nov	1801	0.046	\$ 86.05	0.1049	\$ 103.08
Dec	1413	0.044	\$ 62.17	0.1049	\$ 148.22
Total			\$ 598.21		\$ 890.07

Total			\$ 598.21		\$ 890.07
2020					
Month	Usage	Utility rate	Amount	Supplier rate	amount
Jan	2104	0.044	\$ 92.58	0.1899	\$ 399.55
Feb	372	0.044	\$ 16.37	0.189892473	\$ 70.64
March			\$ -		\$ -
April			\$ -		\$ -
May			\$ -		\$ -
June			\$ -		\$ -
July			\$ -		\$ -
Aug			\$ -		\$ -
Sept			\$ -		\$ -
Oct			\$ -		\$ -
Nov			\$ -		\$ -
Dec			\$ -		\$ -
Total			\$ 108.94		\$ 470.19
			\$708.14		\$1,302.52

Thank you,

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: 2/17/2020 3:24 PM

To: contactthepuco@puco.ohio.gov

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00582854 [ref: _00Dt0GzXt._500t0Rmcgz:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00582854.

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

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

Investigative Results:

1. On 9/19/2018, Verde received a Third Party Verification ("TPV") from door-to-door sales agent, Hilton Nelson (ID: 5246816910) with third party vendor, Energy Group Consultants, LLC in which Devon [REDACTED] authorized the electric service. As a result, the electric service enrolled onto Verde's Price Lock 12 plan at the 12-month fixed rate of 8.29 cents/kWh with a \$0 Monthly Service Fee and \$0 Early Termination Fee. (TPV Attached)
2. On 9/20/2018, Verde submitted an enrollment request transaction to the utility.
3. On 9/21/2018, Verde received an inbound enrollment accept response from the utility.
4. On 10/1/2018, Verde generated and mailed the Welcome Letter. (Letter Attached)
5. On 10/25/2018, the electric service became active with Verde.
6. On 2/3/2020, Verde submitted an outbound termination transaction to the utility per the customer's request.
7. On 2/4/2020, Verde received an inbound termination response from the utility with the effective date of 2/22/2020.
8. On 2/5/2020, Verde received PUCO Complaint No. 00582854.
 1. On the same day, Verde spoke to Ms. [REDACTED] who stated that she does not know Devon [REDACTED] and is not familiar with the telephone number used to enroll the electric service.

Outcome:

Verde would like to acknowledge that Ms. [REDACTED] is not associated with and has no knowledge of the person who authorized the electric service to Verde. Furthermore, Verde acknowledges that Ms. [REDACTED] has no knowledge of the telephone number used to enroll the service. In addition, Verde has no record of the signed agreement for the electric enrollment completed on 9/19/2018. Based upon these reasons, Verde agrees the enrollment should be deemed as a "No Sale". Consequently, Verde agrees to process a cost analysis to the utility rate for the service dates of 10/25/2018 (date of inception) until 2/22/2020 (scheduled termination date).

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 is final billed.

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.

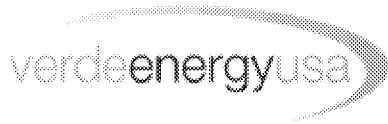
Nonetheless, Verde would like to confirm that the sales agent and sales office associated with this occurrence are no longer actively doing business with Verde. However, as a courtesy, Verde has added Ms. [REDACTED]' telephone number of

██████████ and service address of ██████████ Xenia, Ohio 45385 onto our "Do Not Solicit" list to avoid any future solicitation.

Lastly, as it stands, the electric service is set to terminate on 2/22/2020 with the termination date being solely determined by the utility and not Verde.

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: Wednesday, February 5, 2020 12:53 PM

To: Regulatory User <regulatoryuser@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00582854 [ref:_00Dt0GzXt._500t0Rmcgz:ref]



Initial Submission of a Consumer Complaint

Provider of Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00582854

CUSTOMER: ██████████

ADDRESS: ██████████ Xenia, Ohio 45385

SERVICE ADDRESS: ██████████, Xenia, Ohio 45385

AIQ: Dayton Power and Light Co

SERVICE ACCOUNT NUMBER: n/a

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

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

Please review the account and advise:

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

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

1. The sales 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

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._500t0Rmcgz:ref

CAUTION: This is an external email. This message might not be safe. Do not click links or open attachments if the email looks suspicious. Forward to csc@ohio.gov.

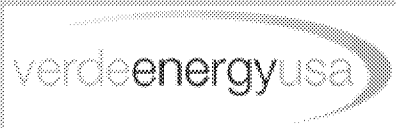
Message

From: Customer Concerns [customerconcerns@sparkenergy.com]
on behalf of Customer Concerns <customerconcerns@sparkenergy.com> [customerconcerns@sparkenergy.com]
Sent: 3/10/2020 7:31:36 PM
To: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00579287 [ref:_00Dt0GzXt._500t0RNTof:ref]
Attachments: [REDACTED] Verde_Cost Analysis.xlsx

Good Afternoon,

Attached you will find the cost analysis completed for PUCO Complaint No. 00579287. As such, Ms. [REDACTED] will be receiving a refund check to be received within the next 21 business days. Lastly, please inform that the check will be enclosed within a Spark Energy envelope.

Kind Regards,



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

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Monday, March 9, 2020 1:41 PM
To: Customer Concerns <customerconcerns@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00579287 [ref:_00Dt0GzXt._500t0RNTof:ref]



PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00579287

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Alliance, Ohio 44601

SERVICE ADDRESS: [REDACTED], Alliance, Ohio
44601

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: I did listen to the TPV but very hard to hear Ms. [REDACTED] answering questions. However, has the account finalized with OE and has the re-rate been done? If so, please provide a break down of charges and the total amount of the credit. 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: 1/31/2020 11:08 AM

To: contactthepuco@puco.ohio.gov

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00579287 [ref: _00Dt0GzXt_500t0RNTof:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00579287.

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") stating the service being billed at \$0.15 cents per kWh. Mr. [REDACTED] states the tenant at this property agreed to sign up with the company without his consent. Mr. [REDACTED] has requested to cancel the service and would like to have the rate adjusted and refunded.

Investigative Results:

1. On 2/6/2018, [REDACTED] authorized the electric service to CenStar Energy ("CenStar") with telesales agent, Damien Anderson with third party vendor, Intersoft. As a result, the electric service enrolled onto CenStar's Guaranteed Power 12 plan at the 12-month rate of 7.35 cents/kWh with a \$0 Monthly Service Fee and \$0 Early Termination Fee. *(TPV Attached)*
2. On 2/14/2018, CenStar generated and mailed the Welcome Letter. *(Letter Attached)*
3. On 3/14/2018, the electric service became active with CenStar.
4. On 6/26/2018, CenStar generated and mailed the Customer Reassignment Letter advising of the transition to Verde. The letter instructs the customer to contact CenStar by 7/30/2018 with any questions about the transfer of service. *(Letter Attached)*
5. On 7/31/2018, due to no objections, Verde submitted an enrollment request transaction to the utility.
6. On 8/1/2018, Verde received an inbound enrollment response from the utility with the effective date of 9/12/2018.
7. On 9/12/2018, the electric service became active with Verde.
8. On 1/28/2019, Verde generated and mailed the Contract Expiration Notice.
9. On 3/14/2019, due to no response, the rate transitioned to the variable month-to-month rate.
10. On 1/24/2019, Verde submitted a termination transaction to the utility as requested by [REDACTED]
 1. On the same day, Verde received an inbound termination response from the utility with the effective date of 2/7/2020.
 2. On the same day, Verde received PUCO Complaint No. 00579287.

Outcome:

Verde would like to confirm per the attached TPV completed on 2/6/2018, [REDACTED] authorized the electric service with CenStar. After careful review of the TPV, Verde acknowledges noticeable discrepancies and agrees the enrollment should be deemed as a "No Sale". Furthermore, Verde acknowledges that the account holder, [REDACTED] did not give consent to have the electric service at [REDACTED] Alliance, Ohio 44601 switched to third party supplier, CenStar. In addition, Verde acknowledges the discrepancy of the electric rate listed on the CenStar Welcome Letter. *(Please see attached Rate History)*

Based upon the aforementioned, Verde agrees to process a cost analysis to the utility's rate for the service periods from 3/14/2018 (*CenStar inception date*) to 9/11/2018 (*CenStar termination date*) and from 9/12/2018 (*Verde inception date*) to 2/7/2020 (*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 and

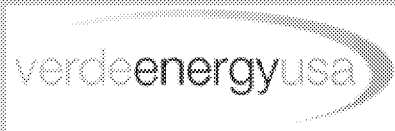
refund the customer accordingly. In as much, in the effort to ensure the customer's refund is properly received, please provide the appropriate mailing address.

Furthermore, Verde would like to confirm that the sales agent and sales office associated with this matter are no longer doing business with Verde. Nonetheless, we are currently working with the proper department to retrieve the sales call associated with this occurrence.

As it stands, the electric service is set to terminate on 2/7/2020 without penalty. Lastly, please be advised the termination date is solely determined by the utility and not Verde.

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: Andrea Smith <contactthepuco@puc.state.oh.us>
Sent: Friday, January 24, 2020 2:46 PM
To: Regulatory <regulatory@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00579287 [ref:_00Dt0GzXt_500t0RNTof: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: 00579287

CUSTOMER: [REDACTED]

SERVICE ADDRESS: [REDACTED], Alliance, Ohio
44601

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: Mr. [REDACTED] states that the service at this address is being billed at \$0.15 cents per kWh. The tenant at this property agreed to sign up with the company not him. Company has agreed to cancel the account but will not refund him the different in rates. Would like to know why?

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._500t0RNTof:ref

CAUTION: This is an external email. This message might not be safe. Do not click links or open attachments if the email looks suspicious. Forward to csc@ohio.gov.

Message

From: Customer Concerns [customerconcerns@sparkenergy.com]
on behalf of Customer Concerns <customerconcerns@sparkenergy.com> [customerconcerns@sparkenergy.com]
Sent: 3/6/2020 10:08:12 PM
To: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00586881 [ref: _00Dt0GzXt._500t0RuTdW:ref]
Attachments: [REDACTED]_Starion TPV 1.25.2017.mp3; [REDACTED]_Starion WL 1.25.2017.pdf; [REDACTED]
[REDACTED]_Reassignment Letter 10.30.2018.pdf; [REDACTED]_Renewal Notice1.3.2018.pdf

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00586881.

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") regarding the rate being charged by Verde.

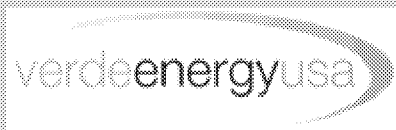
Verde acknowledges per the attached Third Party Verification ("TPV") and Welcome Letter, on 1/25/2017, Mr. [REDACTED] enrolled to Starion Energy ("Starion") onto a 12-month fixed rate of 6.29 cents/kWh with an Account Management Fee ("AMF") of 24 cents/day which became active with Starion on 3/10/2017. In addition, per the attached Contract Expiration Notice which Starion mailed on 1/3/2018, Mr. [REDACTED] was properly notified that the contracted rate would expire on 3/10/2018. Nonetheless, because the electric rate was not renewed upon expiring, we acknowledge that on 1/10/2019, Mr. [REDACTED]'s electric service transitioned to Verde onto a variable rate plan. (*See Attached Reassignment Letter*)

In as much, when an account is on a month-to-month variable product, the price is volatile depending on market conditions. As it stands, the electric service is set to terminate on 3/9/2020 with the termination date being solely determined by the utility. Moreover, Verde acknowledges discrepancies within the Starion TPV and agrees to adjust all charges billed from 3/10/2017 (*Starion inception date*) until 3/9/2020 (*Verde termination date*).

As such, please understand the Verde adjustments will not be completed until the account terminates and final bills. Lastly, upon completion of the rate adjustment, Verde will gladly provide a copy of the calculations to Staff and the customer will receive a refund check via US Mail.

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: Darita Patterson <contactthepuco@puc.state.oh.us>
Sent: Thursday, February 20, 2020 11:19 AM
To: Regulatory User <regulatoryuser@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00586881 [ref: _00Dt0GzXt._500t0RuTdW:ref]



**Public Utilities
Commission**

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

CASE ID: 00586881

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Cincinnati, Ohio 45223

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45223

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:

Customer upset about the ridiculous rate they are being charged and would like an investigation.

- Please cancel immediately and provide drop date.
- Please provide enrollment TPV, contract terms and a copy of all notices sent to the customer.
- Please explain the high rate the customer is being billed.
- Please respond with resolution including any credit for the extreme rate.

Sincerely,

Darita Patterson

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

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

ref:_00Dt0GzXt._500t0RuTdW:ref

Message

From: Customer Concerns [customerconcerns@sparkenergy.com]
on behalf of Customer Concerns <customerconcerns@sparkenergy.com> [customerconcerns@sparkenergy.com]
Sent: 3/6/2020 9:08:00 PM
To: Mariner Taft [contactthepuco@puc.state.oh.us]
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00590039 [ref:_00Dt0GzXt._500t0SNhkF:ref]
Attachments: [REDACTED] - Contract Expiration 1.4.18.pdf; [REDACTED] -Welcome Letter.pdf; [REDACTED] -TPV.wav

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00590039.

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 he states that he signed up with Verde over a year ago under the impression that he would get a \$50.00 check each month that he was a customer of Verde. He goes on to state that his invoices have been increasing as a result of having Verde.

Investigative Results:

- On 01/26/2018, [REDACTED] authorized the electric account to Verde via inbound representative Christine Banks, associated with Transparent BPO, LLC. *(TPV Attached)*
 - The electric account was enrolled into a 12-month fixed rate of \$0.0699 cents/kWh.
- On 01/31/2018, Verde generated and sent a Welcome Letter.
- On 02/16/2018, the electric account became active with Verde
- On 01/04/2019, Verde generated and sent a Contract Expiration Notice. *(Notice Attached)*
- On 12/27/2019, Mr. [REDACTED] contacted Verde and requested to cancel the electric account due to high invoices. At this time, Verde submitted a request to cancel the electric account to the local utility.
- On 01/18/2020, the electric account became inactive with Verde.
- On 03/02/2020, Verde was in receipt of PUCO Complaint No. 00590039.

Outcome:

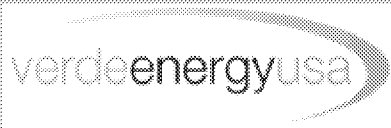
We'd like to confirm that per the attached TPV completed on 01/26/2018, [REDACTED] willingly and knowingly authorized the electric account to Verde without any objections. Additionally, Verde does not offer any promotion that includes a \$50.00 incentive every month; however, Verde does offer a rebate program that rewards the customers with two (2) \$50.00 rebate checks. These checks are processed after the 1st and 6th month of active service with Verde. In order to receive the rebate checks, Mr. [REDACTED] would have had to have mailed in the rebate vouchers along with the bills attached within the 1st and 6th month of active service to start the rebate process. Unfortunately, Verde's records do not reflect receipt of the aforementioned rebate forms. In as much, Verde deems the enrollment & charges as valid with no credits or adjustments warranted.

Lastly, please be aware that we're working diligently with Transparent BPO, LLC in attempt to retrieve the sales call that was conducted on 01/26/2018. As such, an update will be provided to the staff by 03/10/2020.

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: Mariner Taft <contactthepuco@puc.state.oh.us>
Sent: Monday, March 2, 2020 1:45 PM
To: Regulatory User <regulatoryuser@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00590039 [ref:_00Dt0GzXt._500t0SNhkF:ref]



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

CASE ID: 00590039
COMPANY:
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED], Dayton, Ohio 45403
SERVICE ADDRESS: [REDACTED], Dayton, Ohio 45403
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: The customer states signing up with Verde a year ago and was advised would get a \$50 check each month when was with Verde. The customer called Verde after enrolling and was told would get one \$50 check. The customer states his bill has increased since signing up with Verde, but also states cancelling the contract. When did the customer enroll with Verde? Was it for electric, gas or both services? Please provide the tpv, sales call and welcome letter with terms

and conditions of the contract for review. Is the contract still active? Please advise.

Sincerely,

Mariner Taft

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

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ref:_00Dt0GzXt_500t0SNhkF:ref

Message

From: Edwin Quinonez [equinonez@sparkenergy.com]
on behalf of Edwin Quinonez <equinonez@sparkenergy.com> [equinonez@sparkenergy.com]
Sent: 3/6/2020 7:07:22 PM
To: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
Subject: 1spk1RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00589948 [ref:_00Dt0GzXt._500t0SNYvx:ref]
Attachments: [REDACTED] - Electric Welcome Letter.pdf; [REDACTED] - Gas Welcome Letter.pdf; [REDACTED] -TPV.mp3; [REDACTED] - Gas Contract Expiration.pdf

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00589948.

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") regarding her enrollment with Verde.

Below are the responses to your inquiries:

- **When, how, and by whom the enrollment was completed?**
 - On 01/09/2019, [REDACTED] authorized the electric and gas account to Verde via Outbound Telemarketer Adam West (Agent ID: 2668623660) associated with Dark Star.
- **If the enrollment was for a fixed, variable, or variable with an introductory rate product.**
 - The electric account was enrolled into a 12 month fixed rate of \$0.0929 cents/kWh.
 - The gas account was enrolled into a 12 month fixed rate of \$0.6750 cents/therms.
- **What was the customer billed per CCF/MCF/kWh for all service periods during which the customer was enrolled?**
 - The unit of measurement for the electric account was kWh.
 - The unit of measurement mentioned for the gas account was therms; however, customer was billed in CCF.
- **The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.**
 - On 01/16/2019, Verde submitted an enrollment transaction for the electric account to the local utility and the utility provided a flow start date of 01/24/2019.
 - On 01/10/2019, Verde submitted an enrollment transaction for the gas account for the gas account to the local utility and the local utility provided a start flow date of 01/15/2019.
- **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 01/24/2019, Verde was in receipt of an unsolicited rescission transaction form the local utility for the electric account.
 - On 03/02/2019, Verde submitted a request to cancel the gas account to the local utility and the local utility has yet to effectuate a service cancellation date.
- **Are there any early termination fees associated with this enrollment? If so, will the fees be waived and if not, why?**
 - There are no early termination fees associated with this electric & gas account.

Attached are the requested materials (as applicable):

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

- a. Attached
2. **The signed agreement for service.**
 - a. Not Applicable
3. **The Terms and Conditions of Service.**
 - a. Attached
4. **The signed Acknowledgement form.**
 - a. See Question 2.
5. **The Welcome Letter mailed to the customer.**
 - a. See Question 3.
6. **The Third-Party Verification recording for this enrollment.**
 - a. Attached
7. **The contract expiration notices mailed to the customer.**
 - a. Gas Contract Expiration Notice Attached.59.

Conclusion:

After review of the attached TPV conducted on 01/09/2019, Verde agrees that it's not in compliance with the following O.A.C Rules:

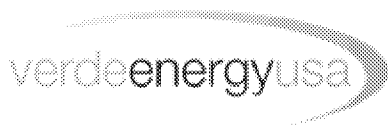
- O.A.C. 4901:1-29-06(E)(1)(g).
- O.A.C. 4901:1-29-06(E)(1)(h)(ii)
- O.A.C. 4901:1-21-06(D)(2)(a)(viii)
- O.A.C. 4901:1-29-06(E)(1)(f)(ii)

For this reason, Verde agrees to process a cost analysis for the gas account from 01/15/2019 (inception) until the account fully terminates. In as much, please understand the cost analysis will not be processed until the final invoices are generated and if a credit is deemed as due, the customer 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

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, March 2, 2020 11:17 AM

To: Regulatory User <regulatoryuser@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00589948 [ref:_00Dt0GzXt._500t0SNYvx:ref]



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

CASE ID: 00589948

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Marion, Ohio 43302

SERVICE ADDRESS: [REDACTED], Marion, Ohio 43302

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

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

DESCRIPTION OF ISSUE:

This customer has contacted the PUCO regarding the re-enrollment of her 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.

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._500t0SNYvx: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: 3/2/2020 5:26:28 PM
To: customerconcerns@sparkenergy.com
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00572979 [ref:_00Dt0GzXt._500t0QdQXl:ref]

Yes.

Sincerely,

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

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

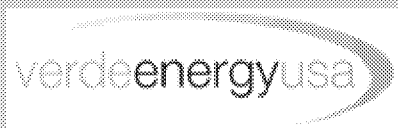
----- Original Message -----

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 2/28/2020 11:44 AM
To: contactthepuco@puco.ohio.gov
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00572979 [ref:_00Dt0GzXt._500t0QdQXl:ref]

Good Morning,

The PTC provided does not include May 2018 and June 2018. Would you like Verde to use the PTC provided for July 2018?

Kind 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, February 28, 2020 9:57 AM
To: Customer Concerns <customerconcerns@sparkenergy.com>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00572979 [ref:_00Dt0GzXt._500t0QdQXl:ref]

Good Morning,

Any updates?

Sincerely,

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

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

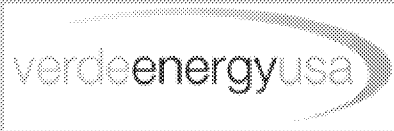
----- Original Message -----

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 2/20/2020 2:46 PM
To: contactthepuco@puc.ohio.gov
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00572979 [ref:_00Dt0GzXt._500t0QdQXl:ref]

Good Afternoon,

Thank you for providing the PTC required to complete the cost analyses for PUCO Complaint No. 00572979. Upon completing the cost analyses, Verde will gladly provide copies of the calculations.

Kind 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: Thursday, February 20, 2020 12:48 PM
To: Customer Concerns <customerconcerns@sparkenergy.com>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00572979 [ref:_00Dt0GzXt._500t0QdQXl:ref]

Good Afternoon,
The price to compare rates are as follows:
2018-
July 6.00

Aug 5.90

SEP 5.90

Oct 4.22

Nov 4.26

Dec-4.22

FEB 2019-4.06

MARCH 2019 4.09

APRIL 2019 4.13

MAY 1 2019 4.17

MAY 31 4.19

Sincerely,

Shanequa Jones
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department

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

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

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 2/6/2020 4:27 PM

To: contactthepuco@puco.ohio.gov

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00572979 [ref: _00Dt0GzXt._500t0QdQXl:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00572979.

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

[REDACTED] has filed a complaint on behalf of the [REDACTED] with the Public Utilities Commission of Ohio ("PUCO") with claims of being overcharged as much as \$54,000 by Verde during 2017-2019 for eight (8) accounts acquired from National Gas & Electric ("NGE").

Investigative Results:

1. On 3/14/2018, NGE generated and mailed Customer Reassignment Letters advising of the transition to Verde on approximately 4/15/2018. The letter instructs the customer to contact NGE by 4/14/2018 with any questions. *(Letters Attached)*
2. On 5/8/2018, account numbers [REDACTED] transitioned to Verde onto variable rate plans. *(Rate History's Attached)*
3. On 5/8/2019, the eight (8) accounts terminated with Verde.
4. On 1/31/2019, Verde received PUCO Complaint No. 00572979

Outcome:

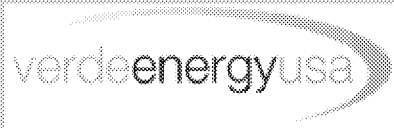
After careful review, Verde acknowledges the attached Contract Expiration Notices which were generated and mailed on 5/20/2017 by NGE. Unfortunately, because the accounts were not renewed, they transitioned to Verde onto variable month-to-month rate plans. After further review, Verde acknowledges there is no record of the initial sales call upon solicitation of the service. *(NGE Enrollment and Renewal Expiration Documents Attached)* Based upon this, Verde agrees to adjust the eight (8) electric accounts to the utility's rate for the service dates of 5/18/2018 *(Verde inception date)* until 5/8/2019 *(Verde termination date)*.

As such, 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 accounts terminated on 5/9/2019 with the termination date being solely determined by the utility and not Verde.

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: Shanequa Jones <contactthepuco@puc.state.oh.us>

Sent: Tuesday, January 28, 2020 1:48 PM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00572979 [ref: _00Dt0GzXt_500t0QdQXl:ref]



**Public Utilities
Commission**

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00572979

COMPANY: [REDACTED]

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Cincinnati, Ohio 45245

AIQ: National Gas & Electric LLC

SERVICE ACCOUNT NUMBER: As above

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,

The customer sent in the following email:

[REDACTED] is a real estate investment company, which owns and operates properties, including [REDACTED]. [REDACTED] had a contract with supplier Dynegy to provide electrical service for [REDACTED]. On April 6, 2017, National Gas and Electric ("National G & E") transferred the electric service for eight meters at [REDACTED], from Dynegy to National G & E.

[REDACTED]'s energy costs rose significantly during the switched period, to as much as 16 cents per kilowatt hour.

[REDACTED] demanded an explanation from National G & E. The National G & E representative claimed one of their representatives made a sale call to some onsite [REDACTED] employee at [REDACTED], and that during the course of that call, the [REDACTED] employee verbally authorized the change.

National G & E's version lacks supporting evidence and clashes with [REDACTED] management model. National G & E has provided no evidence that such a call took place. Furthermore, [REDACTED] onsite property manager has no authority to switch utility providers, or otherwise enter a managed property into a vendor contract, for utility service or otherwise. For the record, the employee states she did not authorize any switch, and National G & E has not provided any recording, any resultant written authorization or any other evidence memorializing a valid switch of electrical service providers for this site.

In May 2018, National G & E sold the account to Verde Energy.

[REDACTED] estimates it was overcharged as much as \$54,000 between 2017-2019.

The affected accounts, as reflected on Duke Energy statements are:

(1) [REDACTED]; (2) [REDACTED]; (3) [REDACTED]; (4) [REDACTED]; (5) [REDACTED]; (6) [REDACTED]; (7) [REDACTED]; (8) [REDACTED].

All were switched by National G & E on April 6, 2017

Please reply to the following questions:

1. Were the account transferred to Verde Energy on 04/19/18?
2. What was the rate at the time of the transfer?
3. In light of the customer's accounts being on a variable rate- Is the company willing to re-rate the customer's account back to the utility rate for the period of 04/19/18 to present?

Any additional information that the company can provide would be greatly appreciated.

Sincerely,

Shanequa Jones

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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

ref:_00Dt0GzXt._500t0QdQXl:ref

CAUTION: This is an external email. This message might not be safe. Do not click links or open attachments if the email looks suspicious. Forward to csc@ohio.gov.

Message

From: Customer Concerns [customerconcerns@sparkenergy.com]
on behalf of Customer Concerns <customerconcerns@sparkenergy.com> [customerconcerns@sparkenergy.com]
Sent: 2/27/2020 11:32:23 PM
To: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00584822 [ref: _00Dt0GzXt_500t0RrZDt:ref]
Attachments: [REDACTED]_WL 1.14.2019.pdf; [REDACTED] TPV 1.4.2019.mp3; [REDACTED] Rate History.pdf

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00584822.

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 his gas service was disconnected due to high bill charges from Verde and he did not receive a \$100 credit promised by Verde. Mr. [REDACTED] also claims that he has not been billed according to the agreed upon rate and that he has been trying to cancel the gas service but cannot get in touch with Verde.

After completing a TPV on 1/14/19, the [REDACTED] household was enrolled onto Verde's Price Lock 12 100% Renewable plan at the 12-month rate of 62.50 cents/CCF with a \$0 Monthly Service Fee and \$0 Early Termination Fee. *(Please see attached TPV and Welcome Letter and Terms of Service Sent to the [REDACTED])*

After further review, per the attached rate history, Verde would like to confirm that Mr. [REDACTED] has been properly billed based upon the agreed upon rate. However, because the rate was offered and billed in the incorrect unit of measure, we agree the enrollment should be deemed as a "No Sale". For this reason, Verde agrees to process a cost analysis to the utility's rate for the service dates of 1/30/2019 *(date of inception)* until 2/24/2020 *(date of termination)*.

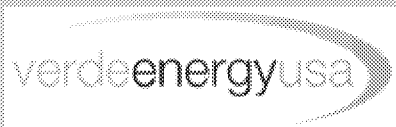
In reference to a \$100 credit, Verde has no record of a promise of a \$100 credit with Mr. [REDACTED] and his Welcome Letter and Terms of Service do not reference any such credit. Verde has reached out to the Energy Group Consultants the marketing vendor with the agent Thomas Hart associated with the [REDACTED] account) but has not received a response. Verde is no longer doing business with Energy Group Consultants.

Nonetheless, Mr. [REDACTED] contacted Verde on 11/20/2019 inquiring about a rebate offer in which the Verde agent explained there was no rebate available at the time of enrollment. Moreover, the Verde agent offered Mr. [REDACTED] a \$25 gift card which he accepted.

Verde received no prior cancellation requests or contact from Mr. [REDACTED] after his 11/20/2019 call until the receipt of PUCO Complaint No. 00584822. Verde did not "disconnect" or request cancellation until after receiving this complaint. The [REDACTED]'s Verde gas service terminated on 2/24/2020.

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: Darita Patterson <contactthepuco@puc.state.oh.us>
Sent: Thursday, February 13, 2020 2:26 PM
To: Regulatory User <regulatoryuser@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00584822 [ref:_00Dt0GzXt._500t0RrZDt:ref]



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

CASE ID: 00584822

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. 4901:1-29-06(D)(6)(b)(v)

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

- Please process cancellation immediately and provide drop date.
- Please provide enrollment TPV/documents and the contract terms.
- Please state the rate the customer has been billed each month since enrolling.
- Please provide details of the \$100 credit the customer was promised and explain why it was not provided.
- Please provide the date the customer first contact Verde and provide the details of the call. Also, please state why he wasn't dropped at that time.

DESCRIPTION OF ISSUE:

Gas service was disconnected due to high bill charges from Verde. He signed up with Verde last year and his rate has increased dramatically. He also did not receive a \$100 credit they promised him. Customer stated he has been trying to cancel with Verde but they give him the run around or

he cannot get a hold of them. He feels they are not billing him according to what was agreed upon. On his last bill he was charged 6.25 per Mcf.

Sincerely,

Darita Patterson

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

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

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Message

From: Customer Concerns [customerconcerns@sparkenergy.com]
on behalf of Customer Concerns <customerconcerns@sparkenergy.com> [customerconcerns@sparkenergy.com]
Sent: 2/20/2020 11:33:27 PM
To: Michael Coady [contactthepuco@puc.state.oh.us]
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00583244 [ref:_00Dt0GzXt._500t0Rn9hO:ref]
Attachments: [REDACTED].wav

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00583244.

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") related to an enrollment with Verde. Ms. [REDACTED] stated that she has been in contact with Verde and has been promised a refund in which she has yet to receive.

Investigative Results:

Verde acknowledges that it has been in contact with Ms. [REDACTED] in response to concerns related to her enrollment with Verde in electric service in 2017. In late 2019, Verde investigated and agreed to re-rate and provide a refund to Ms. [REDACTED] for the service dates of 11/6/2017 (*date of inception*) to 11/4/2019 (*date of termination solely determined by the utility*). Due to Verde needing the PTC, there has been an unfortunate delay in processing the refund. Verde will be identifying the PTCs in effect during the above period and promptly send the refund to Ms. [REDACTED] at her service address.

Underlying Background:

- On 10/17/2017, Mr. [REDACTED] authorized the electric and gas service to Verde with door-to-door agent 2119 C2C D2D. As a result, the electric service enrolled onto Verde's 12-Month Renewable rate of 6.99 cents/kWh with \$0 Monthly Service Fee ("MSF") and \$0 Early Termination Fee ("ETF"). The gas service enrolled onto Verde's 12-Month Fixed rate of \$0.499 cents/CCF with \$0 MSF and \$0 ETF. (*TPV Attached*)
 - On the same day, Verde submitted an enrollment request transaction to the utility for the gas service. It was rejected due to reject code: 005005 - Account Is In Arrears. For this reason, the gas service did not become active with Verde.
- On 10/23/2017, Verde submitted an enrollment request transaction to the utility for the electric service.
- On 10/24/2017, Verde received an inbound enrollment accept response from the utility for the electric service with the effective date of 11/6/2017.
- On 11/6/2017, the electric service became active with Verde.
- On 10/2/2019, Ms. [REDACTED] contacted Verde to dispute the enrollment to Verde. The Verde agent submitted a termination transaction to the utility for the electric service and submitted a request to investigate the enrollment.
- On 10/4/2019, Verde received an inbound termination transaction from the utility for the electric service with the effective date of 11/4/2019.
 - On the same day, Verde contacted Ms. [REDACTED] to review the enrollment call with her. Ms. [REDACTED] did not recognize the telephone number or voice of the person who authorized the enrollment. The Verde agent informed Ms. [REDACTED] at that time that a request would be submitted to re-rate the charges billed

by Verde so that she was not charged more than the utility's PTC for electric service for the period of 11/6/2017 (date of inception) to 11/4/2019 (date of termination solely determined by the utility).

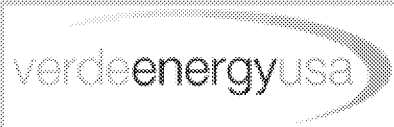
- On 11/11/2019, Ms. [REDACTED] contacted Verde to check the status of the offered re-rate. The Verde agent requested Ms. [REDACTED] to provide invoices for the PTC to complete the re-rate. The Verde agent provided the email address of customercare@verdeenergy.com to submit invoices.
 - On the same day, Verde received the attached utility invoice from Ms. [REDACTED]
- On 2/6/2020, Verde received PUCO Complaint No. 00583244.

Verde confirms that we determined the person who authorized the enrollment for electric services in 2017 and the telephone number used to enroll the electric service in 2017 are not associated with [REDACTED]. In addition, Verde acknowledges that we are unable to locate the Welcome Letter, signed contract or Contract Expiration Notice. For these reasons, we have deemed the enrollment to Verde as a "No Sale". Since the gas service did not become active with Verde, no credits or adjustments are warranted for the gas service.

Verde confirms that Ms. [REDACTED] will be properly refunded and will confirm same with the PUCO Staff when the refund is sent.

Please let me know if you have any additional concerns.

Kind Regards,



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

From: Michael Coady <contactthepuco@puc.state.oh.us>

Sent: Thursday, February 6, 2020 2:52 PM

To: Regulatory User <regulatoryuser@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00583244 [ref:_00Dt0GzXt_500t0Rn9hO:ref]



**Public Utilities
Commission**

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

CASE ID: 00583244

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Cincinnati, Ohio 45224

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45224

AIQ: Verde Energy USA Ohio LLC

SERVICE [REDACTED]
[REDACTED]

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

DESCRIPTION OF ISSUE:

This customer contacted the PUCO to dispute enrollment with the company for electric generation and natural gas supply. She stated that she has been in contact with the company, has been promised a refund, but has not received it yet.

1. What was the method of enrollment?
2. Please provide all proof of enrollment consistent with the method of enrollment including, but not limited to, copies of any sales calls, copies of any opt-out notices, copies of any welcome letters, copies of any TPVs, I.P. addresses used, e-mail addresses used to enroll, copies of any signed enrollment documents, and the terms and conditions of the enrollment.
3. If this was originally a fixed contract which transitioned to a variable rate after the fixed contract expired, please provide a copy of the notice sent to the customer per O.A.C. 4901:1-21-11(G) and/or O.A.C. 4901:1-29-10(F).

Sincerely,

Michael Coady

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

www.PUCO.ohio.gov

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

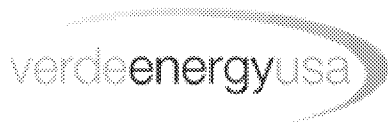
ref:_00Dt0GzXt_500t0Rn9hO.ref

Message

From: Customer Concerns [customerconcerns@sparkenergy.com]
on behalf of Customer Concerns <customerconcerns@sparkenergy.com> [customerconcerns@sparkenergy.com]
Sent: 2/19/2020 11:13:30 PM
To: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00573827 [ref:_00Dt0GzXt._500t0Qeh4s:ref]
Attachments: [REDACTED].Cost Analysis.pdf

Attached you will find the cost analysis completed for PUCO Complaint No. 00573827. Verde will be issuing a refund check via US Mail to be received within the next 21 business days. In an effort to ensure the check is not overlooked, please advise that the check will be enclosed within a Spark Energy envelope.

Kind 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, February 18, 2020 11:02 AM
To: Customer Concerns <customerconcerns@sparkenergy.com>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00573827 [ref:_00Dt0GzXt._500t0Qeh4s:ref]

Good afternoon,

Can you please provide an update regarding this case.

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: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
Sent: 2/4/2020 1:48 PM
To: customerconcerns@sparkenergy.com
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00573827 [ref:_00Dt0GzXt._500t0Qeh4s:ref]

Good afternoon,

Can you please provide an update regarding this case.

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: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
Sent: 1/27/2020 11:48 AM
To: customerconcerns@sparkenergy.com
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00573827 [ref:_00Dt0GzXt._500t0Qeh4s:ref]

Good morning, Please find attached the PTC comparison for this customer.

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: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
Sent: 1/16/2020 1:05 PM
To: customerconcerns@sparkenergy.com
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00573827 [ref:_00Dt0GzXt._500t0Qeh4s:ref]

I will reach out to the utility company to get that information and provide it to you once available.

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]

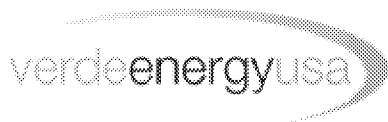
Sent: 1/16/2020 12:46 PM

To: contactthepuco@puco.ohio.gov

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00573827 [ref:_00Dt0GzXt._500t0Qeh4s:ref]

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.

Kind 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: Thursday, January 16, 2020 7:46 AM

To: Customer Concerns <customerconcerns@sparkenergy.com>

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00573827 [ref:_00Dt0GzXt._500t0Qeh4s:ref]

Thank you for the information provided. Once the re-rate amount is available will you please provide the total amount?

Thank you,

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: 1/10/2020 12:02 PM

To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00573827 [ref: _00Dt0GzXt_500t0Qeh4s:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00573827.

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") regarding her enrollment with Verde.

Below are the responses to your inquiries:

1. **When, how, and by whom the enrollment was completed?**
 1. On 12/28/2016, [REDACTED] authorized the electric account to Starion Energy ("Starion") via Outbound Telemarketer.
2. **If the enrollment was for a fixed, variable, or variable with an introductory rate product.**
 1. The electric account was enrolled into a 12 month fixed rate of \$0.0629 cents/kWh along with a \$0.24/daily fee.
3. **What was the customer billed per CCF/MCF/kWh for all service periods during which the customer was enrolled?**
 1. The unit of measurement for this enrollment is kWh.
4. **The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.**
 1. On 12/18/2018, Verde submitted an enrollment transaction to the utility and the utility provided a start flow date of 01/23/2019
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.**
 1. On 01/03/2020, Verde submitted a request to cancel the electric account to the local utility and the utility provided a stop flow date of 01/22/2020.
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 to 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.

1. Unavailable

2. **The signed agreement for service.**

2.

1. Not Applicable

3. **The Terms and Conditions of Service.**

3.

1. Attached

4. **The signed Acknowledgement form.**

4.

1. See Question 2

5. **The Welcome Letter mailed to the customer.**

5.

1. See Question 3

6. **The Third Party Verification recording for this enrollment.**

6.

1. Attached

7. **The contract expiration notices mailed to the customer.**

7.

1. Attached

Conclusion:

We'd like to confirm that per the attached TPV completed on 12/28/2016, [REDACTED] willingly and knowingly authorized the electric account to Starion without any objections. Additionally, per the attached Assignment Letter sent on 10/30/2018, Ms. [REDACTED] was properly notified that her electric account would be assigned to Verde approximately 12/05/2018. The letter indicated that if Ms. [REDACTED] had any objections, to contact Starion by 12/04/2018.

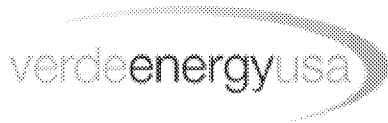
In a much, upon review of the TPV, Verde acknowledges that it is not in compliance with O.A.C. 4901:1-21-06(D)(2)(a)(viii). Additionally, due to the longevity of this account, Verde was unable to retrieve the sales call that took place on 12/8/2016. For this reason, Verde will process a cost analysis for the service period between (01/24/2017) (Starion Start Date) to 01/22/2020 (Verde-Termination Date). In as much, please understand the cost analysis will not be processed until the final invoices are generated and if a credit is deemed as due, the customer will be refunded accordingly.

Lastly, as it stands, [REDACTED]'s electric account is scheduled to terminate with Verde on 01/22/2020, a date solely determined 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

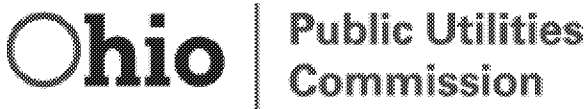
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From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>

Sent: Tuesday, January 7, 2020 8:49 AM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00573827 [ref:_00Dt0GzXt._500t0Qeh4s:ref]



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

CASE ID: 00573827

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Fairfield, Ohio 45014

SERVICE ADDRESS: [REDACTED], Fairfield, Ohio 45014

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: n/a

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

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

Please review the account and advise:

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

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

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

1. The sales 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._500t0Qeh4s:ref

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Message

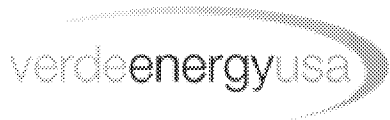
From: Customer Concerns [customerconcerns@sparkenergy.com]
on behalf of Customer Concerns <customerconcerns@sparkenergy.com> [customerconcerns@sparkenergy.com]
Sent: 2/17/2020 3:51:42 PM
To: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00568042 [ref:_00Dt0GzXt._500t0PbcRP:ref]
Attachments: [REDACTED] re-rate.PNG; [REDACTED] refund.PNG

Good morning,

Attached you will find the spread sheet for the refund amount of \$427.65. As such, please allow 21 business days for the customer to receive the refund in the form of a check via US mail.

Best regards,

April Lusk



April Lusk | Regulatory Specialist

12140 Wickchester Ln, Ste 100 | Houston, TX 77079

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

alusk@verdeenergy.com

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Friday, February 14, 2020 6:09 AM
To: Customer Concerns <customerconcerns@sparkenergy.com>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00568042 [ref:_00Dt0GzXt._500t0PbcRP:ref]

Good Morning,

Any updates on the cost analysis?

Sincerely,

Shanequa Jones

Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department

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

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

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

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 1/28/2020 10:52 AM
To: contactthepuco@puco.ohio.gov
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00568042 [ref: _00Dt0GzXt._500t0PbcRP:ref]

Good Morning,

Thank you for the information provided. I have forwarded this information to our billing department. Once the cost analysis is completed, I will forward it for review.

Best Regards,

Edwin Quinonez

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Tuesday, January 28, 2020 9:24 AM
To: Customer Concerns <customerconcerns@sparkenergy.com>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00568042 [ref: _00Dt0GzXt._500t0PbcRP:ref]

Good Morning,

I apologize for the delay. I just received the information from the utility.

The price to compare rates are as follows:

1/30/19- 5.28c/kwh
02/28/19- 4.92c/kwh
03/29/19 5.25c/kwh
04/30/19 5.76c/kwh

05/30/19 5.80c/kwh
06/28/19 5.70c/kwh

Sincerely,

Shanequa Jones
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: 1/6/2020 12:10 PM
To: contactthepuco@puco.ohio.gov
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00568042 [ref:_00Dt0GzXt._500t0PbcRP:ref]

Good Morning Ms. Jones,

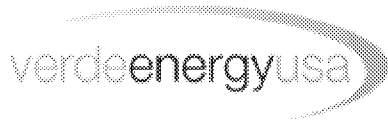
Thank you for your patience while you allow me to resolve this matter.

Attached you will find the cost analysis for PUCO Complaint No. 00568042. We ask that you please allow up to 21 business days for Mr. [REDACTED] to receive payment via USPS.

In as much, may you please provide the PTC rates for DUKE so that we may expedite the cost analysis for the electric account.

Best Regards,

Edwin Quinonez



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

equinonez@verdeenergy.com

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From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Monday, January 6, 2020 9:32 AM
To: Customer Concerns <customerconcerns@sparkenergy.com>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00568042 [ref:_00Dt0GzXt._500t0PbcRP:ref]

Good Morning,

Any updates on the cost analysis?

Sincerely,

Shanequa Jones
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: 12/26/2019 9:23 AM

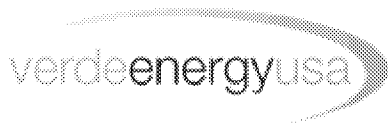
To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00568042 [ref: _00Dt0GzXt._500t0PbcRP:ref]

Good Morning,

Please be aware that the cost analysis is currently still pending calculations. Once the cost analysis is completed, we will forward them to the staff.

Best Regards,



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

equinonez@verdeenergy.com

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Edwin Quinonez

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

Sent: Tuesday, December 24, 2019 12:11 PM

To: Customer Concerns <customerconcerns@sparkenergy.com>

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00568042 [ref: _00Dt0GzXt._500t0PbcRP:ref]

Good Morning,

Please provide a breakdown of the cost analysis

Sincerely,

Shanequa Jones

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: 12/16/2019 2:04 PM

To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00568042 [ref:_00Dt0GzXt._500t0PbcRP:ref]

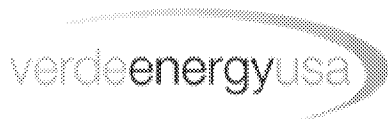
Good Afternoon Ms. Jones,

Thank you for allowing us to address your additional concerns.

Please be aware that because we are no longer in a business relationship with Alpha Energy, LLC, Verde is unable to retrieve the Signed Contract Agreements that were conducted on 01/06/2019. As such, Verde will process a cost analysis for the gas account as well from 01/30/2019 to 06/28/2019. If a credit is deemed due, Mr. [REDACTED] can expect to receive it within 21 days via USPS.

Best Regards,

Edwin Quinonez



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

equinonez@verdeenergy.com

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

Sent: Monday, December 16, 2019 10:01 AM

To: Customer Concerns <customerconcerns@sparkenergy.com>

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00568042 [ref:_00Dt0GzXt._500t0PbcRP:ref]

Good Morning,

Please provide the signed enrollment documents for the customer's gas and electric enrollments.

Sincerely,

Shanequa Jones

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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

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

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 12/16/2019 10:15 AM

To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00568042 [ref:_00Dt0GzXt._500t0PbcRP:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00568042.

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

This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

5/4/2020 5:08:32 PM

in

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

Summary: Exhibit Exhibit B Part 2 by The Office of The Ohio Consumers' Counsel electronically filed by Mrs. Tracy J Greene on behalf of Healey, Christopher